



IMPROVING QUALITY IN MINNESOTA'S HOME AND COMMUNITY-BASED SERVICES SETTINGS

A one day hands-on workshop



**Aging Services
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES

DATES AND LOCATIONS

Monday, October 13 – Detroit Lakes

Essentia Health St. Mary's EMS
225 Park Street
Detroit Lakes, MN 56501

Tuesday, October 21 – Morton

Jackpot Junction Convention Center
2nd Floor
39375 County Highway 24
Morton, MN 56270

Thursday, October 16 – Grand Rapids Area

Sugar Lake Lodge
37584 Otis Lane
Cohasset, MN 55721

Wednesday, October 22 – Twin Cities

Augustana Heritage Park Senior Service Center
1015 – 4th Avenue North
Minneapolis, MN 55405

BACKGROUND

Minnesota's home and community-based services providers have new expectations and new incentives for improving quality. Consumers are increasingly savvy about the quality of services and are looking for providers who can demonstrate a focus on quality improvement. Revisions were made to MDH's home care licensure requirements for providers to put a quality management program into place. As of July 1, 2014, DHS tied one percent of the 5 percent increase for Waiver, Alternative Care and other types of providers, to the requirement for developing and submitting a quality improvement project. A description of each provider's project is due December 31, 2014 and must be submitted utilizing a form currently being developed by DHS. It is expected to be available sometime in October 2014. Providers must implement their quality improvement program by June 30, 2015.

The required quality improvement projects must address one of the following goals:

- Improve the quality of life of home and community-based service recipients in a meaningful way.
- Improve the quality of services in a measurable way.
- Deliver good quality services more efficiently while using the savings to enhance services for the participants served.

Details on the required quality programs are found in DHS Bulletin #14-69-03 – http://www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_184418.pdf.

PURPOSE

This program is designed to assist home care and other Waiver and Alternative Care providers to either establish or fine tune their quality management program – not only to meet MDH's revised home care licensure requirements, but to establish a quality program that will meet DHS' requirements for reimbursement by the December 1, 2014 deadline. This program will guide the organization's performance as well as practice, which in turn will lead to satisfied customers and quality outcomes.

AUDIENCE

- Directors of home care agencies with a comprehensive license, including those that provide assisted living services
- Administrators of assisted living settings
- Providers of other types of Waiver and Alternative Care Services required to develop and implement a quality project

FACULTY

Elizabeth Sether is the Nurse Consultant and Policy Analyst for Aging Services of Minnesota. She has many years of experience working in long-term care as a director of nursing and as an assistant administrator, consultant and speaker. Her academic background includes a degree in nursing, advanced studies in health services administration (patient administration and long-term care) and a master's degree in hospital administration. She is a licensed Minnesota nursing home administrator and a certified nurse administrator.

PROGRAM SCHEDULE

8:30 a.m.	Registration and light breakfast (included)
9 a.m.	Welcome and introductions Quality Improvement <ul style="list-style-type: none">• Definition• Regulatory requirements and pay for performance Elements Essential for a Quality Program
10 a.m.	Break
10:15 a.m.	Tools for Quality Improvement <ul style="list-style-type: none">• Data• Identify gaps and opportunities
12 Noon	Light lunch (included)
12:45 p.m.	Case Study Exercise: Selecting a Quality Project
2 p.m.	Break
2:15 p.m.	The Quality Project Team <ul style="list-style-type: none">• Selection• Process• Planning tools
2:45 p.m.	Questions and Answers
3 p.m.	ADJOURN



LEARNING OBJECTIVES

- Identify MDH's requirements for having a quality management program and the DHS requirements for quality improvement projects
- List the key elements of a quality program and how quality will be integrated into cares and services and driven by data.
- Develop a draft written quality management plan using a template.
- Describe an organizational structure that supports and sustains quality initiatives.
- Know how to select what data needs to be collected by your organization, what data sources are already available, how to trend data and select a quality topic based on data.
- Experiment using several different quality improvement tools.
- Gain an understanding of how monitoring quality indicators positions a provider to retain their 1% rate increase, while sustaining staff and resident satisfaction.

HANDS-ON LEARNING EXPERIENCES TO HELP JUMP START YOUR QUALITY MANAGEMENT PROGRAM

- Writing a quality plan
- Assessing current quality efforts
- Case study

REGISTRATION FORM

Improving Quality in Minnesota's Home and Community-Based Services Settings

NAME _____

TITLE _____

E-MAIL _____ (required for confirmation)

Check the date/location you plan to attend:

☐ 10/13 – Detroit Lakes

☐ 10/16 – Grand Rapids

☐ 10/21 – Morton

☐ 10/22 – Minneapolis

NAME _____

TITLE _____

E-MAIL _____ (required for confirmation)

Check the date/location you plan to attend:

☐ 10/13 – Detroit Lakes

☐ 10/16 – Grand Rapids

☐ 10/21 – Morton

☐ 10/22 – Minneapolis

ORGANIZATION _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ FAX _____

Method of payment: ☐ Payment enclosed ☐ Please invoice (Aging Services members only)

☐ VISA ☐ MasterCard ☐ AmEX

CARD # _____ CSC CODE _____ EXP. DATE _____
(3-digit code on back of credit card)

NAME ON CARD _____

CARDHOLDER'S SIGNATURE _____

CARDHOLDER'S PHONE # _____

Send registration form and fee (payable to):

AGING SERVICES OF MINNESOTA
2550 University Avenue West, Suite 350 South,
St. Paul, MN 55114-1900 • Attn: Accounting #6474

CONTINUING EDUCATION CREDITS

This program has been designed to meet the continuing education requirements for licensed nurses of the Minnesota Board of Nursing. Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators for clock hour credits.

ACCOMMODATIONS

A block of sleeping rooms for each workshop location has been reserved for the evening before each program in the Aging Services of Minnesota name. For further information please contact Maggie Bloom at 651.645.4545 or mbloom@agingservicesmn.org. Upon receipt of workshop registration an email confirmation letter will be sent that will include overnight accommodation information. Participants wishing overnight accommodations should make reservations as soon as possible to ensure a room.

FOR FURTHER INFORMATION

Questions about the program: Heidi Simpson
hsimpson@agingservicesmn.org

Registration or lodging questions: Maggie Bloom
mbloom@agingservicesmn.org
Local calls: 651.645.4545 Toll free: 800.462.5368

REGISTRATION INFORMATION AND FEES

Aging Services of Minnesota Members - **\$55** per person.

Prospective Members - **\$70** per person.

Registration fee includes refreshments, a light lunch and handouts. Registration **cut-off date** and cancellation notice: **4 working days** before the start of each program. Refunds will be made, less a \$25 processing fee, for cancellations made on or before that date. Cancellations made after that date and no-shows will not be eligible for a refund.

HOW TO REGISTER

Fax: 651.645.0002

E-Mail: Download a PDF from AgingServicesMN.org/events and send the completed registration form as an attachment to: Maggie Bloom, mbloom@agingservicesmn.org

Mail: Aging Services of Minnesota
2550 University Avenue West
Suite 350 South
St. Paul, MN 55114
Attn: Accounting #6474



Aging Services of Minnesota

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Suite 350 South
St. Paul, MN 55114-1900

Presorted
Standard Mail
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