

DQA Quarterly Information Update



JULY 2018

New Medicare Cards Are On The Way!

Administrative Services Unit

The Centers for Medicare & Medicaid Services (CMS) is issuing new Medicare cards to all Medicare beneficiaries nationwide. Between April 2018 and April 2019, CMS will be mailing each Medicare beneficiary a new card. Wisconsin is in the third wave of mailings that is scheduled to begin after June 2018 and will continue throughout the summer.

CMS will be removing Social Security numbers from Medicare cards. This will help keep personal information more secure and protect the cardholder's identity. Cardholders will get a new Medicare number that is unique, and that is

used only for Medicare coverage. The new card won't change coverage or benefits.

Here's how Medicare recipients (and caregivers of Medicare recipients) can get ready:

- Make sure the cardholder's mailing address is up-to-date. If an address needs to be corrected, contact Social Security at ssa.gov/my account or at 1-800-772-1213. TTY users can call 800-325-0778.
- Beware of anyone who contacts a cardholder about the new Medicare card. CMS will never ask you for personal or

private information to get your new Medicare card.

- Understand that mailing everyone a new card will take some time. A person's card might arrive at a different time than a friend's or neighbor's card.

For more information, see: [10 Things to Know about Your New Medicare Card](#).

If a cardholder's new Medicare card does not arrive by April 2019, he/she may call 1-800-MEDICARE (800-633-4227). TTY users can call 877-486-2048.

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KEPRO Offers Free Services to Medicare Beneficiaries

Administrative Services Unit

[KEPRO](#) is the Beneficiary and Family-Centered Care Quality Improvement Organization (BFCC-QIO) for 33 states, including Wisconsin. KEPRO offers resources for providers and

for Medicare patients, their families, and caregivers.

KEPRO's Person and Family Engagement (PFE) project helps

Medicare beneficiaries be more involved with their care. KEPRO promotes good communication and partnered decision-making with health care providers, including doctor offices and hospitals.



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Through their PFE project, KEPRO offers the following free services to Medicare beneficiaries and their families:



- **Immediate Advocacy:** Process to help beneficiaries quickly resolve a complaint or concern related to medical care or services.
- **Patient Navigation:** Program to help patients navigate through their treatment and better understand their care.

KEPRO's Online Resource Center provides videos and fact sheets for beneficiaries on many important health-related topics:

- Preparing for doctor appointments
- Resources for empowering patients
- Discharge planning education
- Patient safety
- Medication safety

For more information, beneficiaries and providers can call KEPRO's

[Beneficiary Helpline](#) toll-free at 855-408-8557 or visit KEPRO's [website](#).

Immunization Action Coalition Revises “Health Care Personnel Vaccination Recommendations”

Bureau of Education Services and Technology

The Immunization Action Coalition (IAC) revised the Health Care Personnel Vaccination Recommendations to include the newest hepatitis B vaccine. Visit the IAC [Vaccines and Recommendations Brief](#) to view the updated

recommendations.

The OSHA Bloodborne Pathogens standard, 29 CFR 1910.1030, requires employers to offer the hepatitis B vaccination series to all workers who can reasonably anticipate contact with blood or other potentially infectious

materials (OPIM) during the performance of their jobs. Additional information on the hepatitis B vaccine can be found on the [OSHA Factsheet](#).

“Healing is a matter of time, but it is sometimes also a matter of opportunity.”

-Hippocrates

Southern Regional Office Hosting Two New Nursing Home Forums

Bureau of Nursing Home Resident Care

The Southern Regional Office (SRO) is excited to host two more nursing home forums to accommodate facilities in the northern part of the SRO region.

Iowa County Health and Services Building
Community Room
303 West Chapel Street
Dodgeville, WI 53533
July 25th, 1:00 p.m. to 3:00 p.m.

Bethany St. Joseph Care Center
2501 Shelby Road
La Crosse, WI 54601
July 31, 10:00 a.m. to 12:00 p.m.

REGISTER NOW! 2018 Excellence in Health Care Conference Tuesday, September 11, & Wednesday, September 12, 2018

Bureau of Education Services and Technology

The Wisconsin Department of Health Services, Division of Quality Assurance, is pleased to announce that registration is now open for the Excellence in Health Care Conference! The conference will be held at the Kalahari Convention Center in Wisconsin Dells on September 11 and 12, 2018. The Excellence in

Health Care Conference is developed in collaboration with health care providers and provider association representatives. For registration and to view breakout sessions, view the [Excellence in Health Care Conference webpage](#).

For questions about

registration, contact University of Wisconsin-Stevens Point Continuing Education by phone 715-346-3838 or by [email](#).

For questions about the conference, contact Leann Graffin at 608-267-1438 or by [email](#).

“Summertime is always the best of what might be.”

-Charles Bowden

2018 FOCUS Conference – Teach, Learn, Collaborate

Bureau of Education Services and Technology



Special Session:

Art and Science of Mental Health
Wednesday, November 14, 2018

FOCUS 2018 Conference:

Teach, Learn, Collaborate
Thursday, November 15, 2018

The Wisconsin Department of Health Services, Division of Quality Assurance (DQA), is pleased to announce the 17th annual FOCUS conference for health care

providers and DQA staff on November 14 and 15, 2018, at the Kalahari Convention Center in Wisconsin Dells. The Focus 2018 Conference is being developed in

collaboration with DQA, health care providers, and provider association representatives.

Nursing Homes Invited to Participate in a Urinary Tract Infection (UTI) Management Toolkit Study

Bureau of Education Services and Technology

Wisconsin Nursing Home Providers are invited to participate in a research study to help implement a UTI management improvement toolkit. The toolkit was developed by the Wisconsin Healthcare Associated Infection (HAI) in Long Term Care

(LTC) Coalition. The research study will evaluate different strategies of toolkit implementation. The study results will enhance adoption of toolkit use across the state and will provide information for other types of Wisconsin nursing home improvement activities.

For more information about the study [visit the study page](#). For information on the Wisconsin HAI LTC Coalition, visit the [HAI LTC webpage](#).



Changes In DQA Staff

Bureau of Assisted Living (BAL)

New Appointment: Rhonda Johnson as health services specialist on June 25, 2018. Her location is Southern Regional Office.

New Appointment: Mathew Ellis as license permit program associate on May 29, 2018. His location is Southern Regional Office.

Bureau of Nursing Home Resident Care (BNHRC)

New Appointment: Shannon Hardel as nurse consultant 1 on May 14, 2018. Her location is Northeastern Regional Office.

New Appointment: Stephanie Hammen as nurse consultant 1 on June 25, 2018. Her location is Southeastern Regional Office.

New Appointment: Linda VanBommel as nurse consultant 1 on May 29, 2018. Her location is Northeastern Regional Office.

New Appointment: Joni Steingraber as nurse consultant 1 on April 30, 2018. Her location is Northeastern Regional Office.

New Appointment: Juanita Harris as operations program associate on March 19, 2018. Her location is Southeastern Regional Office.

New Appointment: Ann Angell as deputy director on June 24, 2018. Her location is Central Office.

Bureau of Health Services (BHS)

New Appointment: Charise Mancheski as license/permit program associate on April 15, 2018. Her location is Central Office.

Quality, Safety, and Oversight Letters (April, May, June) (formerly Survey and Certification Letters)

Listed below are quality, safety, and oversight (QSO) letters distributed by 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>

CMS QSO Memo No. Affected Provider(s)	Title
18-16-ICF/IID	Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) Survey Protocol — State Operations Manual Appendix J Revised
18-17-NH	Transition to Payroll-Based Journal Staffing Measures on the Nursing Home Compare tool on Medicare.gov and the Five Star Quality Rating System

DQA Publications (April, May, June)

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>

Number	Title	Date
P-02134	Reportable Suicide Deaths in Wisconsin 2014 – 2017	04/2018
P-01706	State of Assisted Living CY 2017	04/2018
P-02138	Naloxone Administration in Outpatient Mental Health and Substance Use Disorder Clinics	05/2018
P-01449	Annual Report 2017 – Office of Plan Review and Inspection	05/2018
P-02165	DQA Emergency Preparedness Survey: E-Tags at a Glance	06/2018

Division of Quality Assurance

ADMINISTRATOR: OTIS WOODS

Central Office | Division of Quality Assurance, PO Box 2969,
Madison, WI 53701-2969 | 608-266-8481 (T) | 608-266-7376
(TTY) | 608-267-0352 (F)

[DQA Website](#)
[Email Subscription Services](#)

DQA Quarterly Update Newsletter Editor

Karl Kletzien, IS Technical Services Senior

Karl.kletzien@dhs.wisconsin.gov

608-266-7188