

**UTAH MEDICAID ICF/ID FACILITY QUALITY
IMPROVEMENT INCENTIVE (2) APPLICATION
Rule R414-504-5**

This form and all supporting documentation must be emailed on or before May 31st of the incentive period.

Facility Name: _____

National Provider I.D. _____ Administrator: _____

Please mark all that are complete:

- ☐ This facility received no violations that are at the “immediate jeopardy” level, as determined by the Department during the incentive period.
- ☐ This facility received no violation that is a Condition of Participation as determined by the Department, during the incentive period. (50% or 0%)
- ☐ This facility has applied for and received at least one of the QII(1) reimbursements. Please select which QII(1) option for which you submitted and received reimbursement:
- ☐ QII(1)(f)(iii) Van
- ☐ QII(1)(f)(i) Bathing
- ☐ QII(1)(f)(iv) HVAC
- ☐ QII(1)(f)(v) Dining Enhancement
- ☐ QII(1)(f)(ii) Resident Life Enhancement

This facility has documented a substantial community integration program including the following areas:

- Employment or vocational opportunities (where appropriate) (75%)
- Individualized activities documented for each individual
- Resources used to implement the program (including use of staff)

This facility had customer satisfaction surveys conducted by an independent third-party entity in each quarter of the incentive period. The following information is attached: (25%)

Name and brief description of the third-party entity performing the quarterly survey.

Brief description of the survey questions including, who is surveyed, when the surveys are done, and how this facility uses the survey results to improve operations/customer satisfaction.

Four Quarterly survey results summaries with the final quarter ending March 31st of the incentive period (e.g., a graph, etc.)

A **distinct** action plan to address survey items rated below industry average for **each quarter**. (A list of the areas identified as below the industry average during a quarterly survey and a distinct plan to improve the area(s). If no areas are below industry average, choose the area that your facility consistently receives the lowest rating and provide an improvement plan.)

Please ensure that the attached documents do not exceed a total of 12 pages.

By submitting this application I certify that all of the above criteria have been met.

Administrator Signature: _____ Date: _____

Note: Division staff will not request additional information relating to this submission. Please be sure to include all necessary information in order to qualify.

Substantial Community Integration Program QII(2)

Employment or Vocational Opportunities
My Independent Home offers all residents, when appropriate to attend vocational placements, employment opportunities through a vocational training center and life skills training. All residents who have expressed interest in employment or vocation have appropriate placement. Once an interview has occurred and appropriate placement has been offered, they attend regular vocational rehabilitation to enhance skills and gauge appropriateness. Each resident has an employment, vocational or life skills training goal and progress is

Name	Job or Vocational Placement	Resources
James	James work at Maverick in the Baking area where he preps and bakes bread M - F from 8 AM - 11:30 AM	James uses public transportation on M, W, and F but is transported by a staff member T, and Th. James is transported in a van purchased through QII2.
Joanna	Joanna participates in a community park clean-up project M, W, and F. Joanna meets with other individuals at the park/rec building where they go to a new park each day and clean or provide maintenance.	Joanna is transported by staff each day because her hours vary based on weather and time of year. The vehicle used for transportation was purchased through QII2
Jimmy	Jimmy works at Planet Fitness every Monday and Friday afternoon at the front desk and scans memberships and cleans as needed.	Jimmy uses public transportation to/from Planet Fitness. There have been occasions this year when he was asked to start early and a staff member is able to provide transportation as needed.
Jamie	Jamie works at Costco where she sweeps and mops floors in the bakery, deli, and refrigerated areas Tu-Friday from 7:00 AM - 10:30 AM.	Jamie receives a ride from a staff member every morning but is able to walk 4 blocks home after. When weather is bad (too hot or cold), a staff member is able to provide transportation. The transportation is provided by one of the vehicles purchases through the QII2 program.

Substantial Community Integration Program QII(2)

Individualized Activities
My Independent Home offers individualized activities to every resident. Activities are not only offered based on preference, but also initiated or completed by staff preferred by the resident. Although we have a robust activities department, supervised by a licensed recreational therapist where daily activities are provided, we allow residents a weekly activity of their preference. The activities are given time and budget parameters

Name	Preferred Activities	Resources
James	James attends an LDS church where he is involved in Scouts. He also enjoys going to Walmart weekly to purchase candy and beverages.	The activity director takes James and others to WalMart every Friday evening. We transport several residents to an LDS church in the community Van which is maintained through QII2 funds.
Joanna	Joanna enjoys creating tik tok movies for her followers and families. She does this every Saturday Morning to begin her weekend.	We have specific staff that help Joanna with her tik tok movies including providing costumes or make-up as needed. We also assist with recording the videos and helping her distribute the movies through her social media accounts.
Jimmy	Jimmy attends classes at planet fitness 3 x/week. Jimmy attends a spinning class and power pump.	Jimmy and 5 other residents are transported by a staff member in a van purchases through QII2. The staff member supervises the residents and ensures they get to their desired classes and are safe when exercising.
Jamie	Jamie likes playing cards and gambling with skittles. Jamie likes to purchase a deck of cards each week and her candy. She candy gambles with 3 other residents	Our Rec Therapist sets up the felt gaming table for Jamie and her 3 friends each Wednesday evening. The game table (furniture) was purchased through QII2 funds. The Rec Therapist helps deal the cards and provides assistance as needed during the 30 minute playing time. Each quarter, an occupational therapist provides guidance to the Rec Therapist on fine-motor activities to assist Jamie with her reduced sensitivity and poor coordination during in-hand manipulation.

“My Independent Home” uses **Quality Skill and Survey** as its survey company. Each quarter, the survey company contacts residents and families to ask specific questions about their experience.

The questions include: Recommend, Staff, Care, Discharge Needs Met, Food, Cleanliness, Therapy, Courtesy and Respect.

We compare, quarter over quarter, with national standards and how we’ve been improving.

Note: There are some quarters where all residents and families were interviewed or surveyed within the last 6 months.

Annual Satisfaction Report

Prepared For: [REDACTED]

Quarter 1

2023-12-30 - 2024-03-31



Percent Satisfied

Location Avg

National Avg

State Avg

Quarter 2

2024-03-30 - 2024-06-30



Percent Satisfied

Location Avg

National Avg

State Avg

Quarter 3

2024-06-30 - 2024-09-30



Percent Satisfied

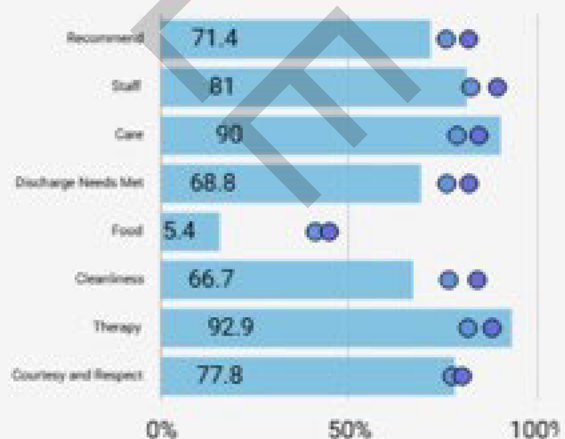
Location Avg

National Avg

State Avg

Quarter 4

2024-09-30 - 2024-12-31



Percent Satisfied

Location Avg

National Avg

State Avg



Example		Action Plan to address survey items below average for the quarter
Q1	Category	Action Plan
	Recommend	During Q1 we had significant staff turnover, we had issues with our dining room hot water, and we hired a new director of rehab. We replaced the water heater (using QII funds) for dining purposes and have had no issues since. We have also reduced staff turnover during the last few weeks of the quarter. We believe the new DOR will improve the amount of therapy provided to Medicaid residents.
	Staff	We had significant turnover during Q1 with a 28% turnover rate. We met with our management and corporate office and decided to establish longevity awards and implement a small student loan payoff program that has worked for other facilities.
	Therapy	We hired a new DOR who has extensive experience in LTC. The new DOR recommended we implement enhanced therapy for Medicaid residents beyond Medicare B benefits including enrolling a PT and OT as Medicaid providers. These providers will see Medicaid residents who need therapy beyond Medicare B benefits.
	Courtesy & Respect	We strive to provide the greatest amount of courtesy and respect. This survey items was very humbling to our staff and we had a 1 hour staff meeting where we discussed this report. Our staff has committed to improve their individual efforts. Our goal is that every staff member will smile at every resident they come in contact with. In addition, we have implemented a plan that we will call back family members of residents within 30 minutes of a message or communication when unable to immediately respond.
Q2	Category	Action Plan
	Recommend	During Q2, we had improvement on staff turnover which we hope will improve the overall care. We were able to have 3 "in-person" meetings with family members who had complaints of the facility in general and gain valuable insights. We made a commitment to these families that we would make specific strides in overall care, food, and therapy as those seemed to be the biggest issues.
	Staff	Our turnover percentage dropped to 24%, which although isn't something we're proud of, is an improvement compared to Q1. We believe initiating the programs discussed in Q1 will take some time but we have already seen improvement. We also provided an incentive bonus to 25% of our staff who met personal professional goals in the quarter. The bonus payouts equaled \$16,000.
	Care	We believe extensive efforts are always being made to improve care. We had two complaints and received a citation from a CMS survey regarding two residents with lymphedema. We sent a nurse and OT for lymph certification. Both received their certification and we believe this will improve care for this population now, and in the future. The programs were paid for with QII monies.
	D/C needs met	We only had 11 discharges this quarter and 3 of those had significant complaints in general. We believe this skewed the data given the few discharges. We did have a phone call with two of the families and discussed in depth, their concerns. We believe food and lack of weekend staffing were the two biggest reasons for them scoring our d/c so low. We committed to them and as part of our action plan we will increase our CNA staffing by one FTE during the 6:00 AM to 2:00 PM hours both Saturday and Sunday.
	Food	Food seems to be our lowest score quarter after quarter. We asked the residents what their biggest issue is and they stated they sometimes just want food from somewhere else. We committed to have a pizza night once a month where the residents can choose the restaurant where we order pizza. We'll order a large variety of pizzas and include staff in this meal.
	Cleanliness	We pride ourselves on cleanliness and have significantly improved our efforts in cleaning. We rolled out a new policy 3 months ago where we want to provide "hotel" service for residents. This policy is that we will clean a room or area whenever a resident requests, within reason.
	Therapy	We hired a new DOR who has asked that we purchase a few pieces of equipment that can be utilized not only by skilled staff, but by restorative aids, specifically on the weekends. We tapped into QII monies and purchased 3 recumbent machines including large screens where residents can select rides throughout the world.
	Courtesy & Respect	We continue to provide significant training on what this means for staff. We had specific policies in place to smile and recognize residents by all staff. We believe over the next several months this policy will lead to improved scores in this area.

Q3	Category	Action Plan
	Staff	Our turnover rate continues to improve. We have proudly initiated continued incentive awards for staff who achieve professional goals, certifications, or receive compliments from staff. This quarter we paid our nearly \$13,000 in bonuses to staff. We believe this continues to make a difference as our retention has improved significantly the past 3 quarters.
	D/C needs	Our d/c score improved by 5 points compared to Q2. We believe the plan we implemented in Q2 will take some time but we have already seen improvement.
	Food	Our food scored dropped significantly this month despite strong efforts to improve. Our residents raved about the new monthly pizza night. In addition, we've added a smoothie bar in conjunction with several recommendations by residents during a resident council.
	Cleanliness	We believe the cleanliness score dropped due to so few residents being interviewed this quarter. It was reported that only 6 residents were interviewed due to large numbers being interviewed in Q1 and Q2. We continue to monitor this and address specific issues as they are reported by residents, staff, and family.
	Courtesy & Respect	Our C & R score improved significantly during the last quarter. We continue to emphasize frequent smiling and believe this has been noticed by residents and family. We've had significantly fewer phone calls this quarter from family regarding C & R issues.

Q4	Category	Action Plan
	Recommend	We dropped below industry average for Recommend in Q4. We looked at possible reasons why and concluded we did have an extensive remodeling project around 2 of our resident halls. We installed new flooring and paint which took approximately 6 weeks. This area was messy with construction during the time but we believe the improvements are well worth the 6 weeks of mess.
	Staff	Our staffing has improved substantially from Q1 and Q2. We believe our efforts are paying off and keeping us close to industry average which is a large "win" considering where we started. We continue to provide incentive bonuses to staff and believe this as an ongoing policy will help us with retention efforts.
	D/C needs met	We believe a low number of discharges this quarter led to skewed data. We were able to have our administrator meet with every family of a discharged resident and discuss their needs/complaints specifically. We will continue this effort (unless an unannounced d/c occurs). Often having our administrator talk to families of residents being d/c'd goes a long way in discovery and improving future experiences.
	Food	The addition of the smoothie station has been a big hit. We are looking to add nutritious flavors and even naming them using resident ideas will improve dining over time. We have sat down with our dietary staff and established a quarterly goal/plan for the upcoming year. We believe the ideas (above and beyond the pizza night and smoothie station) will continue to improve our food scores.
	Cleanliness	Our cleanliness score did improve compared to Q3 but we still look for ways to improve this. We did discover that only about half our residents and their families knew about our new "hotel" policy that cleaning requests will be completed as requested, in addition to standard cleaning protocols. We believe this discovery will lead to improved cleanliness.
	Courtesy & Respect	We continue to meet with staff about this important issue. We have initiated a \$100 bonus every monthly staff meeting to a staffer who is recommended by resident council for demonstrating "Courtesy and Respect". We've asked our resident council to nominate 2 to 3 staff members per month who meet certain criteria they council have outlined. Our management staff then takes the recommendation and selects the final winner. The winner will receive the cash bonus, a card signed by the resident council, and 4 hours of PTO.