

DQA Quarterly Information Update

APRIL 2020



Assisted Living E-License/Certification Continuation

Bureau of Assisted Living

The Bureau of Assisted Living (BAL) encourages all regulated assisted living providers to submit biennial/annual reports and license/certification continuations via the BAL online licensure system.

Thanks to the online system, submitting reports and continuation payments is easy. The online system allows:

- The option to designate signer and payer roles to appropriate individuals within a facility.
- The ability to complete, sign, and submit biennial/

annual report online.

- Convenience in submitting payment with a credit card via US Bank secure site including email confirmation of payment.
- The ability to upload supporting documents if necessary.

We invite BAL-regulated assisted living providers to sign up today! Be prepared prior to license continuation due dates! For instructions and information about the online system, reference

publication P-01731, [Online License and Certification Continuations via E-Licensure](#).

For questions, contact the BAL regional office. The [Division of Quality Assurance: Bureau of Assisted Living Regional Offices](#) webpage allows BAL-regulated facilities to determine which regional office to call.

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Northern Regional Office Nursing Home Forum 2020

Bureau of Nursing Home Resident Care

Friday, June 26
9 to 11 a.m.

[Join Skype Meeting](#)

Southeast Regional Office Nursing Home Forum 2020

Bureau of Nursing Home Resident Care

Willowcrest Health Services
3821 South Chicago Ave
South Milwaukee

Wednesday, June 24
2 p.m.

Email [Jean Rucker](#) with forum topics. Please be aware that this forum is prone to either delay or cancellation due to COVID-19.

*“Spring is when you feel like
whistling, even with a shoe
full of slush.”
-Doug Larson*



Southern Regional Office Nursing Home Forums 2020

Bureau of Nursing Home Resident Care

Dodgeville Forums:

Iowa County Health and Human Services Building
Community Room
303 West Chapel Street
Dodgeville, WI 53533

Wednesday, July 29
Wednesday, October 28
All Sessions: 10 a.m. to 12 p.m.

La Crosse Forums:

Lakeview
962 East Garland Street
West Salem, WI

Tuesday, July 28
9:30 a.m. to 12 p.m.

Riverside
2575 S 7th Street
La Crosse, WI

Tuesday, October 27
9:30 a.m. to 12 p.m.

*“The flowers of late
winter and early spring
occupy places in our
hearts well out of
proportion to their size.”
-Gertrude S. Wister*

FOCUS 2020 – A Virtual Experience

Bureau of Education Services and Technology

FOCUS 2020 is going virtual!

FOCUS committee members are working feverishly to figure out all the details as we do-~~si~~-do from an in-person conference to an online conference.

While we don't have final details to share right now, we can tell you that the conference will:

- Take place during the week of November 16.
- Offer amazing content and speakers.
- Provide opportunities to network.
- Use the Whova conference management app as the backbone.
- Be as awesome as you've come to expect!



There is one other big change for FOCUS 2020. New for 2020 will be a life safety track. The Office of Plan Review and Inspection (OPRI) has hosted a separate conference for the last two years. To help consolidate efforts and better use our resources, the OPRI life safety conference will now be part of the annual FOCUS conference.

One of the special topics of the conference is a focus on the caregiver shortage. We will provide learning opportunities for how we can better and more creatively address the issues brought on by the shortage.

While we're sad we won't be able to come together in person, we're very excited to go on the journey of planning a virtual conference. It will help ensure we all stay safer while we learn new strategies in Forging Our Commitment to Ultimate Service (FOCUS). It's an exciting way to celebrate the 20th anniversary of the FOCUS conference.

FOCUS Conference registration begins the first week of September. More information will be available in the coming weeks.

New Electronic Form for CMS Hospital Reporting of Restraint/Seclusion-Related Deaths

Bureau of Health Services

On December 2, 2019, the electronic version of form [CMS-10455](#) replaced the paper version for CMS hospital reporting of restraint/seclusion-related deaths. On January 1, 2020, the CMS RO resource mailboxes discontinued accepting paper version CMS-10455 forms. CMS Memo [QSOG-20-04-Hospital-CAH DPU](#) provides information and instructions on submitting the required electronic form.

Federal requirement [42 CFR 482.13\(g\)](#) indicates that all hospitals must report patient deaths associated with restraint and/or seclusion. Hospital types include psychiatric hospitals, rehabilitation hospitals, long term care hospitals, short term acute hospitals, and critical access hospitals (CAH), rehabilitation and/or psychiatric distinct part units (DPUs). The only reporting requirement exceptions are deaths associated with 2-point soft wrist restraints. These are recorded in an internal hospital log or other system as described below.

Hospitals must report the following information to CMS no later than the close of business on the next business day following the acknowledgment of the restraint and/or seclusion associated patient death:

- Death that occurs while a patient is in restraint or seclusion.
- Death that occurs within 24 hours after the patient has been removed from restraint or seclusion.
- Death known to the hospital that occurs within 1 week after restraint or seclusion where it is reasonable to assume that the use of restraint or placement in seclusion contributed directly or indirectly to a patient's death.

2-Point Soft Wrist Restraint Exception

When the patient was not in seclusion and when the only restraints used on the patient were those applied exclusively to the patient's wrist(s), the death could be considered a 2-point soft wrist restraint situation. To be a soft wrist restraint, the restraint on the patient's wrist must be composed solely of soft, non-rigid, cloth-like materials. In these cases, the hospital staff must record the death in an internal log or other system. The hospital must record no later than seven days after the date of death, the following information:

- Death that occurs while a patient is in such restraints.
- Death that occurs within 24 hours after a patient has been removed from such restraints.
- Death entry must document the patient's name, date of birth, date of death, name of attending physician or other licensed practitioner who is responsible for the care of the patient, medical record number and primary diagnoses.

Questions regarding reporting of hospital restraint or seclusion deaths may be directed to the CMS Chicago Regional Office at 312-353-9804.

Changes In DQA Staff

Bureau of Assisted Living (BAL)

Lonny Calhoun was appointed as health services specialist on February 16, 2020. His location is Western Regional Office.

Lori Salzwedel was appointed as senior policy specialist on March 2, 2020. Her location is Central Office.

Kathleen Lyons was appointed as deputy director on December 22, 2019. Her location is Northeast Regional Office.

Lisa Ziegler was appointed as health services specialist on March 16, 2020. Her location is Southern Regional Office.

Amanda Bolander was appointed as health services specialist on March 2, 2020. Her location is Southeast Regional Office.

Jacob Bannister was appointed as health services specialist on March 15, 2020. His location is Southeast Regional Office.

Scott Zimbric was appointed as operations program associate on December 9, 2019. His location is Central Office.

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Bureau of Education Services and Technology (BEST)

Mary (Bridget) O'Meara was appointed as operations program associate on February 3, 2020. She works at Central Office.

Daniel Baker was appointed as clerical helper on March 1, 2020. He works at Central Office.

Bureau of Health Services (BHS)

Carrie Levake was appointed as nurse consultant 1 on March 2, 2020. She works at Central Office.

Kelly Terrab was appointed as health services management supervisor on February 2, 2020. She works at Central office.

Ann Hansen was appointed as health services manager on November 10, 2019. She works at Central Office.

Rena Andersen was appointed as health services specialist on January 19, 2020. She works at Western Regional Office.



Bureau of Nursing Home Resident Care (BNHRC)

Betsy Bilitz was appointed as nurse consultant 1 on March 30, 2020. She works at Southeast Regional Office.

Ann Angell was appointed as bureau director on March 15, 2020. She works at Central Office.

Wendy Badzinski was appointed as health services surveyor on March 29, 2020. She works at Western Regional Office.

Carly Heyrman was appointed as health services specialist on March 28, 2020. She works at Northeast Regional Office.

Shelley Jandt was appointed as health services specialist on March 28, 2020. She works at Northeast Regional Office.

Administrative Service Unit (ASU)

Sheila Kurt was appointed as budget policy analyst on February 16, 2020. She works at Central Office.

DQA Publications (January, February, March)

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-02557	Home Health Agency: Questions for Managing Your Service Area	12/2019

Quality, Safety, and Oversight Letters (January, February, March) (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
19-11-Transplant	Transplant Program Survey Activity Transition
19-12-Hospitals	DRAFT ONLY-Clarification of Ligature Risk Interpretive Guidelines – FOR ACTION
19-13-Hospital	DRAFT ONLY- Guidance for Hospital Co-location with Other Hospitals or Healthcare Facilities
19-14-Hospitals, CAHs	State Operations Manual (SOM) Emergency Medical Treatment and Labor Act (EMTALA) and Death Associated With Restraint or Seclusion Complaint Investigation Timeline Revisions
19-15-EMTALA	Frequently Asked Questions on the Emergency Medical Treatment and Labor Act (EMTALA) and Psychiatric Hospitals
19-16-CAH	Critical Access Hospitals (CAHs) Adding a Provider-based Location
19-17-AO/CLIA	FY 2018 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
19-18- RHC	Revised Rural Health Clinic (RHC) Guidance Updating Emergency Medicine Availability? State Operations Manual (SOM) Appendix G- Advanced Copy
19-19-NH	Updates to Civil Money Penalty (CMP) Reinvestment Resource Materials
19-20-CLIA	Revisions to State Operations Manual (SOM), Chapter 6 – Special Procedures for Laboratories
12-04-Hospital-CAH DPU-REVISED	Electronic Form CMS-10455, Report of a Hospital Death Associated with Restraint or Seclusion
20-06-Hospitals/CAHs	Updates to the State Operations Manual (SOM) Chapters 2 and 3 Related to Excluded Hospitals with Excluded Units
20-07-All	Burden Reduction-Discharge Planning SOM Package
20-08-CLIA	Applicability of Proficiency Testing (PT) Referral to Cytology/Histopathology Slide Staining by a Separate Entity
20-09-ALL	Information for Healthcare Facilities Concerning 2019 Novel Coronavirus Illness (2019-nCoV)

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CMS QSO Memo No. Affected Provider(s)	Title
20-10-CLIA	Notification to Surveyors of the Authorization for Emergency Use of the CDC 2019-Novel Coronavirus (2019-nCoV) Real-Time RT-PCR Diagnostic Panel Assay and Guidance for Authorized Laboratories
20-11-NH	Release of Additional Toolkits to Ensure Safety and Quality in Nursing Homes
QSO 20-04-Hospital-CAH DPU-REVISED	Electronic Form CMS-10455, Report of a Hospital Death Associated with Restraint or Seclusion
QSO-20-12-All	Suspension of Survey Activities
QSO-20-13-Hospitals	Guidance for Infection Control and Prevention Concerning Coronavirus Disease (COVID-19): FAQs and Considerations for Patient Triage, Placement and Hospital Discharge
QSO-20-14-NH	Guidance for Infection Control and Prevention of Coronavirus Disease 2019 (COVID-19) in nursing homes (Revised)
QSO-20-15 Hospital/CAH/EMTALA	Emergency Medical Treatment and Labor Act (EMTALA) Requirements and Implications Related to Coronavirus Disease 2019 (COVID-19)
QSO-20-16-Hospice	Guidance for Infection Control and Prevention Concerning Coronavirus Disease 2019 (COVID-19) by Hospice Agencies
QSO-20-17-All	Guidance for use of Certain Industrial Respirators by Health Care Personnel
QSO-20-18-HHA	Guidance for Infection Control and Prevention Concerning Coronavirus Disease 2019 (COVID-19) in Home Health Agencies (HHAs)
QSO-20-19-ESRD	Guidance for Infection Control and Prevention of Coronavirus Disease 2019 (COVID-19) in dialysis facilities

Division of Quality Assurance

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