

Improving the Quality of Texas Nursing Home Care

By Amanda Fredriksen

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The power to make it better.

Why Focus on Nursing Home Quality?



- AARP believes seniors deserve a wide choice of **high quality**, long term services and supports – both home care and facility care.
- Texas does not do enough to **sanction poorly operated and unsafe facilities.**

Texas Nursing Homes* – Some Basic Facts

Texas Skilled Nursing Facilities, 2010	
Total Number of Certified Nursing Homes	1,191
Total Number of Residents	91,717
Total Number of Nursing Home Beds	129,030
Texas Occupancy Rate (Residents / Beds)	71% (U.S. Average = 83%)
Percent of Residents Funded by <u>Medicare</u>	15%
Percent of Residents Privately Funded	22%
<i>Percent of Residents Who Get Help from <u>Medicaid</u></i>	<i>63%</i>

*Skilled nursing facilities only; does not include Assisted Living Facilities, Personal Care Homes, etc.

Source: Kaiser Family Foundation, State Health Facts, 2010 data.

<http://www.statehealthfacts.org/profileind.jsp?cat=8&sub=97&rqn=45&print=1>

The State Scorecard on Long-Term Services and Supports for Older Adults


- **A national study by AARP**, the Commonwealth Fund, and the SCAN foundation.
- **Compares state long term care systems** state by state and ranks them nationally.
- Ranks states on many measures, including:
 - Home health care quality
 - **Nursing home quality**
 - Affordability of long term care
 - Consumer choice

Overall, How Did the Score Card Rank Texas' Long Term Care System, Compared to Other States?



- Overall, the report ranked Texas' long-term care system as middle-of-the-pack.
- Quality of care issues pulled Texas' ranking down to 28th overall.
- Texas ranked slightly above average on affordability and access, choice of care setting, and support for family caregivers.
- **But Texas ranked a very poor 42nd on quality of care, due largely to poor nursing home ratings.**

State Scorecard, Texas: What Were the Problems with Nursing Home Quality of Care?

 Report Card							
Grade:	Quarter:				Semester:		Year:
Subject:	1	2	3	4	1st	2nd	(Average)
Reading	A						
Language	A						
Spelling	C						
Writing	B						
Math	A						
Science	D						

- A high number of high-risk nursing home residents with pressure (bed) sores (rank = 34th);
- A high rate of hospitalization for long-stay nursing home residents (rank = 42nd);
- Ranked 22nd in long-stay nursing residents who were physically restrained.

2011 State Auditor's Report on Nursing Homes - Findings



- The Department of Aging and Disability Services (DADS) “rarely terminates contracts with nursing facilities that have a pattern of serious deficiencies.”
- Between September 2007 and February 2011, 452 nursing facilities were found to have three or more repeated serious deficiencies within a 24-month period.
- Of the 452 nursing homes, 74 had at least 10 serious deficiencies.

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Source: An Audit Report on Nursing Facility Complaint Processing at the Texas Department of Aging and Disability Services, John Keel, CPA, Texas State Auditor, August 2011.

What Is A Serious Deficiency?

Serious Deficiencies:

- ❑ Widespread deficiencies that constitute no actual harm with a potential for more than minimal harm but not immediate jeopardy
- ❑ One or more deficiencies (regardless of scope) that constitute actual harm that is not immediate jeopardy.
- ❑ One or more deficiencies that constitute immediate jeopardy to resident health and safety.

What's Needed?

Increase Medicaid payment for nursing homes

- Texas has the second lowest Medicaid rates in the country
- The state determines the Medicaid payment rates, not the federal government
- 83rd session must include rate increases targeted to wages

Texas Must Do More to Hold Operators of Dangerous Nursing Homes Accountable

- Stricter enforcement of existing licensing sanctions
- Focus on “bad actors”
- Current financial penalties don’t seem to be effective
- Identify additional licensing tools the agency needs

Encouraging Culture Change Can Improve Nursing Home Quality

- ❑ “Culture change” provides an opportunity to “re-imagine” the traditional nursing home model
 - ❑ Change the physical characteristics of the facility to make it more residential in scale and provide more private spaces for residents
 - ❑ changes to the staffing model to give more training, autonomy, and career advancement opportunities to direct-care staff
 - ❑ changes to the service model delivery to give resident care whenever possible and gives more control over the types and timing of the services they receive.
- ❑ AARP supports making the necessary state policy changes to support culture change.
- ❑ Green House nursing homes are the gold standard in culture change.

Amanda Fredriksen | Director of Advocacy

AARP Texas State Office

98 San Jacinto Blvd. #750 | Austin, TX 78701

Office: (512) 480-2424

Email: afredriksen@aarp.org