# DQA QUARTERLY INFORMATION UPDATE

## October 2017

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### Southern Regional Office (SRO) Meetings

#### Bureau of Nursing Home Resident Care

SRO is holding two meetings, both from 1:00 to 3:00 p.m.:

- **NHA Forum on October 25, 2017:** Iowa County Health and Human Services Building  
  Community Room  
  303 W. Chapel St.  
  Dodgeville, WI 53533

- **DON Meeting on November 14, 2017:** Agrace Hospice Care  
  5395 Cheryl Pkwy.  
  Madison, WI 53711

DON meeting topics include: “Reducing Readmissions/Transitions of Care” and “Sepsis/Fever.”  
For DON meeting participation, email region1don@gmail.com.

### DQA Contacts

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http://www.dhs.wisconsin.gov

**Email Subscription Services**  
https://www.dhs.wisconsin.gov/regulations/listserv-signup.htm
Nursing Home Reminder: Mandatory National Healthcare Safety Network (NHSN) for CRE Reporting

Bureau of Nursing Home Resident Care

Effective June 2017, all skilled nursing facilities in Wisconsin are required to use the National Healthcare Safety Network (NHSN) for Carbapenem-Resistant Enterobacteriaceae (CRE) reporting. See the Division of Public Health (DPH) NHSN webpage at https://www.dhs.wisconsin.gov/hai/nhsn-resources.htm for information, including the Long-Term Care CRE Surveillance Memo and resources to assist providers in enrolling and using NHSN.

All skilled nursing facilities must enroll if they have not already done so. Facilities already on NHSN must confer rights to DPH to complete the requirement. (Do not enroll a second time.) Less than 200 of Wisconsin’s nursing homes have enrolled in NHSN and conferred rights to DPH. Since NHSN data is confidential, DPH does not have access to the data unless the nursing home confers rights to DPH. Note that monthly data entry of the facility’s denominator (resident days and admissions) is required even if a facility does not have an eligible CRE isolate.

In response to questions received regarding the consequences of failing to report CRE via NHSN, DQA notes that the federal nursing home regulation for infection control requires the facility infection prevention and control program to have written standards, policies, and procedures that identify when and to whom possible incidents of communicable disease or infection should be reported. During each annual survey, surveyors will ask to see evidence demonstrating that the facility has enrolled in NHSN, conferred rights to the Wisconsin DPH, and is submitting CRE numerator and denominator information.

The Centers for Disease Control (CDC) has identified Carbapenem-Resistant Enterobacteriaceae (CRE) as an urgent public health threat facing our nation and has provided toolkits for health care providers to use to help protect patients and prevent transmission of CRE. See: https://www.cdc.gov/hai/organisms/cre/cre-toolkit/index.html


Bureau of Education Services and Technology

According to the CDC, this document concisely describes a core set of infection prevention and control practices that are required in all settings, regardless of the type of health care provided. The practices were selected from among existing CDC recommendations and are a subset that HICPAC (Healthcare Infection Control Practices Advisory Committee) and its Core Practices Working Group determined were fundamental standards of care that are not expected to change, based on emerging evidence, or to be regularly altered by changes in technology or practices, and are applicable across the continuum of health care settings.

The core practices in this document should be implemented in all settings where health care is delivered, to include both inpatient (acute care, long-term care, rehabilitation, behavioral health) and outpatient settings (physician and nurse practitioner offices, clinics, urgent care, ambulatory surgical centers, imaging centers, dialysis centers, physical therapy and rehabilitation centers, alternative medicine clinics). In addition, these practices apply to health care delivered in settings other than traditional health care facilities, such as homes, pharmacies, and health fairs.

Health care personnel (HCP) referred to in this document include all persons, paid and unpaid, in the health care setting having direct patient contact and/or potential for exposure to patients and/or to infectious materials (bodily substances, used medical supplies and equipment, soiled environmental surfaces). This also includes persons not directly involved in patient care (clerical staff, environmental services, volunteers) who could be exposed to infectious material in a health care setting. (continued)
The recommendations are located at: https://www.cdc.gov/hicpac/recommendations/index.html#core

**CDC Debuts its 2017-2018 Flu Campaign Toolkit**

**Bureau of Education Services and Technology**

As you gear up for the 2017-2018 influenza season, be sure to check out the CDC website, *CDC Digital Media Toolkit: 2017-18 Flu Season*, located at: https://www.cdc.gov/flu/resource-center/toolkit/index.htm

The toolkit includes social media content, posters, website assets, and important events. As we all know, the best way to prevent seasonal influenza is to get vaccinated every year.

**CDC Announces New Course: Hand Hygiene, Glove Use, and Preventing Transmission of C. difficile**

**Bureau of Education Services and Technology**

As part of the Clean Hands Count campaign, the CDC announced a new hand hygiene education course: *Hand Hygiene, Glove Use, and Preventing Transmission of C. difficile (2017) – WD2703*. This online course offers free continuing education (CE) and covers the following topics:

- Hand hygiene and glove use recommendations for C. difficile patients
- Best practices for glove use
- The role of environmental cleaning in preventing the spread of C. difficile

For the first time, the CDC allows the use of alcohol-based hand rub for providing routine care to patients with C. difficile as long as the health care worker’s hands are not visibly soiled. Soap and water should be used in C. difficile hyperendemic or outbreak situations.

This course is a supplement to the *Hand Hygiene and Other Standard Precautions to Prevent Healthcare-Associated Infections Course (2005)*. Both courses are located at: https://www.cdc.gov/handhygiene/providers/training/index.html

**WisCaregiver Career Program: DHS Working to Address Long-Term Care Workforce Challenges**

**Administrative Services Unit**

The Department of Health Services (DHS) received federal approval to implement the WisCaregiver Career Program (WCP). With more than $2.3 million in federal dollars, WCP is designed to add up to 3,000 nurse aides in Wisconsin nursing homes. WCP will provide free nurse aide training and testing for up to 3,000 students to become Wisconsin nursing home caregivers. After six months on the job, nurse aides will also receive a $500 retention bonus paid by the participating nursing home.

DHS developed the program in partnership with LeadingAge Wisconsin, the Wisconsin Health Care Association, the Wisconsin Board on Aging and Long-Term Care, the Wisconsin Technical College System, and participating nursing homes. The program includes a robust marketing and recruitment plan designed to increase the number of people entering caregiver careers and awareness about the change caregivers make in elders’ lives.

**Nursing Homes: Sign up has been extended to October 13 to participate in the WisCaregiver Career Program (WCP).**

To learn about this exciting new program, visit the DHS WisCaregiver Career Program website at https://www.dhs.wisconsin.gov/caregiver-career/index.htm. Read the *DHS News Release: Wisconsin Launches Caregiver Career Program*, view the PowerPoint presentation, and listen to the webinar recording.
Learn how your nursing home can be a part of this program designed to expand the number of nurse aides available to work in nursing homes and to help build a strong workforce. If you have questions about the WCP, visit the WCP website or email dhcsaregivercareer@dhs.wisconsin.gov. If you have not already done so, sign up for the DQA listserv at https://www.dhs.wisconsin.gov/regulations/listserv-signup.htm and receive future updates.

Director of Food and Nutrition: Qualifications in Nursing Homes

In order for long-term care (LTC) facilities to continue to participate in Medicare and Medicaid programs, the facilities must comply with recent significant changes to The Centers for Medicare and Medicaid Services (CMS) participation requirements. This article provides clarification for qualifications that a director of food and nutrition services must meet in LTC facilities. The requirements apply if a qualified dietitian is not employed full-time at the LTC facility.

CFR § 483.60(a)(2) states that if a qualified dietitian or other clinically qualified nutrition professional is not employed full-time, the facility must designate a person to serve as the director of food and nutrition services. The CMS regulations provide four different options for the director of food and nutrition services to be qualified for the position.

- Dietary manager certification, evidenced by meeting national certification standards for a certified dietary manager such as those provided by the Association of Nutrition and Foodservice Professionals (ANFP);
- Food service manager certification, evidenced by meeting certification standards by the International Food Service Executives Association or Food Management Professional certification through the National Restaurant Association;
- Similar national certification for food service management and safety from a national certifying body, such as possessing a ServSafe® Food Protection Manager certification;
- A food service staff person who has an associate's or higher degree in food service management or in hospitality. The staff person’s course study must have included food service or restaurant management from an accredited institution of higher learning.

The CMS regulations also state that "in states that have established standards for food service managers or dietary managers," the director of food and nutrition services must meet those standards. The Wisconsin Department of Agriculture Trade and Consumer Protection (DATCP) maintains a Food Manager Requirements webpage at https://datcp.wi.gov/pages/programs_services/foodmanager.aspx. DATCP accepts the following food manager certification exams:

- Prometric, Inc. – Certified Professional Food Manager Course Examination
- National Restaurant Association – ServSafe(SS) Course Examination
  http://www.restaurant.org/Restaurant-Careers/Training-Education/ServSafe
- Environmental Health Testing, LLC – Food Safety First Principles Course Examination
  http://www.nrfsp.com/
- 360 – Training Inc.
  http://www.360training.com/
- Above Training / State Food Safety
  https://www.statefoodsafety.com/

Individuals who have been working in the role of director of food and nutrition services prior to November 28, 2016, have until November 28, 2021, to meet the above qualifications. Staff hired as the director of food and nutrition services after November 28, 2016, must meet the above qualifications no later than November 28,
2017.

The CMS regulations also state that the director of food and nutrition services must also receive “frequently scheduled consultations from a qualified dietitian or other clinically qualified nutrition professional.”

Direct questions to Vickie Bergquist, MS, RDN, CD, at vickie.bergquist@dhs.wisconsin.gov or 414-313-9557.

REGISTER NOW! 2017 Focus Conference – Teach, Learn, Collaborate

Bureau of Education Services and Technology

**Special Session:** Art and Science of Diabetes Management
Wednesday, November 15, 2017

**Focus 2017 Conference:** Teach, Learn, Collaborate
Thursday, November 16, 2017

The Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA), is pleased to announce that registration is now open for the 16th annual FOCUS conference! The conference will be held at the Kalahari Convention Center in Wisconsin Dells on November 15 and 16, 2017. The Focus 2017 Conference is developed in collaboration with health care providers and provider association representatives. For registration and to view breakout sessions go to: http://www.uwsp.edu/conted/confwrkshp/pages/focus/default.aspx

For questions about registration, contact University of Wisconsin-Stevens Point Continuing Education at 715-346-3838 or at uwspce-conf@uwsp.edu.

For questions about the Special Session and FOCUS 2017 Conference, contact Leann Graffin at 608-267-1438 or at leann.graffin@wi.gov.

Changes In DQA Staff

**Bureau of Assisted Living (BAL)**
**New Appointment:** Janice Carson-Payne as license permit program associate on September 23, 2017. Her location is Southeastern Regional Office.

**Bureau of Health Services (BHS)**
**Retirement:** Mark Hale, Behavioral Health Certification Section Chief in the Bureau of Health Services, retired on September 5, 2017. Until his position is filled, all correspondence previously sent to Mark Hale should be sent to Cremear Mims, Director of the Bureau of Health Services, at cremear.mims@dhs.wisconsin.gov.

**New Appointment:** Scott Heacock as a License/Permit Program Associate in the Licensing, Certification, CLIA Section (LCCS) on July 10, 2017. His location is at Central Office.

**Bureau of Nursing Home Resident Care (BNHRC)**
**New Appointment:** Elizabeth Virnig as operations program associate on October 2, 2017. Her location is at Southern Regional Office.

**Office of Caregiver Quality**
**New Appointment:** Molly Gutt as consumer protection investigator-advanced on August 6, 2017. Her location is Central Office.
CMS Survey and Certification Letters (July, August, September)

Listed below are survey and certification (S&C) letters distributed by The Centers for Medicare & Medicaid Services (CMS) since our last issue was published. The CMS website for reviewing all memos is located at: http://www.cms.gov/medicare/provider-enrollment-and-certification/surveycertificationgenInfo/policy-and-memos-to-states-and-regions.html

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<th>CMS S&amp;C Memo No. Affected Provider(s)</th>
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<tr>
<td>17-37-NH</td>
<td>Revision of Civil Money Penalty (CMP) Policies and CMP Analytic Tool</td>
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<td>17-38-LSC</td>
<td>Fire and Smoke Door Annual Testing Requirements in Health Care Occupancies</td>
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<td>17-39-CMHC</td>
<td>Community Mental Health Centers (CMHC) – Clarification on the Provision of Services</td>
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<td>17-40-AO</td>
<td>FY 2016 Report to Congress (RTC): Review of Medicare’s Program Oversight of Accrediting Organizations (AOs) and the Clinical Laboratory Improvement Amendments of 1988 (CLIA) Validation Program</td>
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<td>17-41-NH</td>
<td>Notification of Final Rule Published – Survey Team Composition and Investigation of Complaints</td>
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<td>17-42-ALL</td>
<td>Termination Notices Available via the Survey &amp; Certification Website</td>
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<td>17-43-ALL</td>
<td>Quality and Certification Oversight Reports (QCOR) Website Launch</td>
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<td>17-44-All Hospitals</td>
<td>Advanced Copy – Revisions to State Operations Manual (SOM) Hospital Appx. A</td>
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DQA Publications (July, August, September)

Listed below are DQA publications that have been newly created during the past quarter. DQA publications can be accessed online at: https://www.dhs.wisconsin.gov/publications/index.htm

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<td>Informed Consent Requirements in Nursing Homes (Revision)</td>
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<td>P-01726</td>
<td>State of Assisted Living Mid-Year 2017 (PowerPoint)</td>
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<td>P-01848</td>
<td>Employment Requirements for Nurse Technicians and Student Nurses Working as Nurse Aides</td>
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<td>P-01854</td>
<td>Revised Licensing, Certification, and Registration Process for Assisted Living Facilities</td>
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<td>Independent Informal Dispute Resolution for Federally Certified Nursing Homes</td>
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<td>Informal Dispute Resolution for Nursing Homes and FDDs</td>
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<td>Informal Dispute Resolution for Medicare-Certified Home Health Agencies</td>
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<td>P-01864</td>
<td>Medication Pass: Dietary Supplements, Natural Products, Vitamins, Herbals</td>
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<td>P-01868</td>
<td>Office of Plan Review and Inspection – Construction Administration</td>
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<td>P-01869</td>
<td>Office of Plan Review and Inspection – Survey Areas</td>
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<td>WisCaregiver Career Program Nurse Aide Training Programs</td>
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<td>Nursing Home Grant Program</td>
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<td>Corporate Guardianship Background Check Process</td>
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<td>Social Media Awareness Brochure</td>
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<td>Hot Water Temperatures in Adult Family Homes</td>
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<td>Crosswalk: Old and New Federal Nursing Home Regulations</td>
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<td>Social Media Awareness Poster</td>
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