

No Patient Left Behind

Reliant's No Patient Left Behind (NPLB) program guides the clinician to ensure:

- Each patient receives appropriate and medically necessary care for their individual condition.
- Quality indicators are addressed timely and thoroughly to improve quality outcomes.
- Therapy plays an active role in the success of the facility's quality assurance programs.

Our Response to Quality Indicators & Quality Care



Critical Elements

Notification

- Timely and effective notification and communication of changes in function is ongoing between nursing and therapy.
- Includes screening per facility protocol following incidents and accidents, admissions, and voiced concerns.

Patient Identification

- Each patient is unique and requires screening relative to their diagnoses, history, and risks.
- Introduction to the many tools available for measuring risk factors ensures consideration of all variables relative to that patient.

Linking Quality and Care

- Training in long term care quality reports and indicators ensures therapists are familiar with the specific measures which may require therapy response.
- Each quality measure reviewed includes the rationale for inclusion and therapy considerations.

Be An Advocate

- It is our moral imperative to do right by our patients and ensure dignity, quality, and the highest level of independence possible.
- From evaluation to discharge, therapy is a leader in ensuring facility and resident success.

Reporting Systems

Quality measures gathered from MDS data and Medicare claims data is used and displayed through various reporting systems in long term care:

Nursing Home Compare

Data base for consumers allowing for facility to facility comparison of performance on 9 short-stay quality measures and 15 long-stay quality measures.

Five-Star Rating

Public display of Overall 5-star rating for each nursing home, and separate rating for:

- Health Inspections
- Staffing
- Quality Measures

CASPER Reports

Data base for providers which allows report comparison at individual level over time. Can generate reports displaying performance relative to geographic peers. Allows for identification of areas for improvement within the facility.