

# QUALITY REPORT

2020

California skilled nursing providers are committed to delivering programs that bring value to people, allow choice, respect and dignity, and offer a sense of purpose, regardless of age or physical condition.

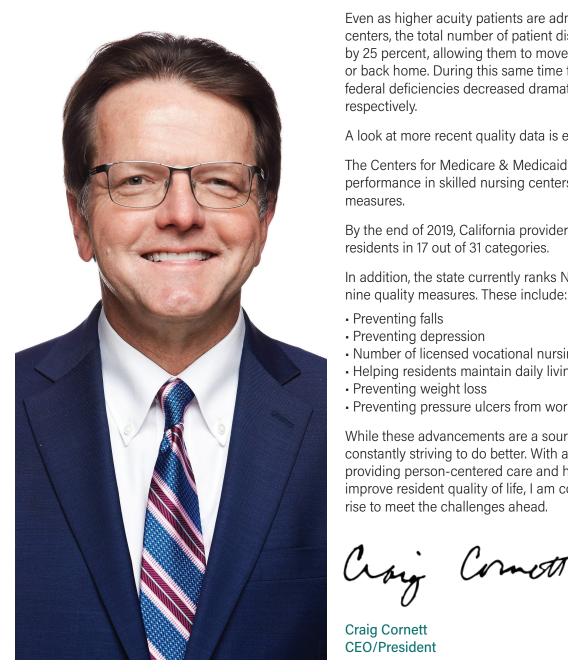
# **EXECUTIVE OVERVIEW**

### A MESSAGE FROM CEO CRAIG CORNETT

As we begin a new decade, it's a good time to review our past accomplishments, initiate any course corrections and plan ahead for the demands of the new year.

Quality remains our #1 focus and nursing facility care continues to improve with positive trends in several key areas.

Today, the average number of nursing hours delivered to each patient every day is well above the minimum requirement. Since 2004, the number of nursing hours dedicated to one-on-one patient care has increased by more than 7.5 percent. Overall, California skilled nursing providers are performing better than their counterparts in other states, in spite of an ongoing critical workforce shortage.



Even as higher acuity patients are admitted to skilled nursing centers, the total number of patient discharges has increased by 25 percent, allowing them to move to a lower level of care or back home. During this same time frame, state citations and federal deficiencies decreased dramatically by 44 and 24 percent respectively.

A look at more recent quality data is even more revealing.

The Centers for Medicare & Medicaid Services (CMS) measures performance in skilled nursing centers by tracking 31 quality measures.

By the end of 2019, California providers improved outcomes for residents in 17 out of 31 categories.

In addition, the state currently ranks No. 1, 2 or 3 in the nation in nine quality measures. These include:

- Preventing falls
- Preventing depression
- Number of licensed vocational nursing hours per resident
- Helping residents maintain daily living activities
- Preventing weight loss
- Preventing pressure ulcers from worsening

While these advancements are a source of pride, we are constantly striving to do better. With a renewed focus on providing person-centered care and highlighting areas that improve resident quality of life, I am confident our members will rise to meet the challenges ahead.

**Craig Cornett** CEO/President





# **TABLE OF CONTENTS**

- **EXECUTIVE OVERVIEW**
- NATIONAL QUALITY AWARDS
- **INVESTING IN QUALITY CARE**
- LEADING THE NATION IN QUALITY
- **8** ANTIPSYCHOTIC REDUCTION
- MASTER PLAN FOR AGING
- **10** CARING WITH COMPASSION
- 11 SHARING OUR STORY
- 12 QUALITY JOURNEY / LEADER ACADEMY
- **13** FACILITY SUPER STARS
- **15** LONG TERM CARE RESIDENTS
- **17** DEVELOPMENTAL SERVICES

# NATIONAL QUALITY AWARDS

### **BEST IN THE NATION**

The American Health Care Association's 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 must apply for three progressive levels of awards: Bronze - Commitment to Quality; Silver - Achievement in Quality, and Gold - Excellence in Quality. Each level has its own distinct rigors and requirements for quality and performance excellence.

### 2019 GOLD **EXCELLENCE IN QUALITY AWARD**

Vista Pacifica Convalescent, a 49 bed skilled nursing facility in Jurupa Valley captured the nation's highest quality award in 2019; the Gold - Excellence in Quality award from the American Health Care Association. Only five facilities in the U.S. earned the prestigious recognition after completing years of rigorous review.



Founded by Dr. Al and Ruth Braswell in 1975, Vista Pacifica specializes in Alzheimer's care and provides 24-hour skilled nursing services in a safe, secure environment. A Five-Star quality rated facility since 2014, the facility has an exceptionally high staff retention rate and a stable leadership team creating an excellent environment for residents, families and employees.



### 2019 SII VFR ACHIEVEMENT IN QUALITY AWARD RECIPIENTS

Avalon Health Care San Andreas Harbor Villa Care Center Anaheim Pacific Gardens Nursing & Rehab Fresno Palo Alto Sub-Acute and Rehab Palo Alto Stollwood Convalescent Hospital Woodland Vienna Nursing and Rehabilitation I odi

### **2019 BRONZE** COMMITMENT TO QUALITY AWARD RECIPIENTS

Carmichael American River Care Center Merced **Anberry Transitional Care** Chico California Park Rehab Hospital Copper Ridge Health Care Center Redding Crystal Ridge Care Center Grass Valley Windsor **DuMolin Community Living Encinitas Nursing & Rehab Center Encinitas** Modesto English Oaks Conv & Rehab Center Eskaton Care Center Greenhaven Sacramento Horizon Health & Subacute Center Fresno La Mesa Healthcare Center La Mesa La Paloma Healthcare Center Oceanside Lincoln Meadows Care Center Lincoln Lompoc Valley Medical Center, Conv CC Lompoc Marysville Post-Acute Marysville Sacramento McKinley Park Care Center Mid-Town Oaks Post Acute Sacramento Mission Care & Rehab Center Rosemead Mission SN & SubAcute Santa Clara Oak River Rehab Anderson Pine Creek Care Center Roseville Redwood Cove HC Center Ukiah **Rock Creek Care Center** Auburn Sacramento Post-Acute Sacramento San Diego Post-Acute Center El Caion San Luis Care Center Newman Santa Rosa Post Acute Santa Rosa Seal Beach Health & Rehab Center Seal Beach Shoreline Care Center Oxnard Sierra View Homes Reedley Summerfield HC Center Santa Rosa University Care Center San Diego Vista Knoll Specialized Care Vista

Western Slope Health Center

Placerville



### Intellectual and **Developmental Disabilities** Hero of the Year

Barbara Smith of Valley Village in Winnetka was also recognized by the American Health Care Association in 2019 as the Intellectual and Developmental Disabilities "Hero of the Year." The award recognizes individuals for their selflessness, compassion and service to people with disabilities. Barbara worked at Valley Village in the San Fernando Valley for more than 25 years, and she has been an integral force in developing special residential environments from semi-independent living to continuous nursing programs.

# **INVESTING IN QUALITY CARE**

### OPPORTUNITIES FOR IMPROVEMENT

Recognizing the need for continual improvement, CAHF is participating in a number of state grants to help make systemic advancements in a variety of programs and operations in skilled nursing facilities.



### **DISASTER PREPAREDNESS:** PROVIDING TOOLS FOR EMERGENCIES

Ongoing disaster preparedness training for skilled nursing providers paid off in the wake of unprecedented power outages in 2019 for hundreds of thousands of Pacific Gas & Electric customers and skilled nursing residents. The utility, along with other southern California power companies, deliberately shut off power during high wind events to prevent wildfires sparked by transmission lines. In its 13th year, the CAHF Disaster Preparedness program trains hundreds of providers throughout the year at webinars, seminars and an annual statewide disaster conference.



### **DIETARY SERVICES PROJECT:** REDUCING SURVEY DEFICIENCIES

A robust suite of free materials is now available to help food service workers improve the safety and quality of dietary services in skilled nursing facilities. From a series of short instructional videos in three languages — to an on-demand webinar series — dietary service employees can advance their skills in the kitchen to help reduce the number of survey deficiencies. Real time data is now being collected to track the effectiveness of the Dietary Toolkit and four conferences will be held in 2020 to provide additional instruction for dietary staff.



### **VOLUNTEER ENGAGEMENT PROGRAM:** STIMULATING COMMUNITY INVOLVEMENT

The creation of an effective volunteer program can go a long way toward improving resident satisfaction and quality of life by providing socialization and engagement. That's the idea behind an effort to create a successful volunteer engagement template so more skilled nursing centers can sustain and grow their volunteer programs. The Volunteer Engagement Project is working with twenty skilled nursing facilities to develop programs that can be replicated throughout the state to benefit 400,000 residents who use skilled nursing services each year.



### WORKFORCE DEVELOPMENT: BRINGING WORKERS INTO HEALTHCARE

There is a continual need for trained workers in the long term care profession. The CNA Training Kickstarter Project, under the direction of the Quality Care Health Foundation, is training the next generation of certified nursing assistants and helping skilled nursing facilities set up in-house training programs.

The Kickstarter Project has met its Phase One goal of training 500 new certified nursing assistants. Nursing assistants are required to complete 160 hours of training, including 60 hours of classroom instruction and 100 hours of supervised training. So far, the project has also provided funding assistance to 35 skilled nursing centers to establish ongoing education programs for CNAs.

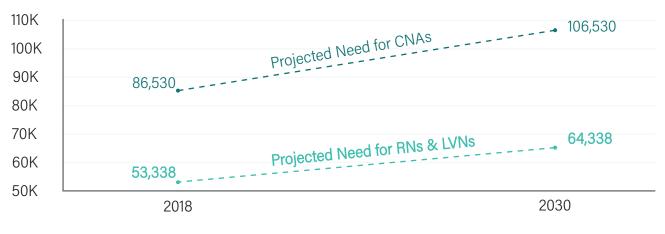
### GROWING NEED FOR LONG TERM CARE WORKERS

The need for nurses - especially certified nursing assistants who deliver hands-on care to residents in skilled nursing centers - continues to grow. Many factors, including a growing senior population and a higher percentage of individuals with chronic illness are contributing to the need for more individuals seeking careers in healthcare.

In recent years, California has embarked on a renewed effort to recruit and retain certified nursing assistants to deal with the looming shortage.

### THE CALIFORNIA NURSING SHORTAGE

It is projected that California will be facing a nursing shortage of 31,000 nurses by 2030.\*



\*OSHPD Utilization C.A. Department of Finance Projections

# LEADING THE NATION IN QUALITY CARE

### RECOGNIZING HIGH ACHIEVERS WHO GO ABOVE AND BEYOND

There are high achievers in every profession and skilled nursing is no exception. Since 2012, the American Health Care Association has challenged providers to meet even higher standards in measurable areas like hospitalizations and antipsychotic usage. Currently, those who chose to participate can work to achieve measurable results in four areas by March, 2021. These areas are aligned with the top priorities of the Centers for Medicare & Medicaid Services and managed care organizations.

In 2019, 27 CAHF member facilities successfully achieved all four quality initiative goals.

### **QUALITY INITIATIVE GOALS**

**HOSPITALIZATIONS** 

Safely reduce long and short stay hospitalizations by improving 10 percent from 2017 baseline rates

**CUSTOMER SATISFACTION** Improve long and short stay satisfaction by 10 percent from 2017 baseline rates

**FUNCTIONAL OUTCOMES** Improve functional outcomes, including mobility and self-care by 15 percent compared to 2017

**ANTIPSYCHOTICS** Safely reduce the off-label use of antipsychotics by 10 percent, maintain a rate of eight percent or less in long stay residents and one percent or less in short stay patients

**ACC Care Center** Sacramento **Anaheim Terrace Care Center** Anaheim **Ararat Nursing Facility** Mission Hills Buena Vista Care Center Anaheim Chico California Park Rehabilitation Hospital

San Bernardino

Del Rosa Villa

Devonshire Care Center Hemet **Downey Care Center** Downey Arvin Evergreen Arvin Healthcare Riverside Jurupa Hills Post Acute

Kingsburg Center Kingsburg Lincoln Glen Skilled Nursing San Jose

Lindsay Gardens Nursing & Rehabilitation Lindsay Marin Post Acute San Rafael

Carmichael Mission Carmichael Healthcare Center Montebello Care Center Montebello

Playa Del Rey Center Playa Del Rey Royal Care Skilled Nursing Center Long Beach

San Francisco Post Acute San Francisco Stonebrook Healthcare Center Concord

Town and Country Manor Santa Ana

Vienna Nursing and Rehabilitation Center I odi Petaluma

Vineyard Post Acute Wagner Heights Nursing & Rehabilitation Center Stockton

Waterman Canyon Post Acute San Bernardino Willow Creek Healthcare Center Clovis

Woodland Care Center Woodland

# **CALIFORNIA RANKINGS**

According to the federal government, the state ranks # 1, 2 or 3 nationally in the following quality categories:

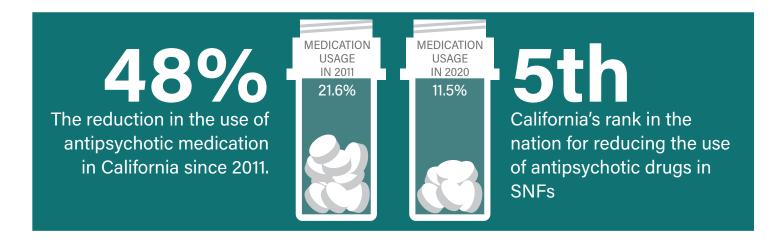
- ADL Decline
- Short-Stay: Worsening Ulcers
- Weight Loss

Depressive Symptoms

- Short-Stay: Pneumonia Vaccine Long-Stay: Ability to Move Worsened
- Injurious Falls
- Urinary Tract Infection
- LVN Hours per Resident per Day

2019 Quality Measures	CA Average	U.S. Average
ADL Decline	9.1	14.5
Weight Loss	4.3	5.5
Incontinence	40.6	48.4
Catheter	2.0	1.9
Urinary Tract Infections	1.8	2.7
Depressive Symptoms	0.7	4.7
Restraints	0.4	0.2
Injurious Falls	1.8	3.4
Nurse Aide Hours per Resident per Day	2.6	2.3
LVN Hours per Resident per Day	1.1	0.9
RN Hours per Resident per Day	0.6	0.7
Licensed Hours per Resident per Day	1.8	1.6
Long-Stay		
Flu Vaccine	97.3	95.8
Pneumonia Vaccine	97.3	93.7
Antipsychotic Medications	10.5	14.4
High-Risk Pressure Ulcers	7.0	7.3
Ability to Move Worsened	13.5	17.5
Antianxiety/Hypnotic Medications	14.6	19.9
Hospital Visits per 1,000 Resident Days	1.9	1.7
Emergency Room Visits per 1,000 Resident Days	0.8	0.9
Short-Stay		
Worsening Ulcers	0.8	1.5
Flu Vaccine	89.5	82.7
Pneumonia Vaccine	91.5	83.7
Antipsychotic Medications	1.4	1.8
Emergency Room Visits	10.1	10.7
Re-hospitalization	22.1	22.3
Improvements in Function	71.2	67.6

\* Centers for Medicare & Medicaid Services, 2019



# ANTIPSYCHOTIC MEDICATION **REDUCTION**

### SURPASSING THE NATIONAL GOAL

The National Partnership to Improve Dementia Care, now in its 8th year, challenged skilled nursing providers to reduce the use of unnecessary antipsychotic medication after studies indicated nearly 25 percent of all Medicare beneficiaries were receiving daily doses absent a diagnosis of psychosis.

Antipsychotics have been prescribed for the treatment of schizophrenia and bipolar disorders for decades, but physicians were increasingly ordering the off-label use of these medications for patients with dementia to reduce agitation.

Throughout the campaign, California facilities used education and specialized training to help staff replace medications with music therapy and behavior management techniques to help patients re-direct their frustration, defensiveness and agitation.

As a result, physicians are now prescribing antipsychotics to one in every eleven patients in California, a rate that is fifth best in the nation. Since the beginning of the campaign, the state has reduced the use of these medications by more than 48 percent.

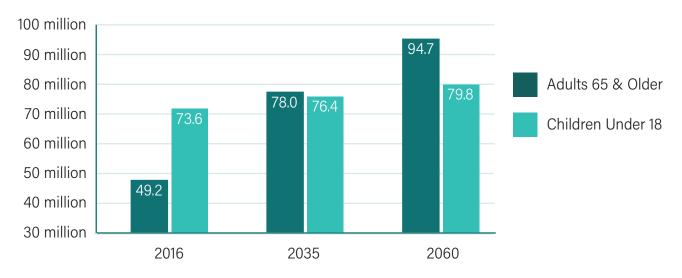
### U.S. RANKINGS

State rankings for lowest use of antipsychotics (as of Q2 2019)

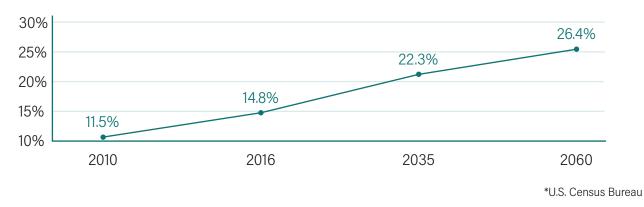
1st •——• Hawaii	2nd New Jersey	3rd Alaska	4th New York	5th California
6th North Carolina	7th Wisconsin	8th Maryland	9th District of Columbia	10th Texas

# By 2035, the U.S. Census Bureau projects there will be more people over age 65 than those under age 18.\*

### **Projected U.S. Population Numbers**



# **Projected Share of CA Population Over 65**



# MASTER PLAN FOR AGING

### PROMOTING AN AGE-FRIENDLY STATE

In recognition of a mushrooming senior population, Gov. Gavin Newsom signed an executive order creating a Master Plan for Aging by Oct. 2020. The blueprint is under development by a Stakeholder Advisory Committee - a diverse group of 34 representatives including CAHF CEO/President Craig Cornett. The plan will recommend ways to better coordinate programs and services that serve older adults, families and caregivers within a framework that recognizes the need for choice, equity, dignity, inclusion, innovation and partnerships. The Master Plan will encourage programs that support aging in place, the creation of age-friendly communities and access to services and care that optimize health and quality of life in the most appropriate setting.







# **CARING WITH COMPASSION**

### UNDERSTANDING RESIDENT NEEDS

Rub some vaseline on a pair of eyeglasses, then try to put on your clothes and figure out how to eat your lunch. A program called Walk in my Shoes at Four Seasons Healthcare and Wellness Center in North Hollywood helps employees at the skilled nursing center better understand the population they serve.

The one hour interactive program presents four scenarios simultaneously, with each participant experiencing functional and/or sensory loss, pain, isolation, boredom or frustration. Participants may wear earplugs, heavy gloves, vision inhibiting glasses or uncomfortable shoes. Time is provided for reflection and sharing. Staff is asked to keep a journal to document experiences that helped them improve their interactions with residents. One staff member wrote, "As a CNA, I see that patience and compassion play a big part, especially on patients who are in pain...we just need to be there for them."

# **SHARING OUR STORY**

### WELCOMING STATE LAWMAKERS

Nurses, administrators, therapists and residents always enjoy interacting with visitors and volunteers. It's a special treat when their local state representatives visit to learn about the long term care services that are available to their constituents and hear about personal experiences.

Sierra View Care Center in Baldwin Park recently hosted two state lawmakers simultaneously. Both are the only siblings currently serving together at the state Capitol in Sacramento; State Senator Susan Rubio and her sister Assemblymember Blanca Rubio.

Other elected officials who took time from their busy schedules to visit facilities include: Assemblymember Buffy Wicks, State Senator Anna Caballero, U.S. Representative Jimmy Gomez (not pictured), and State Senator Connie Leyva (not pictured).







# THE QUALITY JOURNEY

### **CONTINUING EDUCATION**

In addition to education sessions held at major CAHF conferences, thousands of skilled nursing providers took advantage of learning opportunities throughout the year to improve their skills and knowledge base - to enhance the delivery of quality, person-centered care.

From infection prevention to survey success, providers are maintaining their competitive edge and learning best practices to serve long and short stay skilled nursing residents. Whether it's on-demand webinars, online training or in-person instruction, as the education arm of CAHF, the Quality Care Health Foundation provides year-round learning opportunities to help elevate the expertise of 100,000 certified nurse assistants, licensed vocational nurses and registered nurses who serve residents in long term care centers.

# LEADER ACADEMY

# **STRENGTHENING** LEADERSHIP SKILLS



A select group of eleven individuals took on the challenge of strengthening their existing skills by participating in CAHF's Nursing Home Leader

Academy of Excellence in 2019. Each participant received intentional guidance, feedback and support from professional experts to identify a challenge in their facility – create an action plan – and reveal the outcome at the end of the program. Improvement activities often include strategies to reduce employee turnover, prevent falls or improve sleep for residents.

The academy provides expert instructors who cover customer and staff engagement, leadership principles, business development and community and disaster leadership. Beginning in 2020, the academy will expand to provide ongoing leadership enrichment opportunities throughout the year at CAHF's spring, summer and fall conferences, followed by a nine-month intensive which will begin in February 2021.



### **CAHF's Nurse of the Year**

Susan Yeranyan, RN, began her career in Armenia, as a biochemist with a degree from Yerevan State University. After migrating to the United States, she pursued her passion for healthcare by starting a career at Ararat Nursing Facility (ANF) as a CNA. During her 25 years of employment at ANF, Susan climbed the career ladder and achieved her American Dream after her promotion to Director of Clinical Services in 2007. Susan is also a Certified Dementia Practitioner. She was the ANF Employee of the Year in 1996 and was recognized by the International Nurses Association for her excellence in 2019.



# **FACILITY SUPER STARS**

## **DEDICATION TO LONG TERM CARE**

Unlike other professions, many individuals who work in skilled nursing centers have dedicated their entire careers to help improve the lives of others. Some feed and bathe residents, others keep up with the laundry and every building has a dedicated maintenance crew.

Each year, the California Association of Health Facilities recognizes facility Super Stars who have served more than 20 years in long term care.

#### **Aquilina Abris**

34 Years in Long Term Care

**Activities Assistant** Glendora Grand, Glendora

#### **Arturo Alcantar**

31 Years in Long Term Care

Groundskeeper Villa Del Rio, Bell Gardens

#### Lisa Baiza

31 Years in Long Term Care

RNA/CNA

Willow Pass Healthcare Center, Concord

#### **Mirna Bustamante**

30 Years in Long Term Care

Del Rio Gardens Care Center, Bell Gardens

#### **Edward Co**

25 Years in Long Term Care

Torrance Care Center West, Torrance

#### **Lydia Contemprato**

26 Years in Long Term Care

Licensed Vocational Nurse Edgemoor DP SNF, Santee

#### **Glenn Della**

37 Years in Long Term Care

RNA/CNA

Long Beach Care Center, Long Beach

### Maria "Lucy" Espindola

36 Years in Long Term Care

Dietary Manager

Lone Tree Convalescent Hospital, Antioch

#### **Dora Franklin**

43 Years in Long Term Care

Housekeeper

Pacific Gardens Nursing & Rehab, Fresno

#### Carmen Lopez

34 Years in Long Term Care

CNA

West Hills Health & Rehab, Canoga Park

### **Maryse Henriette Montes Luceus**

35 Years in Long Term Care

Rancho Mesa Care Center, Alta Loma

### **Jennifer Mares**

40 Years in Long Term Care

Veterans Home of CA, Fresno

#### **Debbie Messie**

26 Years in Long Term Care

Silicon Valley Post Acute, San Jose

#### **Tony Sandoval**

29 Years in Long Term Care

CNA

The Lake Post Acute, Visalia

#### **Ledv Semana**

27 Years in Long Term Care

**CNA Team Leader** 

Pacific Villa, Long Beach

### **Becky Serrato**

35 Years in Long Term Care

Housekeeper

Centinela Grand, Perris

#### **Cherie Stafsholt**

30 Years in Long Term Care

Director of Dietary Services

HC Center of Orange County, Buena Park

### **Lorna Sypho**

29 Years in Long Term Care

Director of Medical Records/Activities Flower Villa, Los Angeles

#### **Angel Tiscareno**

44 Years in Long Term Care

Alameda Care Center, Burbank

#### **Kelly Valish**

39 Years in Long Term Care

Marketing Director Marquis Shasta, Redding

#### **Matt Wrav**

25 Years in Long Term Care

Director of Plant Operations

English Oaks Nursing and Rehab, Modesto

# CALIFORNIA DATA REPORT

# LONG TERM CARE RESIDENTS

# **QUICK FACTS**



1,108

freestanding licensed nursing facilities

400,000

patients in facilities per year

**87%** 

occupancy rates



147,000

nursing care facility employees

\$6.5 billion

in payroll and benefits annually

3 months

average stay for 84% of patients

# **FACILITY BEDS**



26%

1-59



41%

60-99



33%

100 +

Most skilled nursing facilities in California have 99 beds.

# DAILY LIVING ACTIVIT

PERCENTAGE OF RESIDENTS REQUIRING ASSISTANCE



98%

Bathing



97%

Dressing



95%

**Toilet Use** 



94%

Transferring

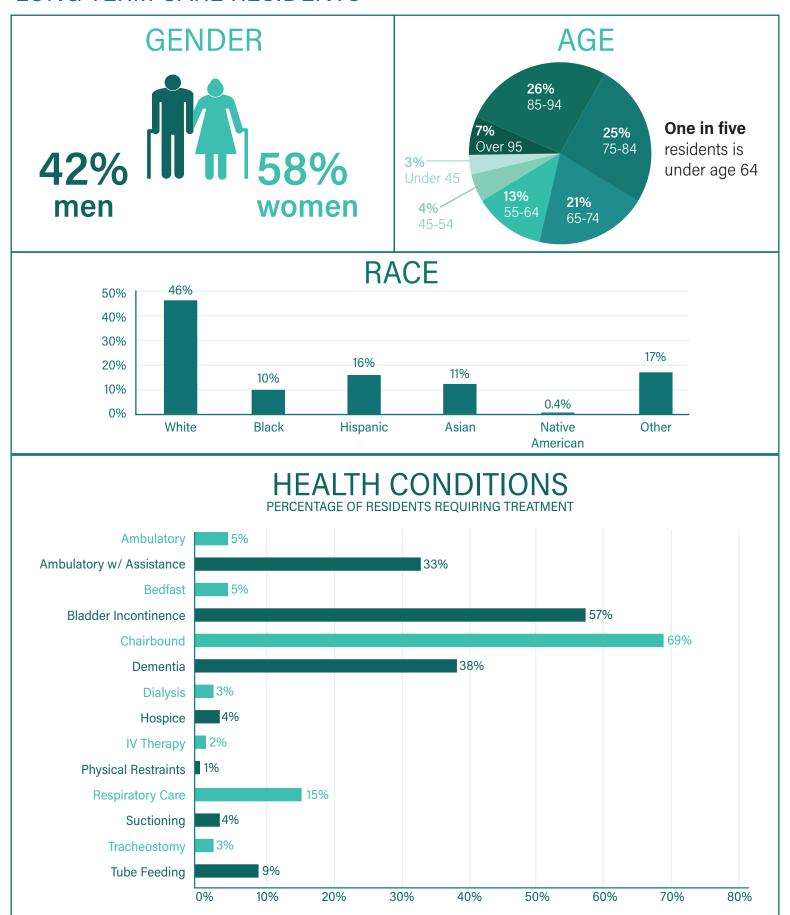


74%

Feeding

# RESIDENT DEMOGRAPHICS

LONG TERM CARE RESIDENTS



# **DEVELOPMENTAL SERVICES**

### LICENSE CATEGORIES

California has three licensure categories for developmental services providers. Services provided include, but are not limited to, training and support in life skills such as mobility, socialization, employment and recreation.



Intermediate Care Facility for Persons with Developmental Disabilities-Habilitative (ICF/DD-H)

Facilities of 15 beds or less serving individuals who may have intermittent need for nursing care. The emphasis is on enhancing or preventing regression of intellect, functional skills and the emotional well-being of the person. Typically, care is provided in a group home setting. Approximately 97 percent of California's 700 ICF/DD-H facilities contain six or fewer beds.



37%

Intermediate Care Facility for Persons with Developmental Disabilities-Nursing (ICF/DD-N)

Facilities of 15 beds or less that serve persons who have continuous needs for nursing care for monitoring of medications or conditions such as epilepsy. More than 90 percent of ICF/DD-N clients utilize wheelchairs. There are approximately 416 ICF/DD-Ns in California.

Intermediate Care Facility for Persons with Developmental Disabilities (ICF/DD)

Facilities with 16 or more beds serving individuals who may have intermittent or continuous needs for nursing care. There are approximately 14 ICF/DDs in California.

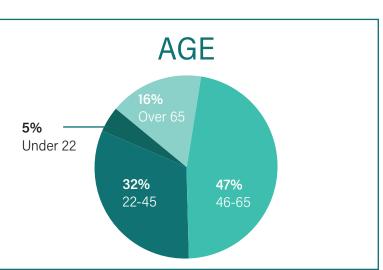
# **DEVELOPMENTAL SERVICES**

### FACILITY & CLIENT CHARACTERISTICS

CAHF members are providers of four to 15-bed community-based homes called intermediate care facilities (ICF) that are licensed by the California Department of Public Health (CDPH).

There are approximately 1,130 facilities statewide with 14 large ICF/DD facilities, 700 ICF/DD-H (Habilitation) facilities and 416 ICF/DD-N (Nursing) facilities. CAHF represents 434 member facilities and 98 agency-providers of ICF/IID services.





# **DISABILITIES & CONDITIONS**



Language Impaired



19% Hard of Hearing 3% Deaf



Impaired Vision 31% 11% Blind



39% Mobile Nonambulatory 81% Nonambulatory



20% Mild Mental Retardation 19% Moderate MR

Severe MR 22% 38% Profound MR

9% Autistic

40% Cerebral Palsy



45% Controlled Epilepsy 3% Uncontrolled Epilepsy

Founded in 1950, the California Association of Health Facilities is a non-profit, professional organization representing nearly 900 skilled nursing facilities and 450 intermediate care facilities for individuals with intellectual disabilities. Each year, more than 147,000 caregivers provide short-term rehabilitation, long term care, end-of-life support and habilitative nursing services for 400,000 people. CAHF is the largest provider of continuing education for long term care providers in California.

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