

# 2016 QUALITY REPORT



**California Skilled Nursing  
& Rehabilitation Facilities**

# 2016 QUALITY REPORT EXECUTIVE OVERVIEW



Members of the California Association of Health Facilities are embarking on an important new program to improve the quality of life for thousands of nursing home residents in California. The CAHF Music & Memory Project will bring personalized music to nursing home residents during the next three years while we study whether music can reduce restlessness, boredom and the use of antipsychotic medication in people with dementia (see last page).

We're proud to report we are already 8th best in the nation in lowering the use of unnecessary antipsychotic medication. We are also among the top three states nationally in helping residents improve their daily living activities, reduce depression and weight loss and prevent falls with injury.

However, the world of long-term care is changing. We are on the threshold of a demographic shift that will have a profound impact on the delivery of long-term care. A look at a few of the trends which will be covered in this report include:

- The nursing home population is shifting to a younger, more active patient who is undergoing short-term rehabilitation and returning home.
- For the first time ever, the demand for nursing home beds may exceed supply as early as four years from now.
- An upcoming explosion in the number of people who will be 85 years of age and older.

These developments have pushed the quality bar higher, and our members are responding. California's 1,250 skilled nursing providers are adapting and creating new initiatives to meet these challenges. The well-being and quality of life for those needing skilled nursing and rehabilitation will continue to be our primary focus.



James Gomez  
CAHF CEO/President

## BY THE NUMBERS



SKILLED NURSING  
PROVIDERS IN CA

1,250



PROJECTED  
NURSING BED  
SHORTAGE  
BY 2020 UP TO

10,000



NURSING RESIDENTS  
SERVED ANNUALLY

350,000

California is facing unprecedented growth in the number of seniors who will need to access some form of long-term care in their lifetime. The state Department of Finance projects the number of people over age 65 will double within the next 15 years.

# 2016 QUALITY REPORT

## DEMOGRAPHIC SHIFT

**2013**  
BED SUPPLY

110,191

SHORTAGE OF  
4,000 BEDS

**2020**  
BED DEMAND

114,153

Given a 95 percent occupancy level, there could be a shortage of as many as 10,000 skilled nursing beds.

**2013**  
BED SUPPLY

104,700\*

SHORTAGE OF  
10,000 BEDS

**2020**  
BED DEMAND

114,153\*

*\*95 percent occupancy*

According to the California Health Care Foundation, the supply of skilled nursing home beds will exceed demand in 2020.

The bed shortage is a result of excessive regulations and the high cost of building new facilities, combined with low reimbursement rates for long-term skilled nursing providers. The California Association of Health Facilities is pursuing legislation to provide low cost financing to the nursing home sector to renovate and build new facilities.

### The increased demand for skilled nursing after years of stability is the result of two factors:

- Baby Boomers over 65 are living longer, healthier lives and getting joint replacements in record numbers, which is driving an increase in short rehabilitation stays at nursing homes.
- The population of elders over age 85 - the biggest users of skilled nursing services - has increased dramatically. It's projected there will be more than 767,000 people over age 85 in California by 2020 and more than one million by 2030.

#### 65+ POPULATION

2010 | 1.3 MILLION

2020 | 6.3 MILLION

2030 | 8.7 MILLION

#### 85+ POPULATION

2010 | 610,000

2020 | 767,000

2030 | 1,047,000

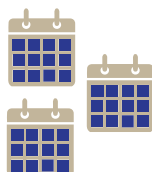
# 2016 QUALITY REPORT DEMOGRAPHICS & FACTS

## MOST NURSING HOME STAYS ARE SHORT-TERM

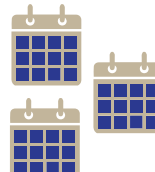
Many people need nursing home care for short periods while they recover from surgery or illness. State data suggest that short-term stays are more common than long-term stays.



**34.2%**  
of stays are  
no more than  
2 weeks



**49.4%**  
of stays are  
between  
two weeks &  
three months



**16.4%**  
of stays are  
longer than  
three months

## FACTS ABOUT LONG-TERM CARE

1

California has 4.5 million people over the age of 65. This number is expected to increase to more than six million by 2020.

2

There are approximately 1,250 licensed nursing facilities in California. These facilities care for more than 350,000 Californians each year.

3

Two-thirds of California's nursing home residents rely on Medi-Cal to pay for their care in a nursing facility.

4

In 2014, the average reported cost per patient day for a skilled nursing facility was approximately \$238 or \$90,000 annually.

5

The average Medi-Cal reimbursement rate is \$195 per day.

6

The length of stay in today's nursing facility is less than three months for 80 percent of the resident population; fewer than seven percent of all residents remain in the facility for one year or more.

7

The Office of Statewide Health Planning & Development (OSHPD) reports just seven nursing homes have been built in the state since 2005.

8

It is projected that by 2020 there will be a shortage of as many as 10,000 skilled nursing beds.

9

On average, nursing facility residents require some level of assistance with three or more activities of daily living, which include bathing, dressing, transferring, toileting and eating.

10

Approximately 80 percent of long-term care residents in California are age 65 or older.

# SERVING THE NEEDS OF CALIFORNIA'S LONG-TERM CARE RESIDENTS

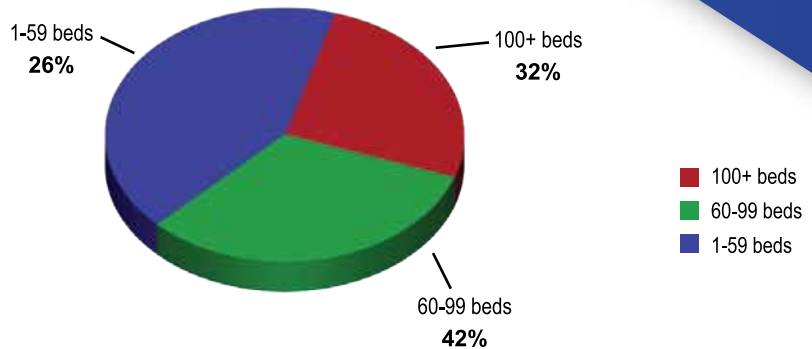
Skilled-nursing facilities (SNFs) provide nursing care on a 24-hour basis. Intermediate-care facilities (ICFs) provide regular medical, nursing, social and rehabilitative services in addition to room and board for individuals not capable of independent living.

## 2016 QUALITY REPORT DATA POINTS

### FACILITY DEMOGRAPHICS

- There are approximately 1,250 licensed nursing facilities in California (SNF and ICF, including long-term care units of acute hospitals, also known as distinct parts).
- California's licensed long-term care facilities employ more than 135,000 employees with payroll & benefits exceeding \$5 billion annually.
- Nursing facility occupancy rates in California are approximately 87 percent.

### FREESTANDING NFs BY SIZE



### RESIDENT POPULATION

- As many as 350,000 Californians are cared for annually in licensed long-term care facilities.
- On average, 61 percent of residents are female and 39 percent are male.
- The average length of stay in today's long-term care facility is less than three months for 83 percent of the resident population. Just six percent of all residents remain in the facility for one year or more.

### PATIENT HEALTH CHARACTERISTICS

#### Activities of Daily Living (ADLs)

Percentage of residents needing assistance

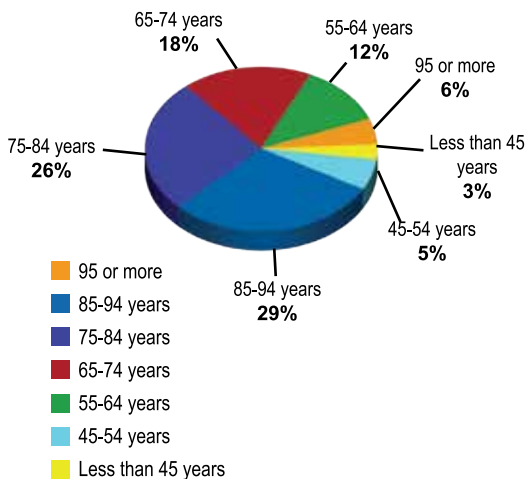
Bathing	98%
Dressing	96%
Feeding	69%
Toilet Use	94%
Transfer	91%

#### Other Health Characteristics

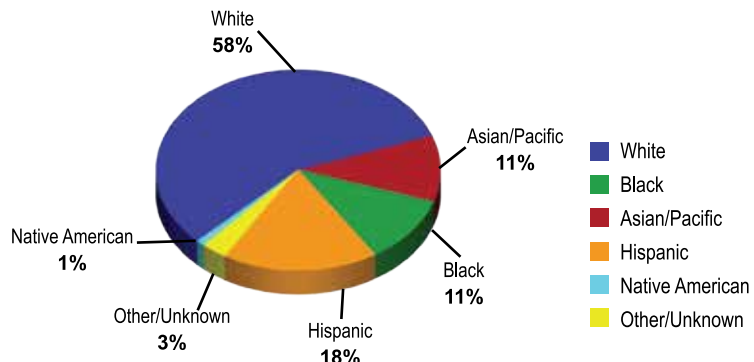
Percentage of residents requiring special treatment

Bladder incontinence	55%
Dementia	38%
Chairbound	69%
Bedfast	4%
Ambulatory w/assistance	35%
Ambulatory	6%
Physical restraints	2.2%
Dialysis	3%
Hospice	4%
Tube feeding	9%
Respiratory care	13%
Suctioning	3.5%
IV therapy	2.3%
Tracheostomy	3%

### SNF/ICF RESIDENTS BY AGE



### SNF/ICF RESIDENTS BY RACE



Source: CMS CASPER data, 2014

# 2016 QUALITY REPORT

# QUALITY MEASURES

## CALIFORNIA SKILLED NURSING PROVIDERS

### LEADING THE NATION IN PROVIDING QUALITY CARE

Each quarter, the federal Centers for Medicare & Medicaid Services (CMS) measures the degree of quality care that is delivered to residents by California's skilled nursing providers.

### CALIFORNIA IS...

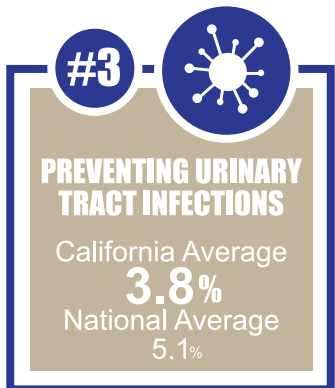
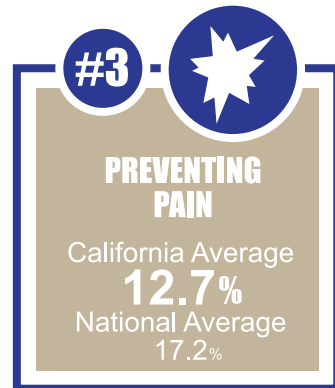
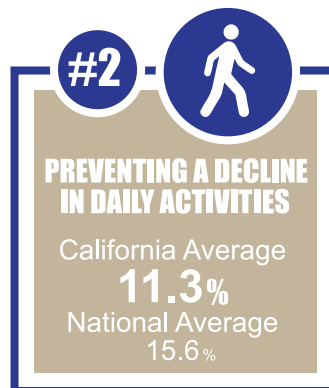
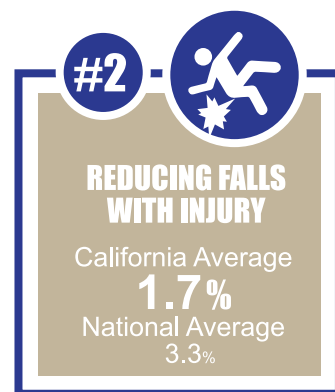
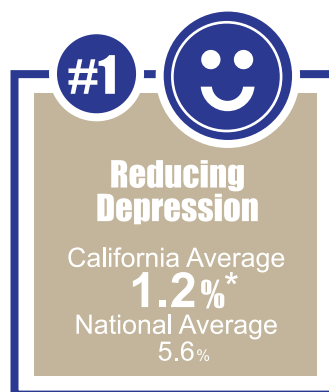
**#1** in the country in reducing depression among residents in nursing homes.

**#2** in the country in reducing falls with injury and preventing a decline in daily activities.

**#3** in the country in reducing pain and preventing weight loss and urinary tract infections.

### QUALITY MEASURES

*Delivering care at the highest level - lower is better*



\*Percent of nursing home residents.

# 2016 QUALITY REPORT NATIONAL QUALITY AWARD WINNERS



Pacific Coast Manor in Capitola, under the leadership of Marise Goetzl, is the latest CAHF member to win a coveted national Gold – Excellence in Quality Award from the American Health Care Association. There are only 28 nursing homes in the country with this designation and just one other in California – Stonebrook Healthcare Center in Concord.

**PACIFIC COAST  
MANOR TAKES  
GOLD!**

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long-term care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Member centers may apply for three progressive levels of awards: Bronze—Commitment to Quality, Silver—Achievement in Quality, or Gold—Excellence in Quality. Each level has its own distinct rigors and requirements for quality and performance excellence.



Leslie Cotham  
Golden Living Center  
Country View Alzheimer's Care,  
Fresno

## 2015 SILVER LEVEL RECIPIENT

Golden Living Center - Country View Alzheimer's Care, Fresno

## 2015 BRONZE LEVEL RECIPIENTS

Country Oaks Care Center, Santa Maria  
San Miguel Villa, Concord  
Arbor Glen Care Center, Glendora  
Windsor Elk Grove Care and Rehabilitation  
Shields Nursing Centers, El Cerrito  
Los Angeles Jewish Home  
Heartwood Avenue Healthcare, Vallejo  
Ararat Convalescent Hospital, Los Angeles  
Meadowood Nursing Center, Clearlake  
Folsom Care Center  
Lone Tree Convalescent Hospital, Antioch  
St. Francis Extended Care, Hayward  
The Remington Club, San Diego  
The Pines at Placerville  
Oroville Hospital Post-Acute Center  
Brookside Skilled Nursing Hospital, San Mateo  
Vintage Estates of Richmond



Matt Yarwood (left)  
St. Francis Extended Care, Hayward  
& Vintage Estates of Richmond  
Calvin Callaway (right)  
Folsom Care Center, Folsom

# 2016 QUALITY REPORT IN THE COMMUNITY

## 2016 SHOWCASE AWARD WINNERS



### SOUP CHALLENGE & TASTING



Golden Living Center, Fresno invited the community to a fundraiser to sample and judge more than a dozen homemade soups to highlight the excellent meal service provided in the skilled nursing setting. The People's Choice Award went to the owner of a local home care company with the winning creation of Loaded Baked Potato Soup. The Soup Master award winner was a student at the Clovis Unified Culinary Arts program, with a winning creation of Green Curry Soup. As the prize winner, he donated his winnings to his favorite non-profit—his high school culinary arts program.

### ALIVE INSIDE SCREENING



Vienna Skilled Nursing and Rehabilitation Center in Lodi was one of the first facilities in the state to implement a Music & Memory Program. The facility hosted a screening of the movie "Alive Inside," the inspiration for the Music & Memory Program, which documents the power of personalized music for people with dementia. The event included a catered dinner for more than 200 participants. Ticket sales helped raise \$2,000 which was donated to two local senior programs to help them implement the Music & Memory Program at their centers.



### CHOPPER DOG

Residents at Vi at La Jolla Village in San Diego rallied around a beloved and frequent visitor, Chopper Dog, after his therapy license was terminated by an agency that disapproved of his biker costume. After television news coverage and a social media campaign, Chopper Dog was granted a therapy license from a different agency and continues to provide companionship and entertainment to elderly residents—while sporting a variety of outerwear.

# 2016 QUALITY REPORT IN THE COMMUNITY

## 2015 SUPER STAR AWARDS

### ADDITIONAL WINNERS

**Honoring Long-Term Care Employees** - Long-term care is a chosen profession for many dedicated employees across California. Each year CAHF recognizes these facility "Super Stars" for their dedication to their careers and the people they serve.

**Ellie Dawkins**  
Granada Rehabilitation and  
Wellness Center  
18 years in long-term care

**Christi Fain**  
Golden Living Center -  
Shafter  
21 years in long-term care

**Maria Faria**  
Willow Creek Healthcare  
Center  
29 years in long-term care

**Betsabe Gil**  
Torrance Care Center West  
29 years in long-term care

**Sopheap Loch**  
Creskside Center Genesis  
36 years in long-term care

**Virginia Lorenzo**  
Long Beach Care Center  
25 years in long-term care

**Lita Martinez**  
Vista Cove Care Center at  
Long Beach  
25 years in long-term care

**Geraldine Perez**  
Golden Living Center Fowler  
26 years in long-term care

**Sandra Petersen**  
Centinela Grand  
50 years in long-term care

**Rene Rosien**  
Glendora Grand  
20 years in long-term care

**Evelyn Stedman**  
Fortuna Rehabilitation and  
Wellness Center  
31 years in long-term care

**Martin Torres**  
Windsor Gardens Healthcare  
Center of the Valley  
31 years in long-term care

**Steven Townsend**  
Seaview Rehabilitation and  
Wellness Center  
30 years in long-term care

**Matilde Uitz**  
Century Villa  
18 years in long-term care

**Sally Villarreal**  
Villa Sienna  
20 years in long-term care



### AURORA GUEVARA

**Certified Nurse Assistant, Pacific Villa, Long Beach**

Years ago, when she was still a housekeeper, Aurora had a passion for patient care and so often volunteered to work directly with residents that she was a natural to become a CNA.

**40 YEARS  
IN LONG  
TERM CARE**



### PATRICIA REIS

**Activity Director, Eureka Rehab & Wellness Center, Eureka**

Dearly loved by everyone at the facility, Patricia took a CNA course six years after earning her activity certificate just so she could be closer to residents. You can see their eyes light up when she enters the room.

**37 YEARS  
IN LONG  
TERM CARE**



### DERRICK PATTERSON

**Director of Dietary Services, Victoria Care Center, Ventura**

A spark plug in the management team and a key leader in culture development at sister facilities, Derrick visits with all new residents to learn about their special food requests while keeping his department costs in line.

**32 YEARS  
IN LONG  
TERM CARE**



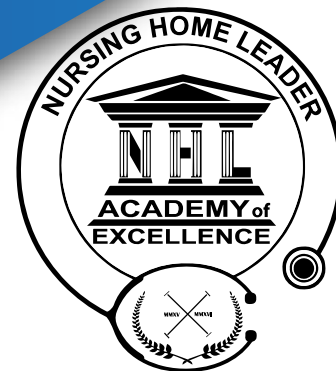
### RUDY BRISENO

**Maintenance Supervisor, Golden Living Center-Country View Alzheimer's Care, Fresno**

Rudy is a mentor to his colleagues and is always willing to spend time with the residents and their families. He takes pride in his work and has built an aviary and koi pond and planted various plants and trees at the facility.

**29 YEARS  
IN LONG  
TERM CARE**

# 2016 QUALITY REPORT WORKPLACE EXCELLENCE



## NURTURING LIFE-LONG LEADERS

The CAHF Nursing Home Leader Academy of Excellence is an intensive and interactive program with a focus on teaching participants practical steps to accomplish individual facility goals.

The innovative nine-month training program for skilled nursing facility leaders is designed to achieve and sustain positive change.

The curriculum challenges participants to choose a quality improvement they want to achieve, then apply evidence-based, quality-assurance, performance improvement techniques to achieve their goal.

So far, facilities have used the quality improvement platform to reduce hospital readmissions, reduce staff turnover and eliminate the need for patient alarms.

The project is made possible with funding from CAHF, the Quality Care Health Foundation, the American Health Care Association and Innovation Partner, Medline Industries.



Pictured: Members of Goodwill of Southern Los Angeles County's Health Care Academy at Alamos Belmont Rehabilitation Hospital.

## TRAINING TOMORROW'S CAREGIVERS

For more than a decade, Alamos Belmont Rehabilitation Hospital in Long Beach has been partnering with Goodwill of Southern Los Angeles County (SOLAC) to serve as a clinical teaching site for Goodwill's Certified Nursing Assistant (CNA) Training Program.

Goodwill's Healthcare Academy provides on-site training and education to low income individuals who are seeking careers in health care. In the last year alone, Alamos Belmont has hired seven Goodwill CNA program graduates.

According to administrator Mark Hall, the nursing facility's administrative staff also supports the graduates by accommodating school schedules and enabling them to pursue continuing education to advance their health care careers. "Right now we have a few Goodwill graduates that completed the additional education needed to take their careers one step further, and become Licensed Vocational Nurses," he said. Goodwill tracks its graduates for five years to assist with training and education.

"Providing great CNA's is the foundation of a successful rehabilitation facility, and so as long as Goodwill continues to train good CNA's, we'll continue to hire them," added Hall.

Earlier this year, Alamos Belmont was recognized by Goodwill of Southern Los Angeles County with its prestigious "Employer of the Year" award.

# 2016 QUALITY REPORT CAHF MUSIC & MEMORY PROJECT



Music has always played a role in nursing homes, but the concept of loading an iPod with a personalized playlist – complete with favorite tunes from the past – is a relatively new development.

Music allows people with dementia, Parkinson's and other memory loss diseases to reconnect to the world and gain improved quality of life from listening to personal music favorites. Music can relieve boredom and acts as a powerful mood enhancer. According to researchers, music activates the medial prefrontal cortex region of the brain—right behind the forehead—one of the last areas of the brain to atrophy over the course of Alzheimer's disease.

In 2015, CAHF received a \$1.4 million grant from the California Department of Public Health, Licensing and Certification Division to create the CAHF Music & Memory Project. Researchers from the University of California Davis, Betty Irene Moore School of Nursing will study and document the impact of using music to reduce the use of antipsychotic medication in people with dementia. They will also study successful strategies to sustain a music and memory program in nursing facilities. As a result, thousands of nursing home residents will get to discover the therapeutic benefits of rock 'n roll, country and classical music.



The idea of Music and Memory was initiated by community service organizer Dan Cohen in 2006. He wondered if he would be able to listen to his favorite music of the 1960's if he ever entered a nursing home. That led to the idea of collecting iPods for nursing home residents so they could listen to their favorite tunes.

Researchers have discovered that favorite music or songs associated with important personal events can trigger memory of lyrics and the experience connected to the music. Familiar music often calms chaotic brain activity and enables the listener to focus on the present moment and regain a connection to others.

**300**  
PARTICIPATING  
FACILITIES



**4,500**  
RESIDENTS

**3 YEAR**  
TIME  
FRAME



Photos provided by: Michael Rossato-Bennett and Vienna Nursing and Rehabilitation Center

**CLOSER  
LOOK**



2201 K Street  
Sacramento, CA  
95816  
(916) 441-6400  
[cahf.org](http://cahf.org)



RESOURCES FOR CONSUMERS

[eldercareca.org](http://eldercareca.org)



**DISASTER  
PREPAREDNESS  
APP**

[dpapp.cahf.org](http://dpapp.cahf.org)



CAHF is a non-profit, professional organization representing more than 800 skilled nursing facilities (SNFs) and 500 intermediate care facilities for people with intellectual disabilities. Serving 350,000 individuals each year, SNFs are directly responsible for more than 135,000 jobs and \$5 billion in wages and benefits to long-term care employees.