

# QIS

IS here!

*Don't miss  
this ~~fast~~ Chance  
to get your  
team ready!*



and



*Present a*

## ***2-Day Intensive QIS Training:***

***Day 1- Refresher/Updated Basic Course***

***Day 2- Intermediate Course***

***February 17th & 18th***

***Varsity Room - Maverik Center (formerly E Center)***

***3200 South Decker Lake Drive, West Valley City***



## 2-Day Intensive QIS Educational Course Training

### Day 1- QIS - Refresher/Updated Basic Level

8:30 am	Welcome
8:35 - 9:45 am	The QIS process: Background and development of QIS Objectives of QIS Overview of QIS and comparison with traditional survey
9:45 - 10:15 am	Using QIS for Quality Improvement: QIS Task/Care Area Matrix Lessons
10:15 - 10:30 am	Break
10:30 am - 12:00 pm	Using the Stage I Forms: Resident Interview Family Interview Staff Interview Resident Observation Clinical Medical Record Reviews Stage I Conclusions
12:00 - 1:30 pm	Lunch <i>(on your own)</i>
1:30 - 2:00 pm	Using the Stage I Forms <i>(continued)</i> Mandatory: Demand Billing Dining Observation Infection Control & Immunizations Kitchen/Food Service Observation Medication Administration Observation/Drug Storage Quality Assessment and Assurance (QA&A) Resident Council President/Representative Interview Triggered: Abuse Prohibition Admission, Transfer and Discharge Environmental Observations Personal Funds Sufficient Nursing Staff

2:45 - 3:00 pm	Break
3:00 - 4:30 pm	Stage II: Comparison of Stage I results with national thresholds Critical Element Pathways Unnecessary Drug Review
4:30 - 5:00 pm	Questions and answers

## *Day 2- QIS- Intermediate Level:*

8:30 am	Welcome
8:35 - 9:30 am	Overview of QIS CMS objectives Objectivity Consistency Enhanced documentation Survey resources Review of process stage by stage More Resident Centered Federal regulations for Quality Assessment & Assurance Quality Assessment Quality Assurance Building a QA team Incorporating the QIS process Core component of facility Quality Asmt and Assurance Why QIS can be utilized as a Quality Assurance tool Questions & answers
9:30 - 10:30	Guidelines for using QIS for Quality Assurance Sampling Conducting stage 1 tasks: who and what Mandatory task: frequency and function Investigating Stage 1 findings: Transition and Stage 2 sample selection Surveyor versus provider-QA vs. Survey use Stage 2 investigation: Use of tools and implication for QA and quality improvement Building Quality improvement opportunities Proactive vs. reactive approach Improved survey results Improved quality Customer satisfaction Questions & Answers

10:30 - 11:30 am	<p>QCLI's and use in the survey process</p> <ul style="list-style-type: none"> <li>Define QCLI</li> <li>QCLI Dictionary</li> <li>QCLI organization and format</li> <li>Review and use of QCLI's as a clinical and quality tools</li> <li>Review care area QCLI's by care area</li> <li>MDS sample</li> <li>Census sample</li> <li>Interviews</li> </ul> <p>Review use and implication of QCLI's at a practice level</p> <ul style="list-style-type: none"> <li>Quality Assurance implications</li> <li>Explored</li> <li>Analyzed</li> <li>Applied to practice</li> </ul>
11:30 - 11:45 am	<p>Utilizing QCLI's</p> <ul style="list-style-type: none"> <li>Transition report</li> <li>Triggering care area</li> <li>Determining stage 2 investigative tools</li> <li>Identifying opportunities for improvement</li> </ul> <p>Questions &amp; Answers</p>
11:45 am - 1:15 pm	Lunch ( <i>on your own</i> )
1:15 - 2:15 pm	<p>Extended Survey</p> <ul style="list-style-type: none"> <li>Survey Triggering process</li> <li>Substandard care</li> <li>Regulatory groupings for substandard</li> <li>Scope and Severity</li> </ul> <p>Purpose and process of extended survey</p> <ul style="list-style-type: none"> <li>Evaluate facility management</li> <li>Nursing services</li> <li>Administrative</li> <li>Physician services</li> <li>View extended survey from an administrative perspective <ul style="list-style-type: none"> <li>- Implications for Leadership</li> </ul> </li> <li>Quality Assessment &amp; Assurance</li> </ul> <p>Questions &amp; Answers</p>
2:15 - 2:45 pm	<p>QIS revisit procedures and implications for practice</p> <ul style="list-style-type: none"> <li>No repeat of stage 1</li> <li>Validation of Plan of Correction</li> <li>Repeat Stage 2 tools</li> <li>Using tools to evaluate compliance with POC</li> <li>Plan of Correction considerations and corrective action using QIS</li> </ul> <p>Questions &amp; Answers</p>
2:45 - 3:00 pm	Break

3:00 - 4:00 pm	<p>Stage 1 Case Study / Identifying Triggers</p> <ul style="list-style-type: none"> <li>Resident Interview</li> <li>Staff Interview</li> <li>Resident Observation</li> <li>Chart audit</li> </ul> <p>Stage 2 Case Study / In-Depth Investigation-Stage 2</p> <ul style="list-style-type: none"> <li>Identify triggered areas and tools</li> <li>Review 5 completed stage 2 tools <ul style="list-style-type: none"> <li>- Activities</li> <li>- Abuse Prohibition</li> <li>- Choices</li> <li>- Environment</li> <li>- Sufficient Staffing</li> </ul> </li> </ul> <p>Questions &amp; Answers</p>
4:00 - 4:30 pm	<p>Resource Information</p> <ul style="list-style-type: none"> <li>Internet availability of all QIS related materials</li> <li>Web site location</li> <li>Tab 8 QCLI dictionary and indicators</li> <li>Availability of all forms in Stage 1 &amp; 2</li> <li>Manual and Forms Links</li> <li>Using Mapping documents</li> </ul>

***This complete 2-Day QIS Training is Approved for 16 CEUs***

### ***About your presenter:***

*Cindy Mason, Vice President of Provider Services, Medline Healthcare-*

*Cindy's professional background of over 29 years of advising nursing home administrators and staff make her ideally suited to assist nursing homes in assessing and refining systems for survey success.*

*Cindy provides education, quality assurance system analysis and implementation, and consultation to nursing home providers. Licensed as a clinical social worker, nursing home administrator, health care risk manager, and accredited as a QIS instructor, she translates complex regulatory requirements into concepts that can be applied to managing the daily operations of nursing home life. As a long term care consultant, staff educator, and national speaker, Cindy has worked with all levels of nursing home staff on regulatory compliance and skill development.*

*Cindy has worked extensively with consumers of care whose perspective is critically important in survey success. Cindy received her MSSW from the University of Louisville in 1981.*