

Craig Cornett, CEO/President | CAHF

Each year the California Association of Health Facilities reviews the impact of our efforts to deliver the best possible care to nearly 370,000 residents who will spend some time in a skilled nursing and rehabilitation center in the state.

The government collects an enormous amount of data to measure the performance of long term care facilities and I'm pleased to report the latest numbers validate the efforts of 141,000 dedicated caregivers who are employed at California's 1,240 skilled nursing and rehabilitation centers.

California is a stand out compared to the rest of the nation and our providers are ranked No. 1, 2 or 3 in the nation in eight of the 24 quality categories. More details about these efforts are included in this report.

Relevant rehabilitation programs are helping short stay residents achieve the results they want – to go back home or to a lower level of care. Right now 84 percent of our residents are released after a stay of three months or less. For longer stay residents, we are in the final year of a Music & Memory program, which is delivering personalized music – and enjoyment – to 4,500 residents who are living with dementia or other cognitive disorders.

Meal time remains one of the highlights in a skilled nursing facility. To improve the safety and quality of dietary services we have just started a 42-month grant funded initiative. With guidance from registered dietitians and food service managers, we will create a sustainable statewide education program on safe-food handling, food storage, in-person training and best practices.

Looking ahead, it's clear that demand for long-term care services will continue to rise to serve a growing number of Baby Boomers.

We are working to address workforce shortage issues and assist facilities in starting their own in-house training programs.

There are many challenges ahead, but we remain resolute in our commitment to deliver great care and relevant programs to our residents, regardless of age or physical condition.

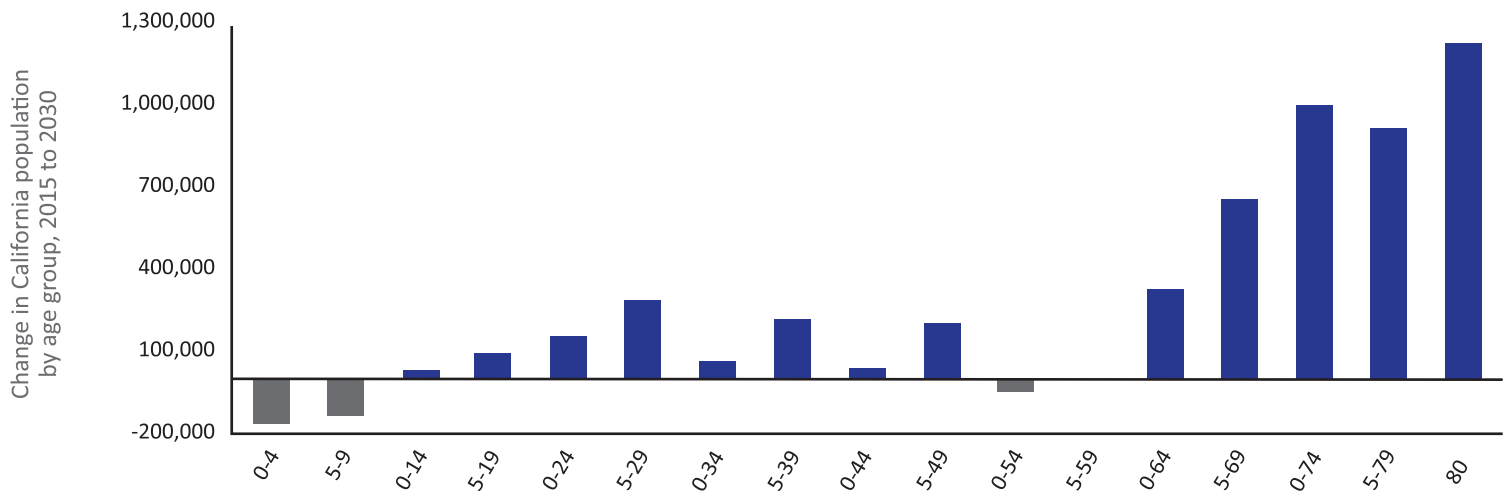


Craig Cornett
CEO/President



California is facing a rapid expansion of people over the age of 65...

In 2030 – just 12 years from now – it’s projected there will be more than nine million people over age 65. That’s almost one in every five Californians. Alzheimer’s disease and other dementias are also on the rise and projected to affect an estimated 1.1 million Californians. These developments will result in increasing financial challenges for the state because about two thirds of skilled nursing residents rely on government health insurance coverage though Medi-Cal.



....and there are new workforce challenges

In 2012, the Office of Statewide Health Planning and Development estimated that by 2022, there will be a need for 23,000 certified nursing assistants (CNAs) in California.

CNAs are the backbone of skilled nursing facilities, providing basic care, taking vital signs including temperature and blood pressure and helping residents perform daily activities such as bathing, dressing and eating.

**“By 2022,
there will be a need for
23,000 CNA’s
in California”**

The projected need for CNAs does not take into account a new staffing mandate passed by the Legislature which requires the recruitment, training and hiring of an additional 1,600 CNAs by July 1, 2018.

CAHF remains focused on finding solutions to the workforce shortage by promoting in-house, facility-based CNA training programs and exploring apprenticeship programs and partnerships with workforce development agencies.



2017 Silver-Commitment to Quality award winners:

Arbor Rehabilitation & Nursing Center, Lodi

Carmel Mountain Rehabilitation & Healthcare Center, San Diego

ACC Care Center, Sacramento

Vista Pacifica Center, Riverside



2017 Bronze-Commitment to Quality award winners:

Alamitos West Health Care, San Diego

Ararat Nursing, Mission Hills

Bel Vista Healthcare Center, Long Beach

Clear View Convalescent, Gardena

Clear View Sanitarium, Gardena

Stollwood Convalescent Hospital, Woodland

The Cove at La Jolla

Villa Valencia, Laguna Hills

Windsor Gardens Care Center, Hayward

Outstanding Achievement



Edgemoor Hospital, a 192 bed skilled nursing facility in San Diego county captured the nation's highest honor in 2017 – a *Gold-Excellence in Quality* award from the American Health Care Association and National Center for Assisted Living. It was one of just three skilled nursing centers nationwide to earn the top award.

Edgemoor provides 24-hour nursing care and rehabilitation services to patients whose conditions are severe or complex enough that they cannot be served by other skilled nursing centers in the region.

The national awards are based on standards established by the Baldrige Performance Excellence Program which promotes successful strategies and sets specific performance goals in seven areas including facility operations, leadership, measurement and analysis.

Over a span of more than two decades, only 34 facilities have achieved the gold award for serving as models of excellence in providing high-quality, long-term care. In California, Edgemoor joins Pacific Coast Manor in Capitola and Stonebrook Health Center in Concord which earned the gold awards in 2015 and 2014 respectively.

What's Cooking

DIETARY SERVICES PROJECT



CAHF's new **Dietary Services Project** has the twin goals of improving the safety and quality of food in skilled nursing centers while insuring that resident preferences and meal choices are honored.

The 42-month long effort is funded by a \$1.1 million grant from the California Department of Public Health and will analyze the most frequent deficiencies in food service and prepare educational materials to address areas of concern. The Dietary Services Project will incorporate input from registered dietitians and food service managers to develop best practices in safe food storage, handling and preparation. The program will be tested in volunteer facilities in 2018 and ultimately made available to all nursing home providers in the state. Training materials will include eight short, on-demand instructional videos in three languages as well as webinars, written materials, checklists and in-person training sessions.



Ingredients for Success

Protect resident health and safety



Honor resident preferences



Proper sanitation



Glove use



Accurate food labeling and dating



Standard menus and nutritional adequacy



Attention to flavor and appearance



Preservation of nutritional value



Serving food that is palatable and attractive

Making a Connection



Laverne Dishman is a woman of faith. A resident of Country Oaks Care Center in Santa Maria, she is one of thousands of skilled nursing residents who are taking part in the CAHF Music & Memory program. Laverne's favorite music is old time gospel hymns. Growing up, she was a regular participant in her church choir and memorized the words to dozens of songs. Now when she listens to her playlist, her smile, laughter and singing can be witnessed throughout the halls of Country Oaks, lifting the spirits of residents and staff.

When Laverne was first introduced to the music, she immediately started to sing and clap, never missing a beat. Alzheimer's disease has taken away most of her abilities, but she continues to stay connected through her love for music which floods her spirit with many beautiful memories.

Music & Memory Program



**California Association
of Health Facilities**

Three years ago, CAHF embarked on a program to help improve the quality of life for nursing home residents by incorporating personalized music into their daily routines. The 1.4 million grant had a simple mission -- to help residents find renewed meaning and connections in their lives, and to better understand if music could be used in place of medication to help diminish agitation and other behaviors in individuals with dementia and cognitive disorders.

CAHF was able to recruit 300 skilled nursing providers into the program that are now delivering personalized music to 4,500 skilled nursing residents throughout the state. The program incorporates elements of the national Music & Memory program which helps certify and train professionals to set up a successful program, build playlists and load music onto digital devices.

Ongoing research has shown that personalized music can play a role in helping some residents feel like themselves again, regain limited speech and feel a connection to the present. Researchers from the UC Davis Betty Irene Moore School of Nursing continue to gather data to document the impact of the program.

Building on the success of the Music & Memory program, the California Department of Public Health and the national Centers for Medicare & Medicaid Services have approved a new grant to help skilled nursing providers create sustainable, replicable volunteer programs within their nursing centers. Funding will be targeted toward the development of a free volunteer program template which will include a handbook, materials and a video training component. The step-by-step volunteer engagement model will help providers create and maintain a permanent in-house volunteer program for the benefit of residents.

Emerging Leaders in Long Term Care

Now in its fourth year, the Nursing Home Leader Academy of Excellence is in full swing with 21 participants signed up for the 2018 class.

The program challenges administrators and directors of nursing to develop additional leadership skills using a system that relies on data collection and an all-facility approach to improve the quality of care for skilled nursing residents. For example, administrators may choose to focus on reducing facility falls or staff turnover.

Under the program, a baseline is established, an action plan is put into place to make changes/track progress, and attendees report on their achievements at the end of the year. A number of academy graduates have been awarded CAHF's Excellence in Programming awards based on their successful assignments.

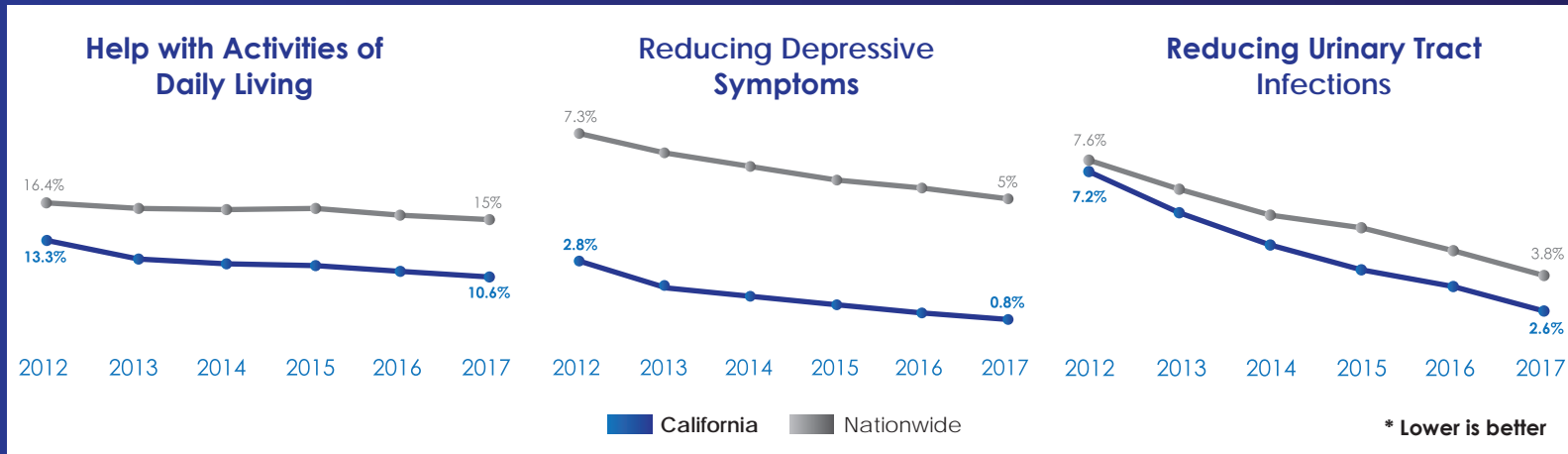
It's been noted that graduates of the Leader Academy are associated with better survey outcomes and a higher number of highly-rated, Five-Star facilities.

The nine-month program is designed for busy professionals with a combination of in-person, online and webinar trainings.



Quality Measures and Antipsychotics

The federal Centers for Medicare & Medicaid Services (CMS) tracks the improvement of health care delivery in skilled nursing centers, measuring 24 separate metrics every quarter. California skilled nursing providers are presently ranked No. 1 in the nation in three categories. (Based on Nursing Home Compare, October, 2017).



Providers are ranked No. 2, 3 or 4 in the nation in six other quality categories

- Preventing falls with injury **2**
- Ability to move did not worsen **2**
- Preventing weight loss **3**
- Controlling moderate to severe pain **3**
- Controlling short stay pain **3**
- Reducing antipsychotic use **4**

In the remainder of the 15 quality categories (see following page), California providers are exhibiting continuous improvement or the attainment of levels of stability.

The continued delivery of high quality care is especially significant in light of the regulatory challenges imposed on skilled nursing centers in California.

Looking ahead

CMS recently added six new quality measure categories. While California providers are second in the nation in making sure patients maintain an ability to move, providers are focused on achieving improvements in these new areas, with special emphasis on reducing hospital readmissions.

New Quality Measures

- Short stay ER visit
- Short stay discharge to community
- Long stay antianxiety/hypnotic meds
- Short stay rehospitalization
- Short stay improvements in function
- Ability to move did not worsen

Components of Quality Care

The 24 components of quality care include clinical information ranging from vaccination rates to the presence of pain or weight loss. CMS measures the quality of care in each category and posts scores on Nursing Home Compare allowing consumers to compare facilities and find the best fit for their loved one.

Quality is measured for both long stay (LS) and short stay (SS) residents. Information on staffing levels and health and safety inspections is also collected, giving consumers a complete look at all aspects of skilled nursing care.





Vienna Nursing and Rehabilitation in Lodi Celebrates 50 Years of Service

He started as a bookkeeper and she worked as a nurse and together, Kenneth and Diane Heffel began a 50-year journey to build a successful, state-of-the-art skilled nursing facility in Lodi.

Vienna has the highest rating from the federal government, Five Stars, and its current Director of Nursing, Roxan Vincent was recently recognized as Nurse of the Year by her colleagues from across the state.

The Heffel's credit their employees for their success, expressing appreciation for the daily work they perform to take care of people in need of daily assistance.

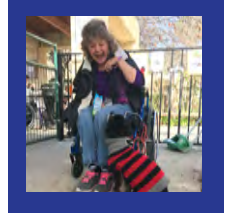
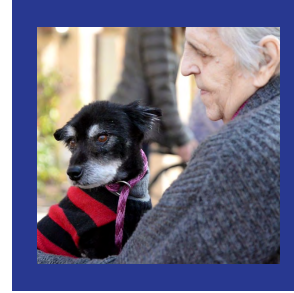
Kenneth and Diane have a tradition of giving automobiles to long-time employees and over the course of their careers, they have presented cars to ten employees who have achieved their 30-year anniversaries.

Community Connections

Senior K9 Adoption

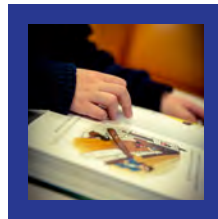
Rehab Center of Bakersfield

Residents at the Rehabilitation Center of Bakersfield are taking on the dual challenge of providing foster care to a senior dog and locating a loving home for their temporary canine companion. Foster dogs like 10-year-old Bootsy enjoy cage-free care, tons of attention and delicious treats at the skilled nursing center. Residents are empowered to feed, train and walk Bootsy daily and take charge of scheduling adoption appointments. The partnership with the local animal shelter is a win for everyone, and gives residents a chance to help senior canines find a permanent home.



Storytime

Fortuna Rehabilitation and Wellness Center

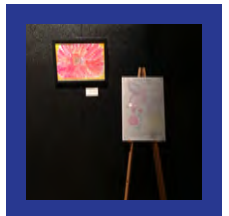
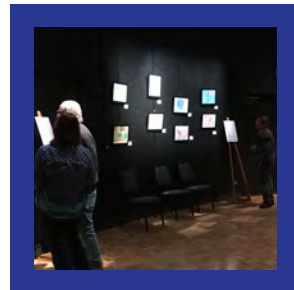


Third graders are building relationships across generations by reading passages from their favorite books to nursing home residents at Fortuna Rehabilitation and Wellness Center. The once-a-month activity called "Read to Me" involves higher functioning residents who encourage and help students sound out words. Even residents with dementia and other cognitive disorders stay engaged and listen to the readings for the entire hour. About two dozen students from South Fortuna Elementary School plan to stay in the program and get to know their older reading companions as they transition into fourth grade.

First Friday Art Hop

Vienna Skilled Nursing and Rehabilitation

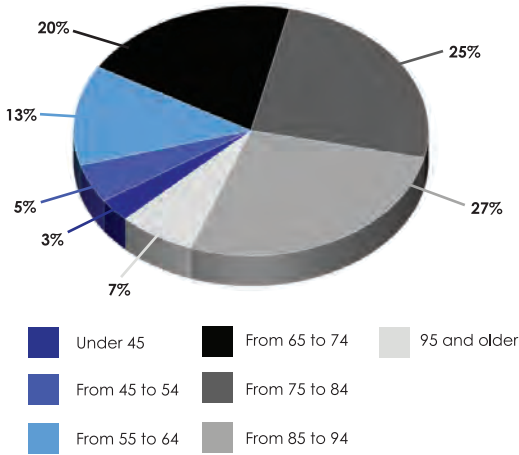
Artwork created by residents at Vienna Skilled Nursing and Rehabilitation was highlighted at the City of Lodi's First Friday Art Hop, attracting community interest and challenging preconceived notions about life in a skilled nursing center. The First Friday event, sponsored by the city art commission, attracted 50 attendees who learned how art inspires elderly residents to remain creative and maintain their sense of pride and accomplishment. The gallery is open to the general public throughout the month.



Serving the Needs of California's Long-Term Care Residents

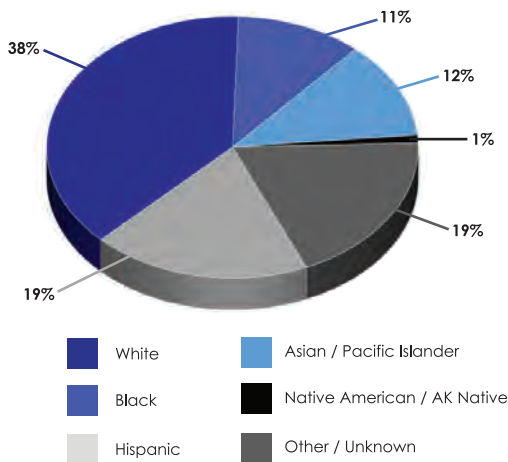
Skilled-nursing facilities (SNFs) provide nursing care on a 24-hour basis. Intermediate-care facilities (ICFs) provide regular medical, nursing, social and rehabilitative services in addition to room and board for individuals not capable of independent living.

SNF Residents By Age

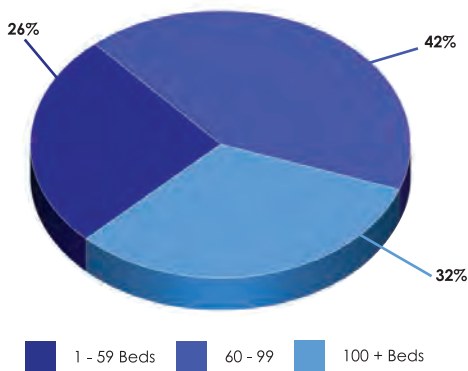


- There are approximately 1,240 licensed nursing facilities in California (SNF and ICF, including long-term care units of acute hospitals, known as distinct parts).
- California's licensed long-term care facilities employ more than 141,000 employees with payroll & benefits exceeding \$5.6 billion annually.
- Nursing facility occupancy rates in California are approximately 88 percent.
- As many as 370,000 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 84 percent of the resident population. Just six percent of all residents remain in the facility for one year or more.

SNF Residents by Race



Facilities by Bed Size



Other Health Characteristics

Percentage of residents requiring special treatment

Bladder incontinence	56%
Dementia	38%
Chairbound	68%
Bedfast	4%
Ambulatory w/assistance	34%
Ambulatory	5%
Physical restraints	1%
Dialysis	3%
Hospice	4%
Tube feeding	9%
Respiratory care	13%
Suctioning	4%
IV therapy	2%
Tracheostomy	3%

Activities of Daily Living (ADLs)

Percentage of residents needing assistance

Bathing	98%
Dressing	96%
Feeding	71%
Toilet use	94%
Transfer	93%



DISASTER PREPAREDNESS PROGRAM

Established in 2006, with funding from state and federal programs, the CAHF Disaster Preparedness Program (DPP) provides ongoing education, training and resources to skilled nursing employees in California. The nationally recognized program facilitates interactions with local disaster planning coordinators during a natural or man-made disaster to insure the safety of vulnerable nursing home residents.

www.cahfdisasterprep.com



EldercareCa offers information about long term care options and assistance to California consumers who are seeking skilled nursing care in their community.

www.eldercareca.org



The non-profit Quality Care Health Foundation provides specialized education, training and resources for long-term care professionals.

www.qchf.org