

FLORIDA HEALTHCARE ASSOCIATION

Quality First Credentialing Program

SELF-ASSESSMENT CHECKLIST: A TOOL FOR THE INTERNAL REVIEW PROCESS

Instructions: Referring to your organization's existing self-assessment tools, check each performance component as *Met*, *Not Met*, or *In Progress*. Include *Comments* as necessary to clarify.

Organization-Focused Functions	Met	Not Met	In Progress	Comments
Risk Management and Improving Organization Performance				
Risk Management and Quality Assurance Program in place; reviewed/approved annually & includes process for identifying quality issues and deficiencies to be assessed, analyzed, categorized, and responded to F520; F521; N0900-N0916				
Risk Management and Quality Assurance Committee established, meets monthly, includes key disciplines including Administrator, DON, Medical Director and other disciplines; staff trained to access process F502; F521				
Risk Management and Quality Assurance Committee oversees program development, policy/procedure development/revision F520; F521				
Risk Management and Quality Assurance Committee Meeting Minutes maintained & accurately reflect proceedings; they include clear evidence of clinical and operational trends of significance as well as how facility responds to the issues, i.e. time-lines for resolution, individuals responsible, and progress F520; F521				
Maintains Information Management System using leading & lagging performance measures for the purpose of identifying short & long-term priorities, monitoring actual facility performance & providing a clear basis for improving results; performance measures may include Quality Measures, Quality Indicators, and state rankings. The information management system & selected performance measures are clearly defined. A written description exists of how information is gathered, analyzed, and distributed to support quality improvement.				
Organizational structure reflects commitment on the part of leadership to continuous improvement of processes and organizational performance. This is demonstrated through a description of the facility's CQI structure & methodology covering elements such as: defining the QI roles & responsibilities of facility leaders & support personnel; identifying key process & measurable organizational performance standards; systematically measuring processes & outcomes; promptly identifying outcomes that do not meet performance standards; engaging root cause analysis; and implementing training & procedures that hold the gains. Facility utilizes an existing self-assessment tool to monitor key functions and/or other quality measures and indicators.				

Organization-Focused Functions	Met	Not Met	In Progress	Comments
Risk Management and Improving Organization Performance				
Records and Responds to Resident Concerns: procedure for handling resident concerns is regularly communicated to the residents, families, employees, & other stakeholders. Concerns are recorded, investigated, and responded to in a timely and confidential manner. A defined process provides details to pursue resolution of concerns & a timeframe for a response; assists residents in writing a complaint; includes names, job title, & phone numbers of employees responsible for implementing process to resolve concerns; includes address & toll-free numbers of ombudsman & state health care agency; provides for a follow-up process that verifies concerns have been resolved to the satisfaction of the resident or family member; includes a process to periodically aggregate and analyze the data to identify common issues & areas of concern to residents; maintains records relating to customer concerns; includes a written description for reporting to the RM/QA Committee including numbers of concerns handled, categories of concerns, and final conclusion F165; F166				
Facilitates an active Family Council				
Facilitates an active Resident Council				
If resident and/or family groups exist, listens with serious consideration to groups' recommendations & grievances, attempting to accommodate to the extent practicable in developing & changing facility policies affecting resident care/life in facility. Communicates decisions to the resident and/or family group. F243; F244				
At least one family member actively participating in FHCA's Family Forum				
Facility maintains records of all grievances and reports annually to the state health care agency the total number of grievances handled, a categorization of the cases underlying the grievances, and the final disposition of the grievances. N0042, <i>Florida specific</i>				
Using an existing customer satisfaction survey tool, conducts regularly scheduled resident/family satisfaction surveys, employing certain parameters: encouraging participation by all residents or their family member/guardian, allowing anonymity, completed surveys are returned to and compiled by someone other than facility management, promptly reporting survey results and planned actions to residents, families, and staff; establishing a process for identifying performance improvement opportunities based on survey outcomes. A written description of this customer survey process is in place including the provision for an annual survey, how its conducted, and results analyzed				

Organization-Focused Functions	Met	Not Met	In Progress	Comments
Organizational Ethics, Social Responsibility & Community Health				
Meets all local, state, and federal laws and regulatory requirements regarding use/disposal of chemicals & biohazards F492				
Integrity & consistency of clinical decision-making regardless of financial implications				
Consistently emphasizes ethical behavior in all stakeholders transactions and interactions				
Helps define regional or national health care issues action by serving on or working with local/national networks or associations				
Serves community in public health capacity, i.e. disaster shelter, community fundraising, voting site, health fairs				
Supports cultural diversity through a formalized program				
Maintains active Ethics Committee				
Leadership				
Meets all local, state, and federal laws and regulatory requirements regarding administration and professional standards. F492				
Has a Current Mission Statement				
Mission Statement is quality focused on customer satisfaction & other stakeholder interests; includes purpose and core values				
Existence of a description of the facility's process for communicating mission to staff, residents, family, and all other stakeholders				
Has a formal Strategic Quality Plan based on the Mission, Vision, and Values of the organization				
Life Safety – Environment of Care				
Meets all local, state, and federal laws and regulatory requirements regarding the Life Safety Code and OSHA F454-F463; F466-469; F492; F252-F258				
External building safety, i.e. parking, lighting, landscaping, signage, security, structural integrity F454; F456				
Supports a Preventative Maintenance Plan F456				
Maintains and Periodically Reviews Disaster Preparedness Plan F517; F518				
Systematically conducts safety checks on elements impacting resident accident prevention & safety; i.e. side rails & mattress compatibility, pest control, equipment storage, sanitation, durable equipment maintenance, call lights, chair alarms, bed alarms, caution signs, exit alarms, noise levels, odors, ventilation, chemical storage, water temperature, electrical safety, emergency power plan and equipment, walkways/stairways F454-F463; F466-469				
Communicates an active system for preventing or managing occurrences of workplace violence				
OSHA Ergonomic Assessment & Implementation				

Organization-Focused Functions	Met	Not Met	In Progress	Comments
Valuing Staff – Management of Human Resources				
Meets all state and federal laws and regulatory requirements regarding the criminal history screenings of employees F225; F226; N0620				
Meets all state and federal laws and regulatory requirements regarding staff education F441; F497; N0150; N0151; N0152; N0153; N0163; N0603; N0906; N0907; N0908				
Provides formal staff recognition beyond regular compensation system				
Utilizes the quarterly mandatory staff turnover & retention reporting to establish a baseline for tracking & comparison N0414				
Maintains a philosophy and procedure for sharing knowledge with staff and encouraging innovation				
Requires medical directors, physicians, and licensed independent practitioners to be credentialed in order to have facility admitting and visitation privileges				
Maintains an active system for conducting employee exit interview and analyzing trends with special attention to the impact on turnover and retention				
Maintains a formalized mentoring/preceptor program to acclimate new hires				
Orientation program is adapted based on turnover & retention tracking & comparison				
Promotes a learning culture through a dedicated Staff Educator				
Conducts regularly scheduled employee satisfaction surveys, employing certain parameters; i.e. encouraging all employees to respond, allowing anonymity, completed surveys are returned to someone other than facility management, promptly reporting survey results and planned actions to employees; establishing a process for management improvement opportunities based on survey outcomes				
Maintains an active Employee Council				
Provides a system for granting scholarships for career advancement				
Promotes internal and external personal learning opportunities, active career ladder opportunities within the organization as well as professional certifications, and identifying methods of routine daily learning through staff ideas, health care research, and best practice sharing				

Organization-Focused Functions	Met	Not Met	In Progress	Comments
Management of Information & HIPAA				
Meets all state and federal laws and regulatory requirements regarding resident Clinical Records and in accordance with HIPAA requirements F514; F515; F516;F164				
Infection Control: Surveillance, Prevention, and Control				
Facility has a written description and a coordinated process to reduce risks of nosocomial infections in place and implemented. Actions are taken to prevent or reduce the risk of nosocomial infections in residents, employees and visitors. F441; F442; F443; F444; F445				
Employee health program in place and implemented; employees with communicable diseases prohibited from contact with residents or their food F441; F442; F443				
Hand washing protocols are followed F444				
Surveillance and monitoring of infections conducted and documented; program is designed to lower the risks and improve the trends and rates of infections F441; F442; F443; F444				
Program to ensure flu and pneumonia immunizations for residents and staff, as appropriate. F441; F442; F443				
Findings reported routinely to Risk Management and Quality Assurance Committee for review and follow-up F441				
Infections are reported to public health agencies as required F441				
Laundry: soiled linens handled appropriately from bedside to laundry, including measures relating to handling, storage, processing and transporting of linens F445				
Necessary Housekeeping and maintenance services are provided to maintain a sanitary, orderly, and comfortable interior F252; F253; F254				

Resident-Focused Excellence	Met	Not Met	In Progress	Comments
Resident Rights				
Meets all state and federal laws and regulatory requirements regarding the provision of Resident's Rights F221; F222; F223; F224; F226				
Meets all state and federal laws and regulatory requirements regarding protecting residents from abuse and neglect F151; F152; F225				
Continuum of Care				
Maintains an effective pre-admission process including the acquisition of all relevant medical and psychosocial records				
Preadmission screening includes timely federally required "pre-admission screening and resident reviews" (PASARR) to identify individuals with mental illness or mental retardation (MI/MR) F285				
Meets all state and federal laws and regulatory requirements regarding admissions process F156; F162; F205; F208' F271				
Admission process includes an evaluation of appropriateness in terms of being able to meet resident's needs				
Admissions process includes a system which integrates communications between departments and disciplines to coordinate care and to conduct thorough physical, functional, psychosocial, and nutritional assessments F273; F280				
Admission process includes communication with resident and family members (or responsible party) regarding resident's care, plan of care, expected outcomes, psychosocial history				
a) Orientation Plan includes showing family member or responsible party the video <i>Sharing Care</i>				
Transfer & Discharge policy meets all state and federal laws and regulatory requirements, including notification of bedhold policy and an effective mechanism for communicating with subsequent care providers F284; F283				
Assessment of Residents				
Meets all state and federal laws and regulatory requirements regarding the timeliness, completeness, and accuracy of the Minimum Data Set (MDS); this includes the requirements for initial use, quarterly review, and updates as reflective of resident's current status F272; F273; F274; F275; F276; F278; F286; F287				
Maintains an effective process for ensuring the consistency of the MDS with other documentation tools, i.e. the plan of care or Resident Assessment Protocols (RAPS) F272; F274				

Resident-Focused Excellence	Met	Not Met	In Progress	Comments
Plans of Care				
Plans of care are comprehensive and consistent with resident goals F279; F280				
Plans of care are known to staff involved in care F279; F280				
Process in place for involving the family and/or resident in the development of the plan of care F279; F280				
Process in place to measure implementation and outcome of plan of care including a mechanism for modifying plan of care as appropriate relevant to the resident's condition or response F279; F280				
Plans of care are developed with the goal of attaining and maintaining the highest practicable level of physical functioning F279; F280				
Care and Treatment of Residents				
Activities Program is directed by a qualified professional and provides for an ongoing program of activities designed for individual needs per individual comprehensive assessments F248; F249				
Maintains medically-related social services in compliance with federal and state regulations F250; F251				
Provides an effective system to continually address Hydration needs of the residents, including the potential of dehydration and documented measures to prevent such condition; accurately documented intake and output as appropriate; plans of care correctly identify residents at risk for dehydration F 272; F279; F282; F327				
Meet all state and federal laws and regulatory requirements related to dietary services F360; F361; F362; F363; F364; F365; F367; F368; F369				
Procedures in place to assess problems and/or needs, including ethnic/cultural preferences, individualized needs/preferences honored as practical; enteral therapy/tube feeding: care of tube/equipment, protocol for feeding, intake/output; weight loss: measures to prevent, protocol for addressing, accuracy/timeliness of weight measurement, nutrition assessment and follow-up to recommendations, monitoring, care-planning, family/physician notification; adequacy of staffing to assist with feeding. F365				
Effective systems monitored for the preparation and distribution of food: menus and recipes followed; alternatives available; consistency-modified foods correctly prepared and delivered; food not placed in steam table more than 30 minutes before tray line; temperatures taken and recorded; food protected during transport F371				
Food Services Practices include: the procurement of food from sources approved or considered satisfactory by authorities; the storage, preparation, and service of food under sanitary conditions; and the proper disposal of garbage and refuse F370; F371; F372				

Resident-Focused Excellence	Met	Not Met	In Progress	Comments
Care and Treatment of Residents				
Meal Service: resident preferences are honored; meals served in accordance with facility time schedule; trays identified by meal cards/tickets; normalization in dining process promoted (e.g. transfer from wheelchairs to dining room chairs when possible, etc.); food covered during transport; assistance with meals observes customer dignity, infection control considerations, individualized needs/preference (e.g. individual adaptive equipment) F364; F365; F367; F368; F369				
Incontinence Care: bowel/bladder assessment conducted upon admission and when needed; programming provided to meet individual needs, with promotion of normalization whenever possible; supplies provided appropriate to needs of customer; dignity considerations observed; fecal impaction: measures to prevent documented and implemented; catheter management F272; F310; 315; 316				
Maintains compliance in the provision of Physician/Non-Physician Services, including requirements relevant to the choice of physician; physician supervision; initial assessment, frequency of visits, documentation; availability of physician; and appropriate utilization of non-physician independent practitioners F385; F386; F387; F388; F389; F390				
Medication Management Program includes effective processes for: service consultation; medical Dx for each medication; medication effectiveness; monitoring for adverse/side effects; use of drugs with high potential for severe adverse outcome (Beers list); minimize dosage to achieve therapeutic result; appropriate utilization of psychoactive medications; drug regimen review; multiple medications (9 medication indicator); general medication administration and services (5 rights), security of medications; narcotic diversion: measures to prevent, management of; labeling & storage of drugs; systematic measures to prevent and manage medication errors. F329; F330; F331; F332; F333				
Incorporates a Pain Management program wherein pain is assessed upon admission and when indicated by resident's condition; pharmaceutical and alternative measures are introduced to address discomfort included in treatment plan; measures to address discomfort are monitored for efficacy using a discomfort scale F250; F310; F315; F318; F329; F411; F429				
Maintains a Parenteral Therapy program which ensures: appropriate staff training is provided and documented; techniques to control infection (signs of inflammation) are in place and effective; verification of rate of administration; the consistent use of sterile techniques; strict adherence to safety measures in accordance to physician's orders and standards of practice; parenteral intake is precisely recorded F328; F321 (<i>Naso-gastric</i>)				

Resident-Focused Excellence	Met	Not Met	In Progress	Comments
Care and Treatment of Residents				
Established Rehabilitative Services Program includes specialized services including physical therapy, occupational therapy, respiratory therapy, and speech therapy provided by qualified licensed personnel under a physician's written order in order to maintain the highest levels of well being of each resident as determined by resident assessments and documented in plans of care F406				
Restorative Nursing program includes staff who are appropriately trained and necessary services provided to maintain functional abilities improved through specialized Rehabilitative Services; services available daily; appropriate documentation maintained F247; F311; F386; F406; F407; F495; F498; N0041; N0071				
Vision and Hearing services include assisting resident and families in locating and utilizing any available resources for the provision of the services the resident needs, including making appointments and arranging transportation to obtain needed services; includes a focus on residents who have triggered RAPS for visual function and communication. F313				
Monitors and provides for Special Needs the residents may have, ensuring that residents receive proper treatment and care for special services like injections, parenteral and enteral fluids, colostomy care, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prosthesis care F328				
Dental Services Program assists residents in obtaining routine and 24-hour emergency dental care in accordance to state and federal requirements. F411				
Supports an effective End of Life Care Program which evaluates and manages resident/family choices, including resident comfort, spiritual and bereavement support, palliative care and advance care planning. Program also evaluates unplanned deaths. F155; F156; N0030; N0041; N0603				
Maintains a specialty program, i.e. Eden Alternative, Hospice, Child Care program, other (please specify)				