



# Culture of Safety Center 2022 Summit

## Culture of Safety Center Project Overview

CSC Team  
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[www.Qsource.org](http://www.Qsource.org)



# LTC CSC Team | QI Advisors

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# Objectives

- CSC Project Overview
- Outcomes Review
- Targeted Measures
- Success Story

# Who We Are

Qsource has nearly 50 years of experience working with healthcare providers, Medicare and Medicaid.

Currently operate in 11 states overseeing ESRD, EQRO and QIO activities.

Serves as the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Indiana.



# Civil Monetary Penalties

Civil monetary penalties are penalties imposed by the Centers for Medicare & Medicaid Services (CMS) on nursing homes for failing to meet federal regulations.

Ninety percent of funds are then returned to the State to improve the quality of life and care.

Source: [www.tn.gov/health/health-program-areas/nursing-home-civil-monetary-penalty--cmp--quality-improvement-program.html](http://www.tn.gov/health/health-program-areas/nursing-home-civil-monetary-penalty--cmp--quality-improvement-program.html)

# Top Citations in 2021

1. F0884 Reporting – National Health Safety Network
2. F0880 Infection Prevention & Control
3. F0689 Free of Accident – Hazards/Supervision/Devices
4. F0600 Free from Abuse and Neglect
5. F0812 Food Procurement, Store/Prepare/Serve-Sanitary
6. F0609 Reporting of Alleged Violations
7. F0761 Label/Store Drugs and Biologicals
8. F0610 Investigate/Prevent/Correct Alleged Violation
9. F0684 Quality of Care
10. F0657 Care Plan Timing and Revision

*Source: TN.gov*

# The Culture of Safety Center (CSC)

The Culture of Safety Center (CSC) is a coordinated collaborative effort in Tennessee to improve resident safety and quality of life in skilled nursing facilities (SNFs).

## Aims:



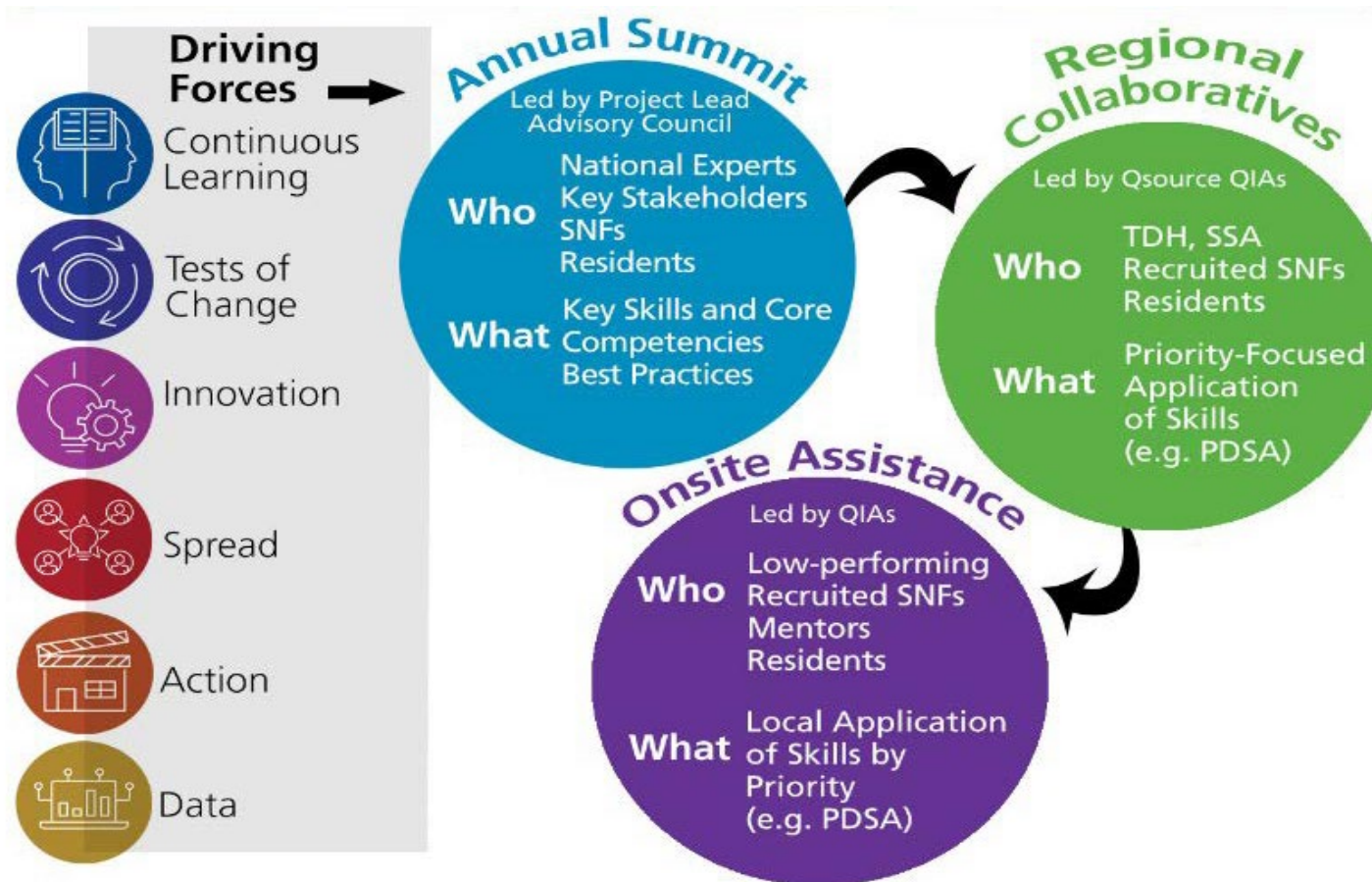
Annual Summit



Nursing Home Regional Collaboratives



# Project Summary





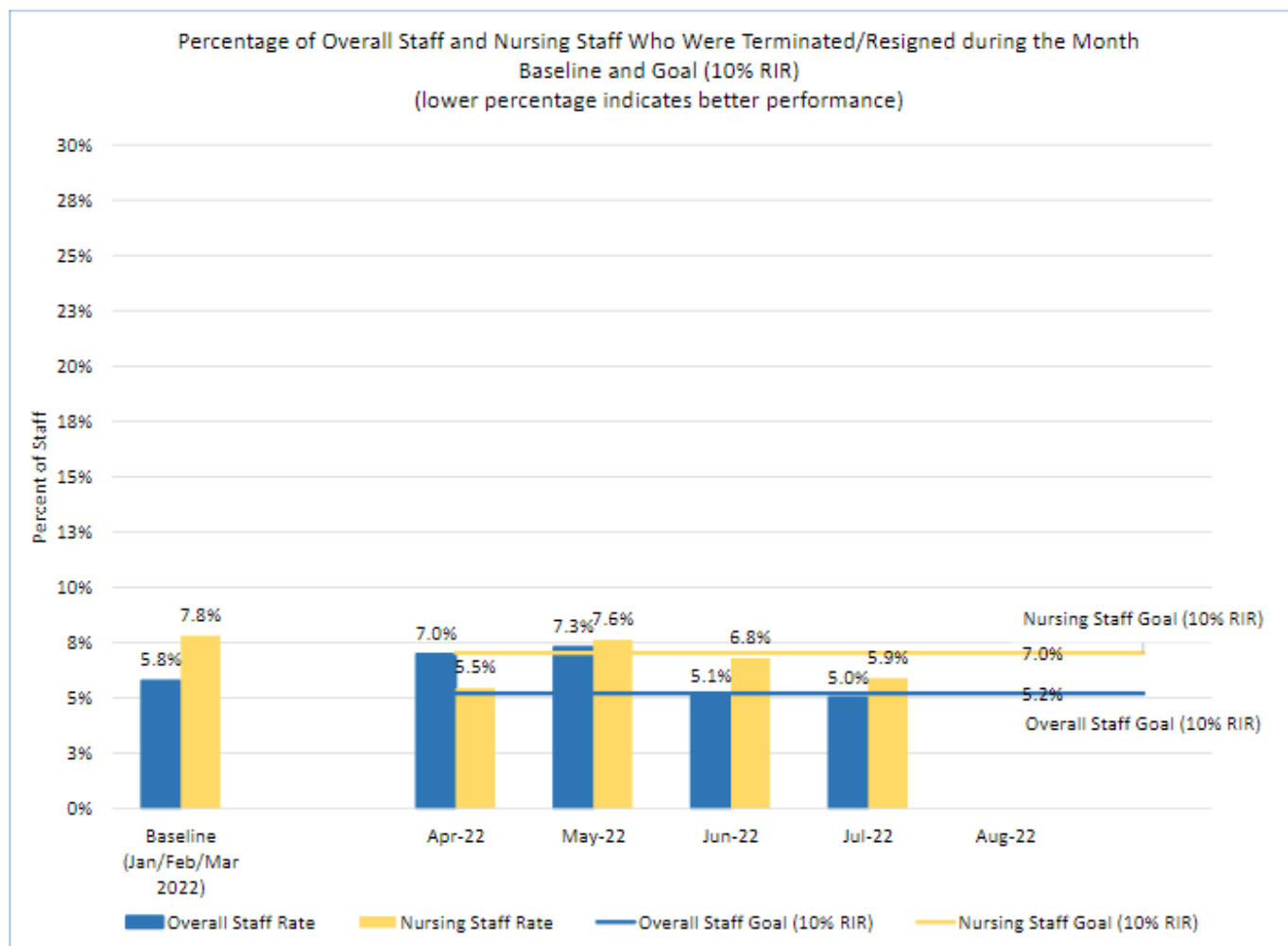
# Benefits of Participating in CSC Collaborative

- New skills
- Troubleshoot challenges
- Share best practices
- Improve Quality Measure Scores and fulfill federal requirements
- Technical assistance
- Data analysis

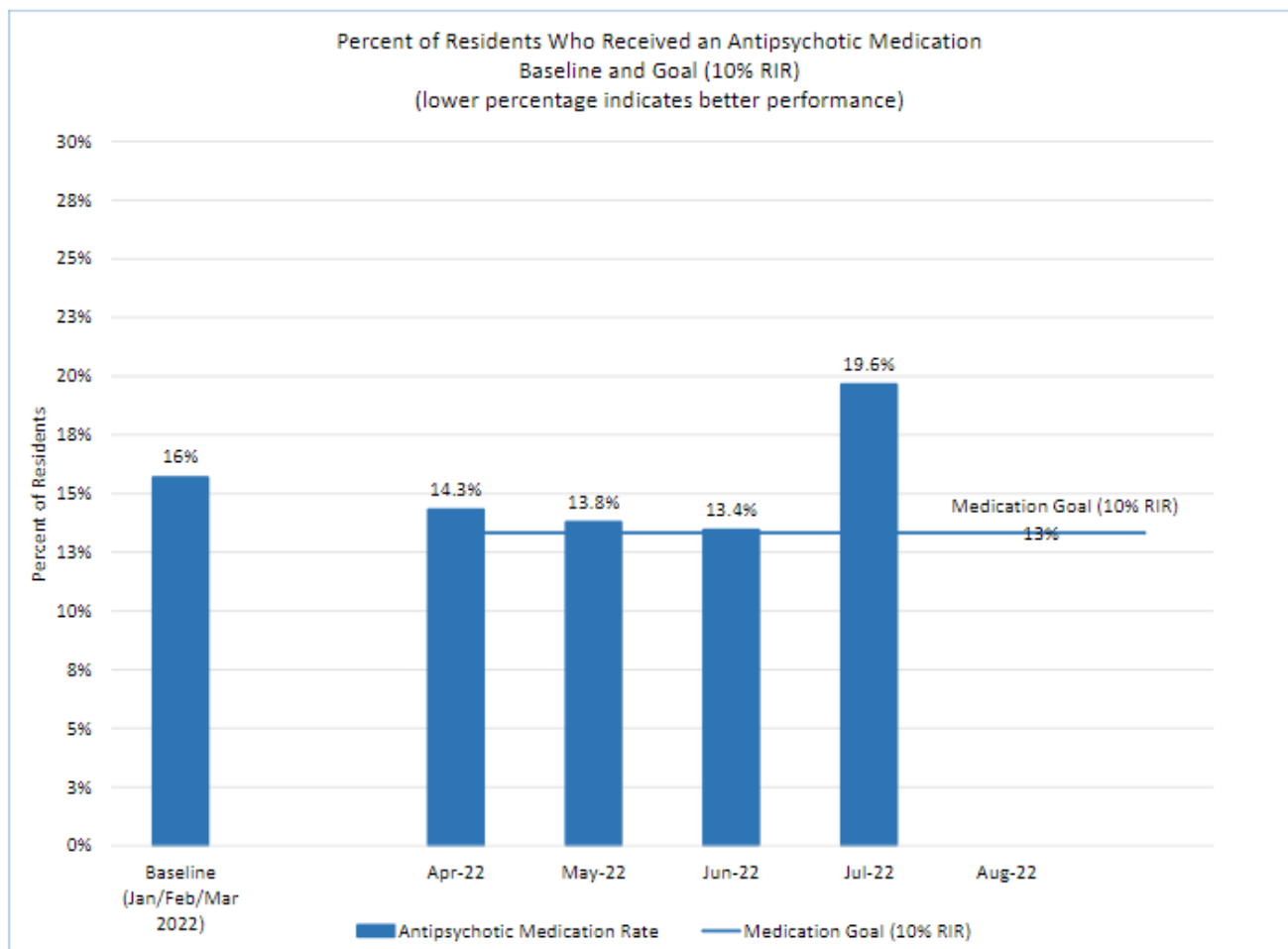
# Outcomes Review

- Recruited 34 SNF
- Create 3 Collaboratives
- Target Measures
  - Falls
  - Staffing
  - Antipsychotics
- 100% Root Cause Analysis Completed
- 100% Technical Assistance to all
- 100% Performance Improvement Project Completed
- Training Modules and Tools Offered
- Collaborative Meeting participation and engagement
- Increase in onsite visits

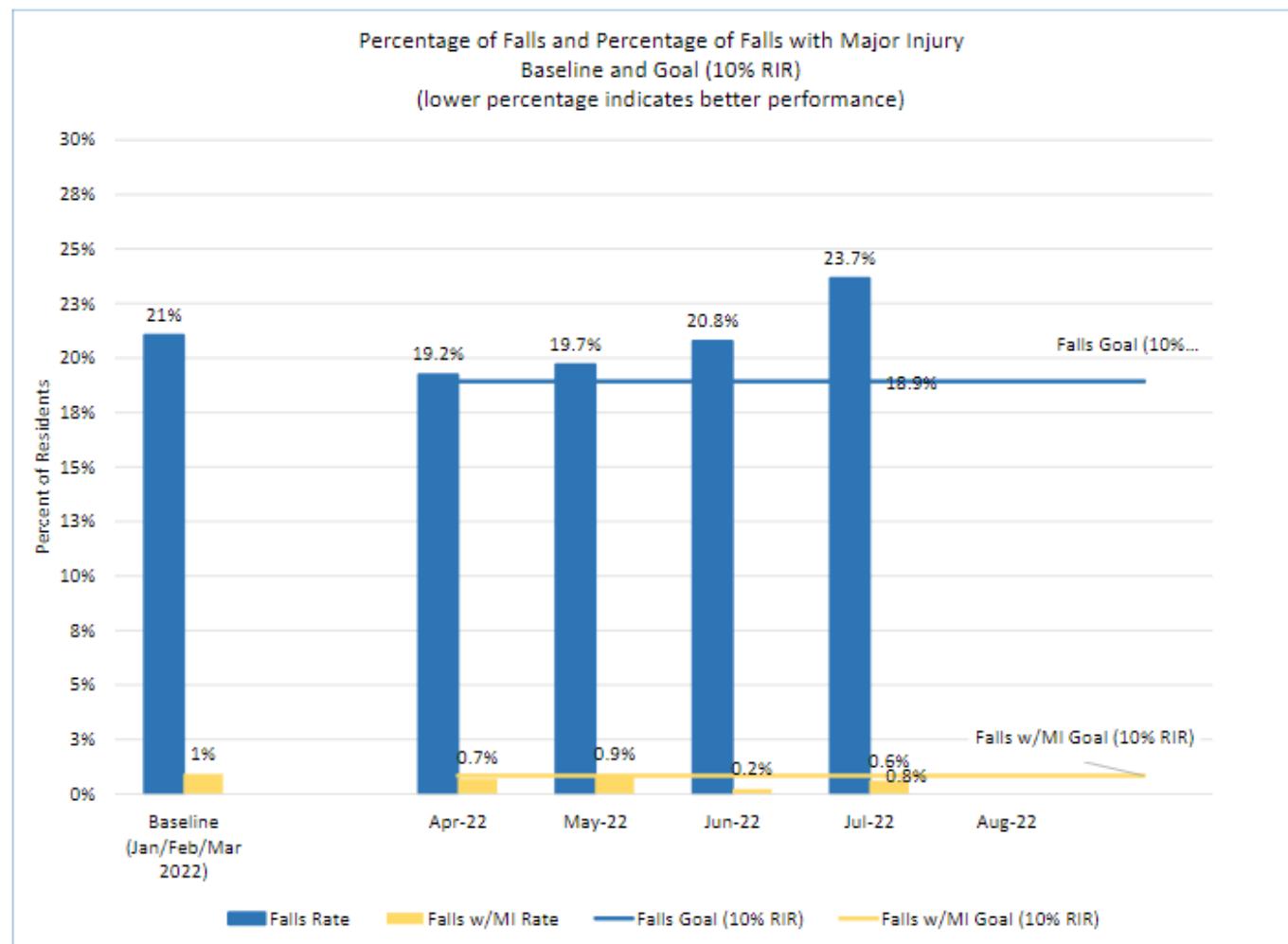
# Goal: 10 Percent Improvement for Staffing



# Goal: 10 Percent Reduction for Antipsychotics



# Goal: 10 Percent Reduction for Falls



# Success Story

## Community Care of Rutherford County



Tanner R. Foust, LNHA  
Administrator



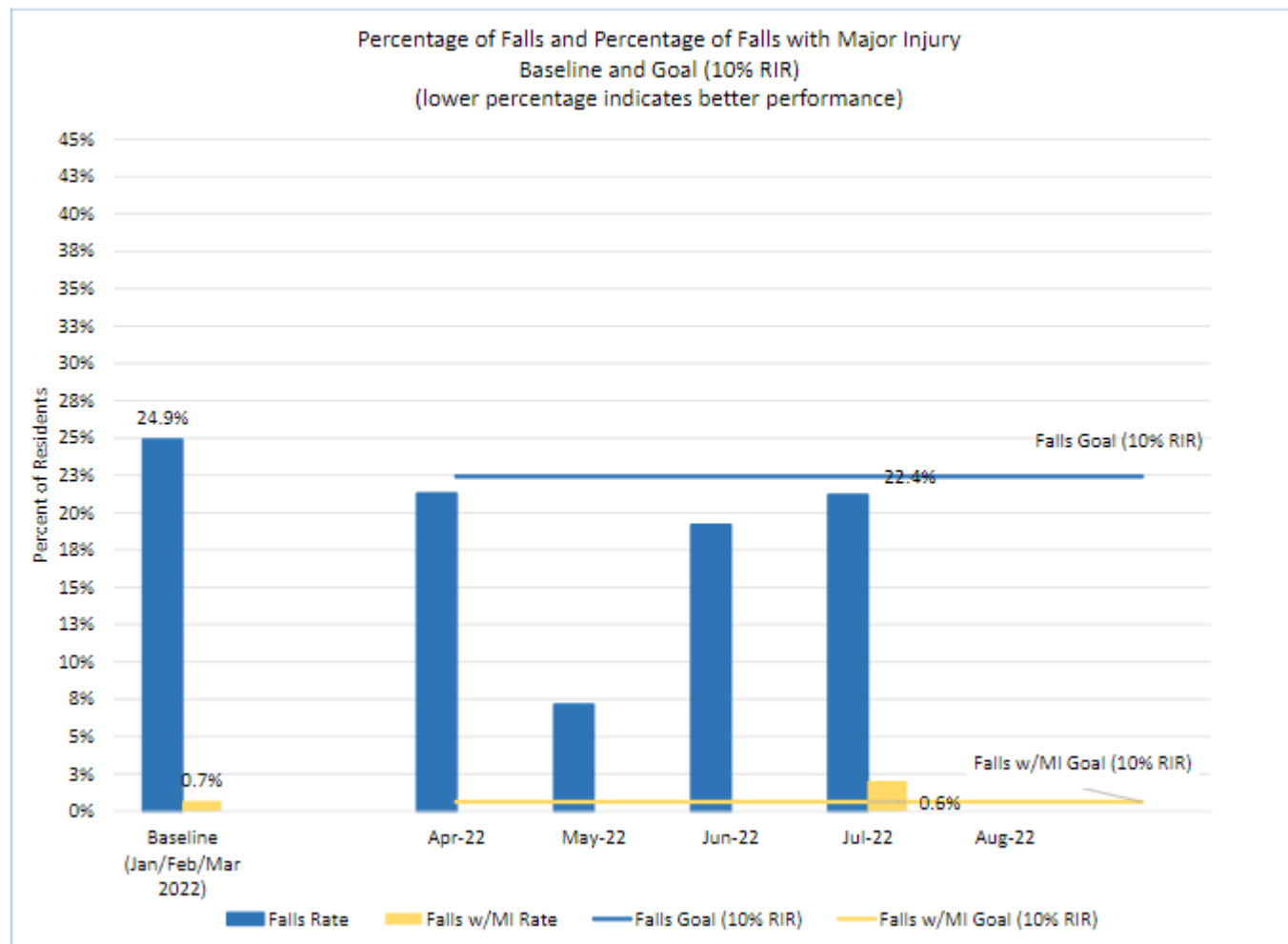
# Why Qsource

- Improve Quality of Care
- Refine the QAPI Process
- Free Resources & Best Practices

# Goal

- Improve the overall quality of care for our residents
- Reduce the number of resident falls and injury
- Improve Communication across all Departments
- Improve the QAPI process
- Improve staff education related to the Fall and QAPI process

# Outcomes Matter



# Facility Feedback

“Without this project, I would not have been able to complete anything. I have learned more here than I have prior in LTC.” –Four Oaks Health Care Center

“This is my second project with Qsource. This project has given me a new insight into how to view fall documentation and what is needed to get to root cause analysis so that falls can be prevented. I would never have been able to come up with some of the preventative measures had it not have been for my collaborative work with the Qsource team.” –Briarwood Community Living Center

# Next Steps

*Year 2 is ending. We are now looking toward Year 3.*

**Phase I:** Recruitment and Planning

**Phase II:** Implementation of Performance Improvement Project

**Phase III:** Wrap up to include sustainment planning and sharing of outcomes during the annual CSC Summit.

# Year 3 Recruitment

Scan the QR Code for the  
Participation Agreement.





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