

You are cordially invited to attend the
Centers for Medicare & Medicaid Services (CMS)
Nursing Home Improvement

Satellite Broadcast and Webcast

Four Part Series: From Institutional to Individualized Care
Part Two: Transforming Systems to Achieve Better Clinical Outcomes

Friday, May 4, 2007

1:00 PM–3:30 PM EDT

- This broadcast is open to Nursing Homes with Medicare and Medicaid certified units, Nursing Home Provider Associations, State Survey Agencies, CMS Regional Offices, Quality Improvement Organizations (QIOs), State Long Term Care Ombudsman, and State Medicaid Agencies
- Visit the CMS Survey and Certification Online Course Delivery System <http://cms.internetstreaming.com> for registration, viewing instructions, satellite coordinates and handouts
 - Agenda and handouts will be available no later than April 27, 2007.
 - Satellite coordinates will be posted when they become available.

Background

This broadcast is part two of a four part series, From Institutional to Individualized Care. It demonstrates how nursing homes can achieve better clinical outcomes when they individualize their care delivery systems.

In the broadcast a number of practitioners discuss how they have refocused basic care-giving systems, including night-time care, activity and engagement, food service, bowel and bladder functioning, and turning and repositioning. These are core parts of every resident's day. As these practitioners individualized their systems, they found that residents have had better clinical outcomes – from eating better, sleeping better, being happily engaged in health-promoting activity.

The broadcast shows how individualizing care increases a nursing home's capability to respond to serious clinical issues, including the prevention, detection, and treatment of pressure ulcers, depression, and pain and the reduction in the use of restraints. A geriatric psychiatrist will discuss how individualized care and consistent care-giving relationships are key to addressing

depression, identifying and responding to pain, and reducing the use of restraints. Practitioners will respond to a case study of a resident at risk for pressure ulcers and describe what they are able to do now that their care delivery systems are individualized.

Broadcast panelists discuss how consistent assignment of staff is the foundation for individualized care. They will talk about how they've achieved their changes in practice and the importance of bringing staff fully into the discussion and decision-making as they embarked on their change journeys. Panelists share some of the challenges they faced as they made their changes, and share the strategies that have been key to their success.

This broadcast makes the connection between individualized care delivery systems and better clinical outcomes, and shares insights about how to take on this transformation in care. The broadcast specifically addresses the key goals of the Campaign to Advance Excellence in Nursing Homes.

This is the second of a four-part series:

Part 1	Nov. 3, 2006	Integrating Individualized Care and Quality Improvement Mandatory for RO survey management staffs, Managers of Nursing Home surveyors (to include anyone with supervisory responsibility over nursing home survey, such as SA directors and deputy directors)
Part 2	May 4, 2007	Transforming Systems to Achieve Better Clinical Outcomes Mandatory for RO survey management staffs, Managers of Nursing Home surveyors (to include anyone with supervisory responsibility over nursing home survey, such as SA directors and deputy directors)
Part 3	May 18, 2007	Clinical Case Studies in Culture Change Mandatory for LTC surveyors, RO survey management staffs, Managers of Nursing Home surveyors (to include anyone with supervisory responsibility over nursing home survey, such as SA directors and deputy directors)
Part 4	Sept. 2007	The How of Change: Workplace Practices and Workforce Stability Mandatory for RO survey management staffs, Managers of Nursing Home surveyors (to include anyone with supervisory responsibility over nursing home survey, such as SA directors and deputy directors)

Broadcast Information

On May 4, 2007 from 1:00-3:30 p.m. (EDT), CMS is providing a satellite and Internet broadcast approximately two and a half hours in length. The broadcast will present key practices for individualizing care to surveyors, providers, QIOs ombudsmen and other consumers. This broadcast will provide valuable guidance to participants in the Campaign for Advancing Excellence in Nursing Homes in their efforts to improve their clinical and workforce outcomes. The Satellite Broadcast will provide the following important information:

- Individualized care is the pathway to better clinical outcomes.
- Through individualized care, nursing homes have a greater capacity to respond to prevent, detect, and treat pressure ulcers, pain, and depression, and reduce the use of restraints.
- Consistent assignment is essential to individualized care.
- Inviting staff into decision-making is crucial to the success of any change process.

This broadcast is open to nursing homes with Medicare or Medicaid certified units, nursing home provider associations, State Survey Agencies, CMS Regional Offices, QIOs, State Medicaid Agencies, and State and local Long Term Care Ombudsman Programs and other consumer advocates.

Viewing Options

There are three options for Nursing Home Broadcast viewing:

1. As a satellite broadcast.
 - Satellite coordinates are listed under Satellite Information Technical Fact Sheet that follows or at the *CMS Survey and Certification Online Course Delivery System website*: <http://cms.internetstreaming.com>.
2. As a simultaneous webcast on May 4, 2007 from 1:00-3:30 p.m. (EDT)
 - Register and view at the *CMS Survey and Certification Online Course Delivery System website*: <http://cms.internetstreaming.com>.
3. As an archived webcast beginning May 23, 2007 until May 4, 2008, one year after the original air date.
 - Register and view at the *CMS Survey and Certification Online Course Delivery System website*: <http://cms.internetstreaming.com>.

The agenda with satellite coordinates and handouts for this broadcast will be available no later than April 27, 2007. To obtain the agenda and handouts, you must register at <http://cms.internetstreaming.com>.