

DATE: December 9, 2020

TO: Medicaid Nursing Facility (NF) Providers
TennCare Health Plans

FROM: Robert Marioni, Director of Data Management, LTSS

CC: Tennessee Health Care Association

SUBJECT: QuILTSS #13 Submission Process for the January 1, 2020 to December 31, 2020, measurement period.

The purpose of this memo is to provide IMPORTANT and TIME-SENSITIVE information about the schedule and requirements for the QuILTSS #13 submission. Complete and timely submission of data for QuILTSS #13 will affect your TennCare reimbursement for Nursing Facility (NF) services so it is important to be mindful of all submission dates detailed in this memo.

As a reminder, details of the QuILTSS #13 measurements, expectations and scoring process were communicated in the September 22, 2020, QuILTSS #13 Quality Measurement Period memo which can be accessed [here](#).

This memo identifies the measurements and supporting documentation facilities must submit to TennCare directly using the Formstack submission portal. The portal is now open and available at https://stateoftennessee.formstack.com/forms/quiltss_13 to submit the following:

1. NRC Measures: Satisfaction and Quality of Life.

The NRC Health survey completion will be optional this year. It is entirely at the facility's discretion if they wish to participate. For facilities that choose to participate, survey launch activities need to commence very soon and will continue through January 2021. The 3 Satisfaction measures and 4 Quality of Life measures are in relation to the surveys conducted with NRC Health. Survey data will be provided directly to TennCare by NRC Health.

Please use the [NRC survey distribution tracking tool](#) to record each of the data points below and upload this document to Formstack for submission. This is necessary in order to validate that the appropriate methodology was followed in accordance with established guidelines in order to receive points for these measures. Please use the [NRC survey distribution tracking tool](#) to record each of the data points below and upload this document to Formstack for submission. Data points will include:

- a. Total number of all long-stay residents in the facility regardless of payor and
- b. BIMS score,
- c. Total number of all long-stay residents regardless of payor and with BIMS score of 8 or above,
- d. Total number of surveys disseminated to staff by facility,
- e. Total number of surveys disseminated to residents by facility,
- f. Total number of family surveys required as reported to NRC

Submission deadline is 11:59 PM CT on Friday, January 29, 2021. Submissions received after this deadline will not be evaluated. **If a NF does not participate in the survey their QuILTSS #12 score will be used as proxy.**

2. Consistent Staff Assignment

Completion of Consistent Staff Assignment will be optional this year. It is entirely at the facility's discretion if they wish to participate. The tracking tool NNHQIC used will now be available and may be downloaded from the TennCare website:

<https://www.tn.gov/tenncare/long-term-services-supports/value-based-purchasing.html>

under Nursing Facility QuILTSS. It is titled, "Consistent Assignment Tracking Tool."

The tool works in the same way as it did on the NNHQIC website. The Excel Sheet provides detailed instructions. If facilities still have the tracking tool template from NNHQIC, it can also be used to submit data using the process described below. NFs must enter consistent staff assignment data into the spreadsheet and submit the spreadsheet for each month reported in a zip file with their QuILTSS submission directly to TennCare via Formstack. In order to be eligible for Consistent Staff Assignment points, a facility must submit at least three (3) months of data from the current QuILTSS reporting calendar year with at least one (1) month from the last calendar quarter (October – December). Data is collected annually at the end of the measurement period and should only include information relevant to that period (January – December). Data will be tracked using TennCare's Consistent Staff Assignment data collection tool and submitted to TennCare via Formstack. Points are earned based on the total facility's percent of long-stay residents (more than 100 days) with a maximum of 12 caregivers for each month reported. Only the most advantageous month will be used for scoring purposes. Although 3 months of data is required to be eligible to receive points, facilities are encouraged to track this information monthly as the number of months required for reporting will increase over time.

Submission deadline is 11:59 PM CT on Friday, January 29, 2021. Submissions received after this deadline will not be evaluated. **If a NF does not submit data for Consistent Staff Assignment, their QuILTSS #12 score will be used as proxy.**

3. Staff Retention

Completion of Staff Retention will be optional this year. It is entirely at the facility's discretion if they wish to participate. As in previous submissions, facilities will submit the Excel spreadsheet, Staff Roster, designed by TennCare. This is located on the TennCare website at <https://www.tn.gov/tenncare/long-term-servicesupports/value-based-purchasing.html> under Nursing Facility QuILTSS. Staff Retention shall be defined as the percent of specified staff that have been employed (or contracted) by the NF for at least one (1) year. Specified staff shall include only RNs, LPNs, and NAs. RNs shall include registered nurses, RN directors of nursing, and nurses with administrative duties. LPNs shall include licensed practical/licensed vocational nurses. NAs shall include certified nurse aides, aides in training, and medication aides/technicians. Points 9 will be awarded based on percentage of staff that were continuously employed or contracted for the previous 12 months

Submission deadline is 11:59 PM CT on Friday, January 29, 2021. Submissions received after this deadline will not be evaluated. **If a NF does not submit data for Staff Retention, their QuILTSS #12 score will be used as proxy.**

4. Bonus Points

Commitment to Quality Improvement Processes

A NF may earn ten (10) bonus points for qualifying awards and/or accreditations that evidence the facility's commitment to quality improvement processes. Qualifying awards or accreditations must be current in the review period and are restricted to the following (note that full active participation in NNHQIC is no longer included since the CMS contract for that initiative has ended):

1. Membership in Eden Registry, which must be active during the period in which bonus points are sought
2. Achievement of the Malcolm Baldrige Quality Award. This includes AHCA Award (Bronze, Silver, or Gold) and the TN Center for Performance Excellence Award (Level 2, 3, or 4, which correspond with the Commitment Award, Achievement Award, and Excellence Award; the Level 1 Interest Award is specifically excluded from points). Any such award must have been achieved within the three (3) years prior to the end of the period in which bonus points are sought.
3. Accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF)
4. Accreditation by the Joint Commission

NEW Person-Centered Innovations Incentive

For QuILTSS #13 only, a facility may earn up to 10 incentive points (to be added to its total QuILTSS #13 score) upon developing, implementing, and sharing a person-centered innovations initiative to increase opportunities for residents to participate safely in social activities in the facility, maintain communication with family members and friends outside the facility, and reduce social isolation.

To be eligible for points, the facility must submit a brief (no more than 500 words) narrative document describing:

1. The person-centered innovations initiative
2. How it was designed to impact all residents
3. When it was implemented
4. The impact it has had on facility residents and families.

Submission deadline is 11:59 PM CT on Friday, January 29, 2021. Submissions received after this deadline will not be evaluated. **To earn Bonus Points for QuILTSS #13, a NF must submit proof of the qualifying award or accreditation that is current in the review period (for the Commitment to Quality Improvement Processes), and/or for the NEW Person-Centered Innovations Incentive, the brief narrative described above.** QuILTSS #12 bonus points will NOT be used as a proxy.

Important Notes: All submissions are due to TennCare via Formstack on **Friday, January 29, 2021 at 11:59PM CT**. Submissions received after this firm deadline will not be evaluated. You will know when your upload is successful and received by TennCare as an email notification will be sent to the facility administrator and the designee identified on the submission with links to the files which were submitted. Results of facility quality performance will be provided at our earliest opportunity.

Please begin the submission process as soon as possible to allow for ample time to resolve any unexpected issues which may impact a timely submission. Should you encounter technical difficulties, it is imperative to notify us immediately at QuI.LTSS@tn.gov so that we are aware of the issues and assist with a resolution.

Questions regarding QuILTSS, including the Quality Framework, quality measures, point values, and performance benchmarks, submission process and schedule of QuILTSS submissions, should be directed QuI.LTSS@tn.gov.