# Data Tracking and Trending via LTC Trend Tracker

KeShawn Franklin-Heard, Manager of LTC Trend Tracker & Quality

Valerie Williams, Research Associate

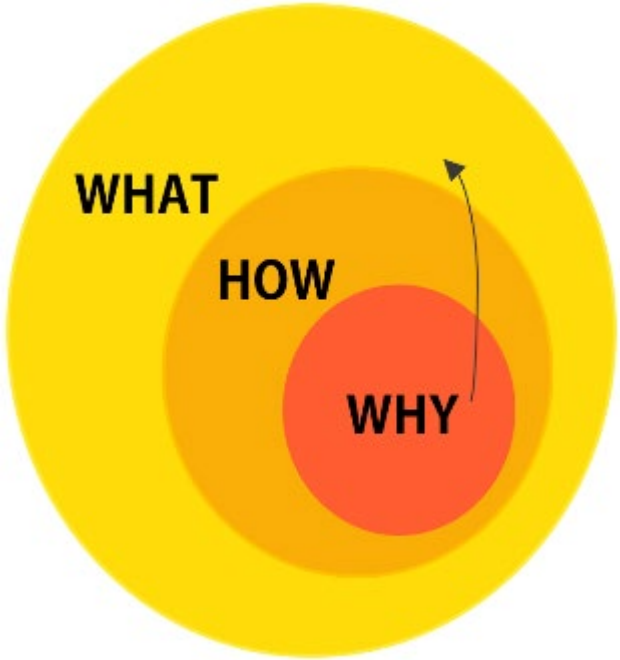
August 25th, 2023

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Objectives

- Explain why data tracking and trending is critical to assisted living and skilled nursing facilities
- Show how LTC Trend Tracker can be a one-stop shop for collecting, tracking, and trending data important to assisted living and skilled nursing facilities
- Identify the appropriate reports and measures in LTC Trend Tracker to use in your continued quality improvement efforts




AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Why Data Matters

- Must manage by facts, not feelings
- Shows how well you are performing and areas for improvement
- Without data we function in an atmosphere of blame
  - problems are hidden
  - results are excused
  - people are blamed
- It’s a team effort! All staff are important in quality improvement.

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Barriers to Using Data

- Timeliness
- Confusing & multiple measures
- Can’t measure everything
- Trade-off
- Fear of being wrong

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Using Data as Part of Telling *Your* Story

# Telling & “Selling” your Story

This Photo by Unknown Author is licensed under CC BY-SA-NC

- Important that stakeholders know
  - Who you are
  - What you do
  - You provide quality of care and services
  - You can back up your words with data to support it
- Anecdotal information is no longer sufficient
- **People** (stakeholders, regulators, referral sources, etc.) **need to see results**
- Words alone may be considered empty unless you can support them with data

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Using Data to Tell Your Story

This Photo by Unknown Author is licensed under CC BY-ND

- Data storytelling definition –
  - Concept of building compelling narrative based on data that helps you tell your story and influence and inform your stakeholders.

- Data storytelling is like human storytelling but provides added benefits of deeper insights and supporting evidence.
  - Uses charts and graphs – data
  - Complicated information is simplified
  - Stakeholders can engage with your content and make decisions quicker and more confidently

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Benefits of Data Storytelling

This Photo by Unknown Author is licensed under CC BY-SA-NC

- Data story can move a person to take action
- Effective data can have positive impact on people and your organization
- Added value through data support
- Highlights essential key points
- Provides human touch to your data
- Offers value to your stakeholders
- Builds credibility

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Ensuring your Data Storytelling is Valuable

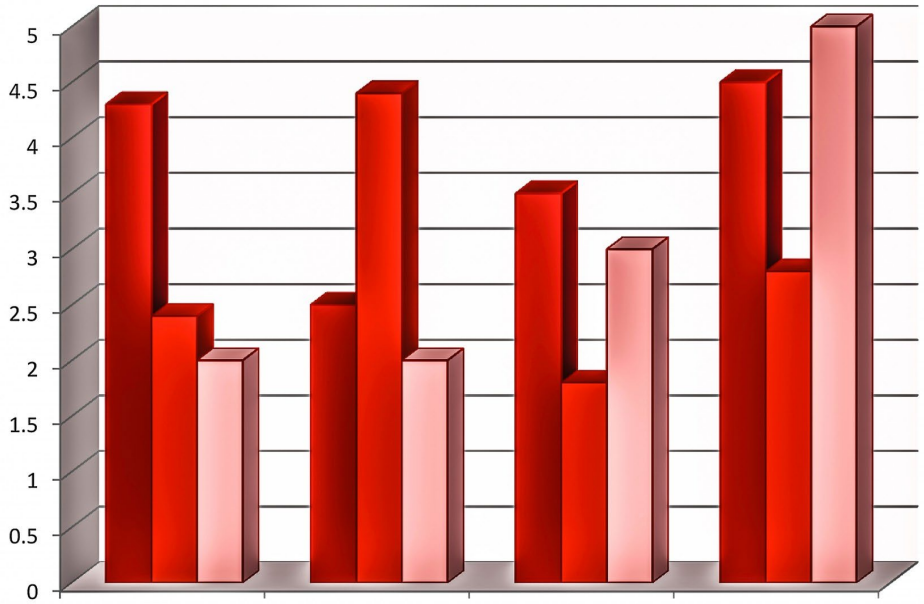
- Think about your organization
  - What do you want to “prove”?
- **Collect the data**
  - How?
  - Answer - LTC Trend Tracker
- **Define the purpose** of your story
  - Use data you gathered to write the goal in one sentence
- Think about what you want to say
  - Using data to support
- Create a goal for your stakeholders
  - What action do you want them to take?

This Photo by Unknown Author is licensed under CC BY

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Data Visualization in Data Storytelling




- **Data visualization** can help:
  - To reveal trends
  - Provide context and articulate insights
  - Streamline data so stakeholders, regulators, referral sources can process information
  - Improve stakeholder engagement in your organization

- Where can I get the visuals?
  - Answer - LTC Trend Tracker

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Data Storytelling Elements

This Photo by Unknown Author is licensed under CC BY-ND

- **Build your narrative**
  - Tell your story and use your data as a supporting pillar
  - Help your audience understand your point of view
- **Use visuals to enlighten**
  - Visuals educate stakeholders on your narrative
  - Connecting visuals (charts, graphs, etc.) to narrative engages stakeholders with "hidden insights" that support your narrative
  - Show granular and high-level data so stakeholders appreciate your organization
- **Show data to support**
  - Your narrative offers enlightenment supported by tangible data

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Why use Data Storytelling Elements?

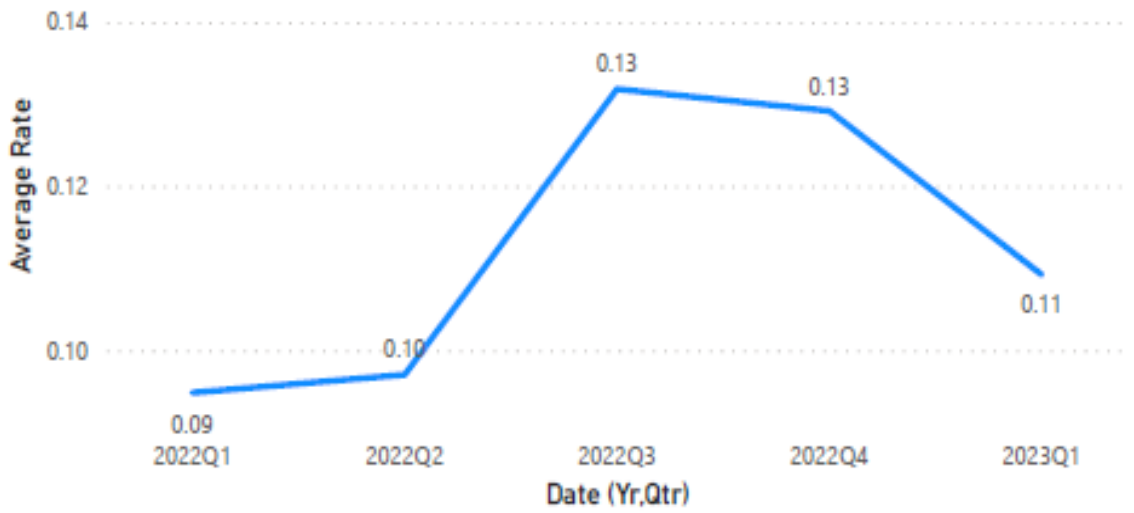
This Photo by Unknown Author is licensed under CC BY-NC-ND

- **Narrative, visuals, and data in storytelling creates emotional responses.**
- Emotion plays role on decision-making.
- **Linking emotional context and hard data means influencing others.**

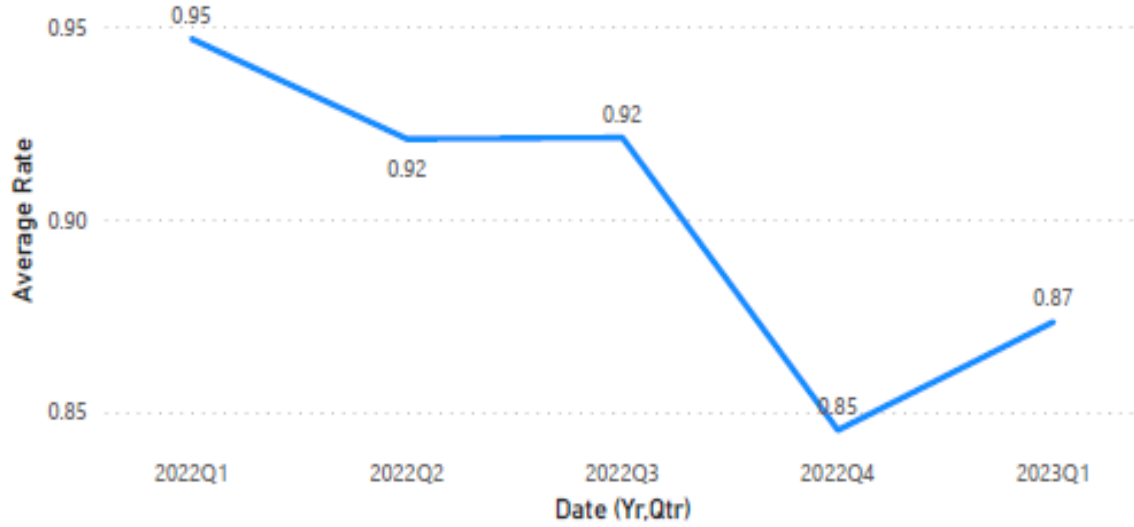
❖ When narrative, visuals, and data are integrated successfully you have created data storytelling that can influence people and drive outcomes.

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

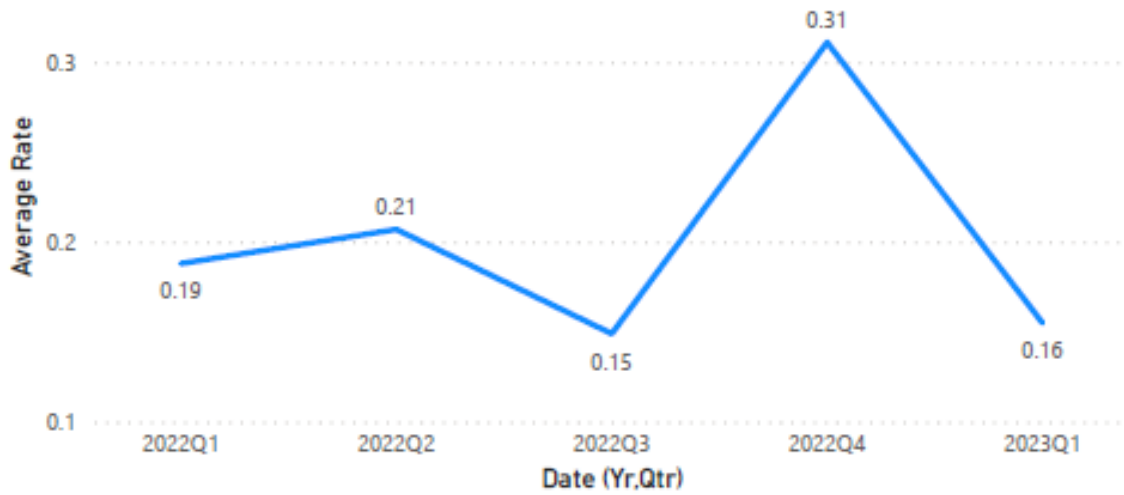
## New Mexico's Average Antipsychotic Rate




## New Mexico's Average Occupancy Rate




## New Mexico's Average Admission Rate




AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Five-Star, Quality, and Staffing Update Pattern

- CMS's Care Compare website is updated the last Wednesday of every month.
- Typically, Survey ratings updated every month. Staffing and Quality ratings updated the first month of every quarter
  - Need a survey event (e.g. cycling off complaint survey, new complaint/standard survey) for survey ratings to change in a given month

| | Qtr 1 | | | Qtr 2 | | | Qtr 3 | | | Qtr 4 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Typical Year | Survey Staff Quality | Survey | Survey | Survey Staff Qlty | Survey | Survey | Survey Staff Qlty | Survey | Survey | Survey Staff Qlty | Survey | Survey |
| Updates in 2023 | Jan'23: Schizophrenia Audits | | | | | | | | | Oct'23: may rebase Quality Measures | | |

# Five-Star Ratings

Five-Star Measure: Overall

State: NM

The Overall Five-Star rating is the composite star rating of Survey, Staffing, and Quality.

## July 2023

Latest Ratings

67
Nursing Homes with a Rating

10
5 Star Centers

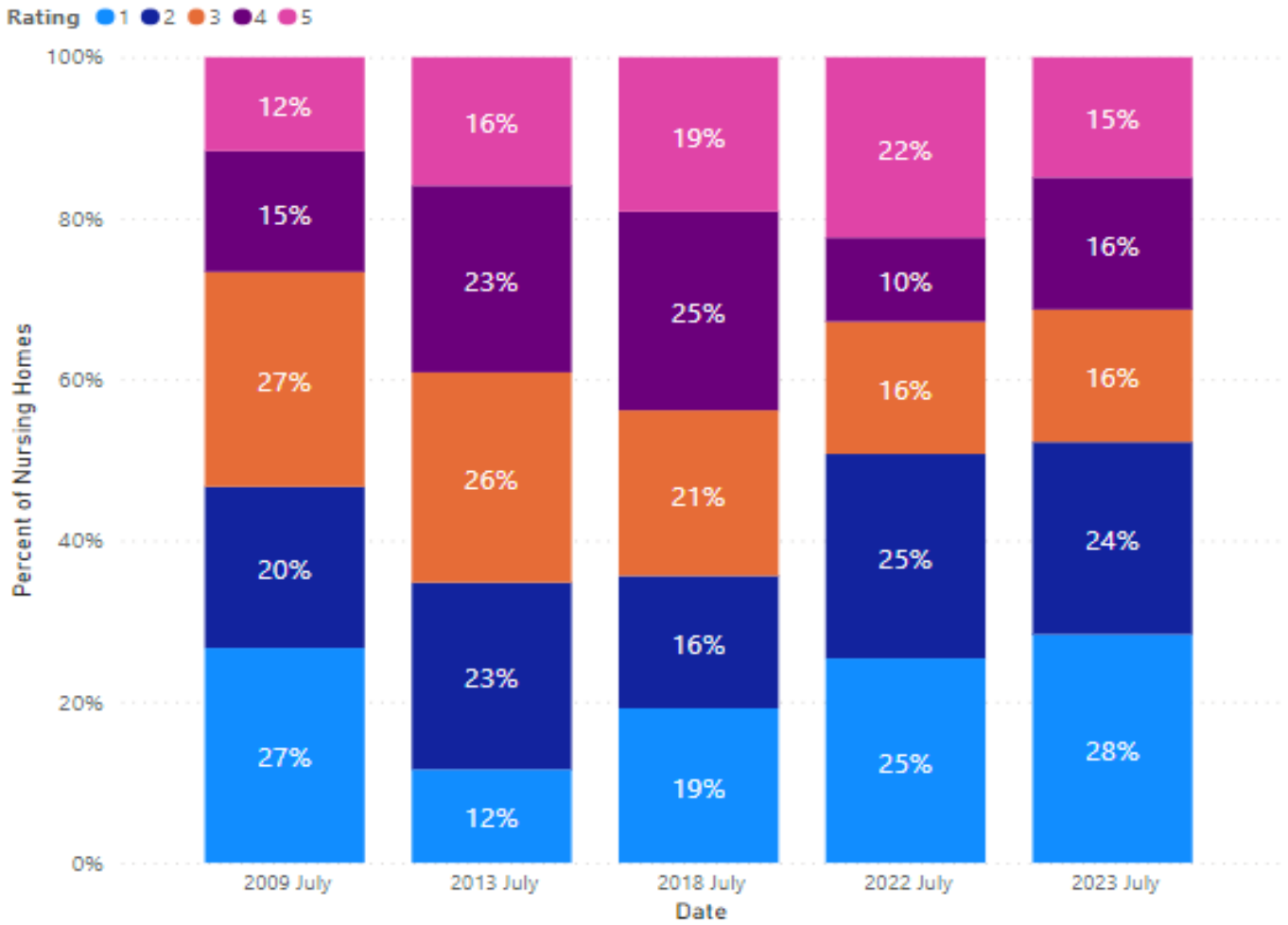
11
4 Star Centers

11
3 Star Centers

16
2 Star Centers

19
1 Star Centers

## Rating Distribution Over Time




Source: CMS Care Compare. Note: Nursing Homes without a rating are excluded

NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# What does LTC Trend Tracker do?

- Peer Comparison
- My trends
- Tell my Story

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# What is LTC Trend Tracker?

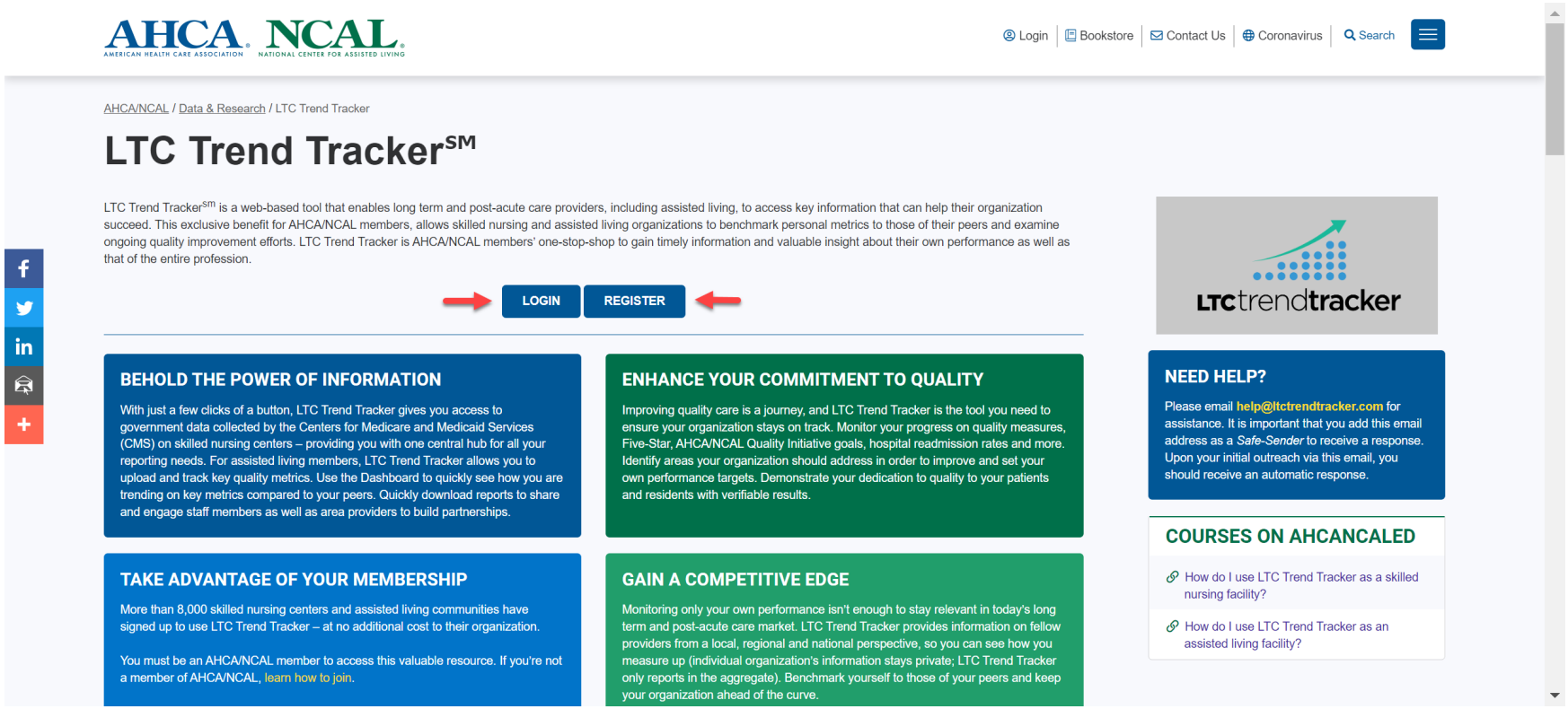
LTC trendtracker
YOUR QUALITY & PERFORMANCE SOLUTION

- Free web-based tool for New Mexico Health Care Association members through AHCA/NCAL

- Benchmark Data
  - Ensure performance is up to par for your customers' needs
- Trend Data
  - Show performance overtime
- Tell Your Story
  - Build internal and external trust on why your center is where staff want to work and people want to receive care

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# How do I Register & Log-in?




www.ltctrendtracker.com

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

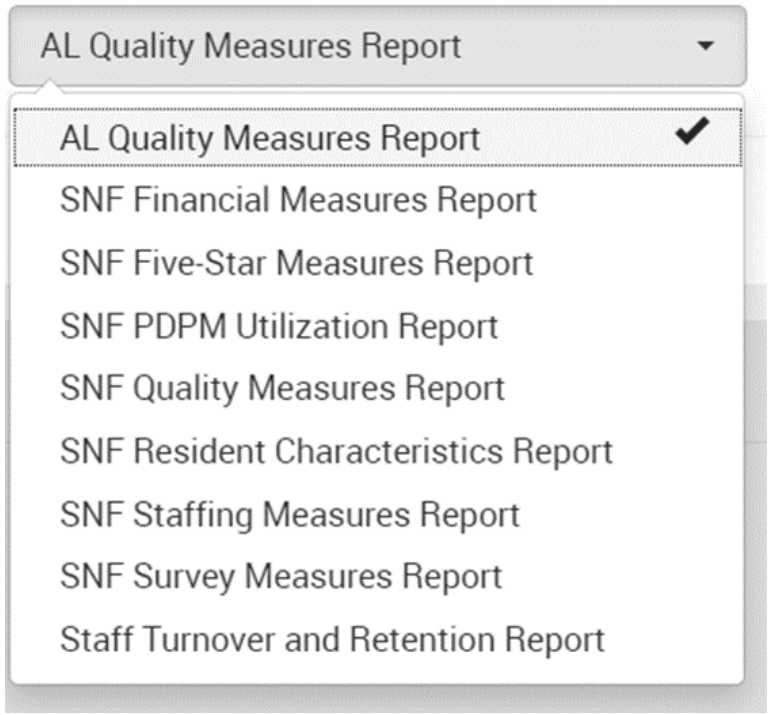
# Who is interested in Long Term care Data?

- Government Accountability Office (GAO)
- Office of Inspector General (OIG)
- Centers for Medicare and Medicaid Services (CMS)
- Centers for Disease Control – National Center for Health Statistics (CDC NCHS)
- Trade Associations (NCAL, Argentum, Leading Age, ASHA, NIC)
- Hospital and Healthcare Compensation
- **…& more**

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# LTC Trend Tracker Reports

New*




*New as of October 2022– Users can now see Patient Driven Payment Model

Currently 9 reports available in LTC Trend Tracker

- Survey data
- Quality Measure data
- Financial data

# LTC Trend Tracker Data Sources

| Report | Data Source | Update Frequency |
|---|---|---|
| SNF Resident Characteristics | CASPER | Monthly |
| SNF Financial Measures Report | CMS Cost Reports | Quarterly |
| SNF Five-Star Measures | CMS Care Compare | Monthly |
| SNF PDPM Measures | MDS | Quarterly |
| SNF Quality Measures (Including CoreQ Resident Satisfaction) | CMS Care Compare, MDS, Customer Satisfaction Vendors | Quarterly |
| SNF Staffing Measures (Including Turnover) | Payroll Based Journal (PBJ) | Quarterly |
| SNF Survey Measures | CASPER & CMS Care Compare | Monthly |
| COVID Dashboard | CDC NHSN | Weekly |
| Assisted Living Quality Measures (Including CoreQ Resident Satisfaction) | LTC Trend Tracker Users, Satisfaction Vendors | Real Time |
| AL Staff Turnover and Retention | LTC Trend Tracker Users | Real Time |

# Myths and Truths about Uploading Data into LTC Trend Tracker

| Myth | Truth |
|---|---|
| It takes hours to upload data. | Data upload only takes a few minutes, even on a slow computer. |
| I have to create a spreadsheet to capture data for upload. | The spreadsheet is already created with everything you need and can easily be downloaded for data entry. |
| I don't have time to do data capture or upload. | The process is simple, the rewards are major. Data helps draw customers, stave off federal regulation and oversight, and engages stakeholders and referral sources. |

Quick screenshots on upcoming slides to show value of using LTC Trend Tracker

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Staff Turnover & Retention, AL Quality Measures, CoreQ

## Staff Turnover & Retention

- Information uploaded from LTC Trend Tracker Participants
- Allows you to compare your organization's turnover and retention rates to your peers

## AL Quality Measures

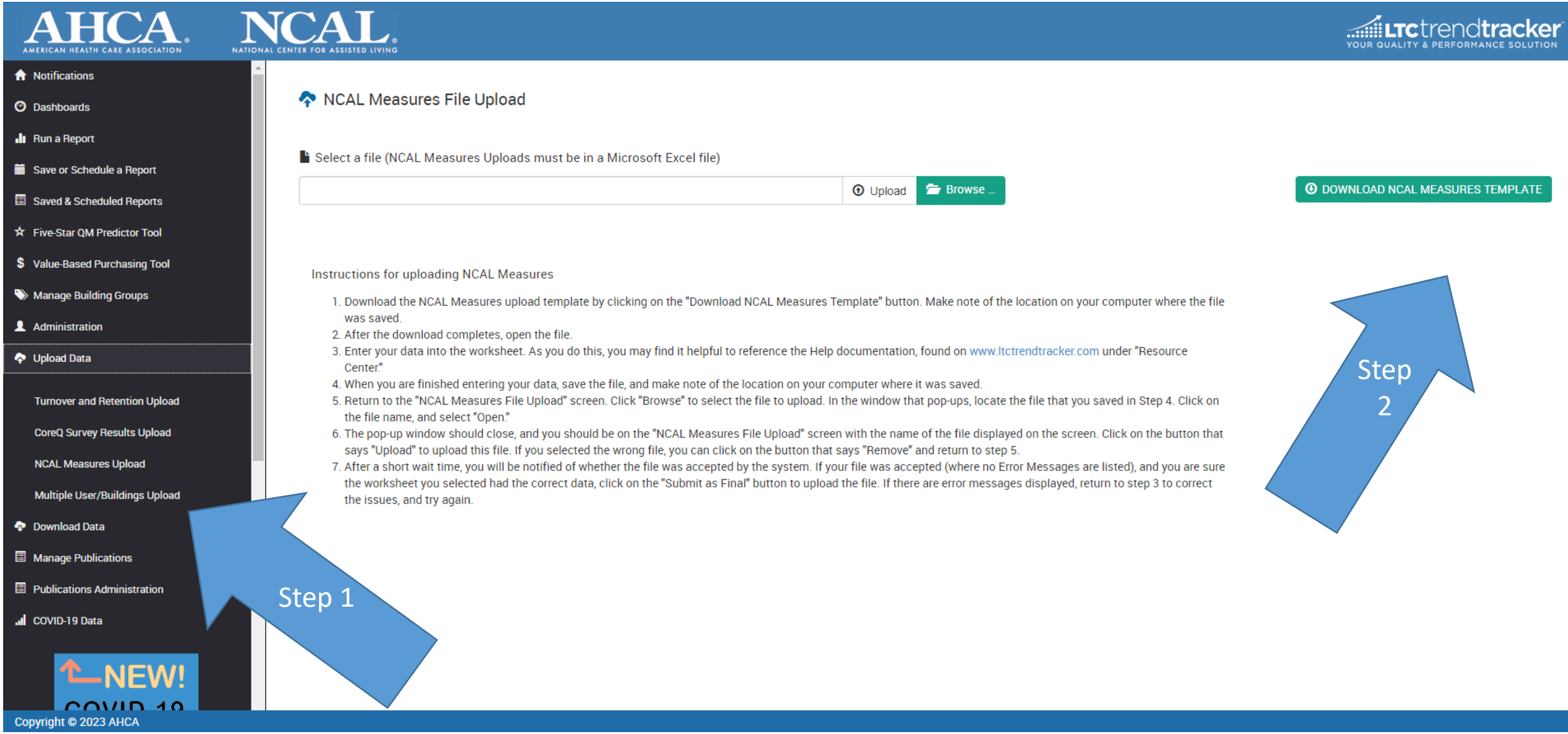
- Information uploaded from LTC Trend Tracker Participants
  - Occupancy Rate
  - Hospital Readmissions
  - Hospital Admissions
  - Off-Label use of Antipsychotics

## CoreQ

- Information uploaded from LTC Trend Tracker Participants or can work with satisfaction survey vendors to directly upload data
- Satisfaction for AL: Families & Residents
- Satisfaction for SNF: Short-Stay, Long-Stay Family & Residents
- More information is available on the CoreQ website: http://coreq.org/ or email coreq@ahca.org.

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING




# Steps to download excel spreadsheets for data entry and upload

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

# LTC Trend Tracker: Quality Measure Data Upload for Assisted Living

1. Each row should represent one month's worth of data. Enter the month as a number (e.g. Enter "05" to represent May) and the year as four digits (e.g. "2016")
2. If you have multiple communities, complete one row per community per month.
3. For each assisted living community, enter its NCAL ID and enter the community's name. The NCAL ID can be found at https://www.ahcancal.org/research_data/trendtracker/Pages/Register.aspx
4. This is for Assisted Living Residents only
5. Enter your data:

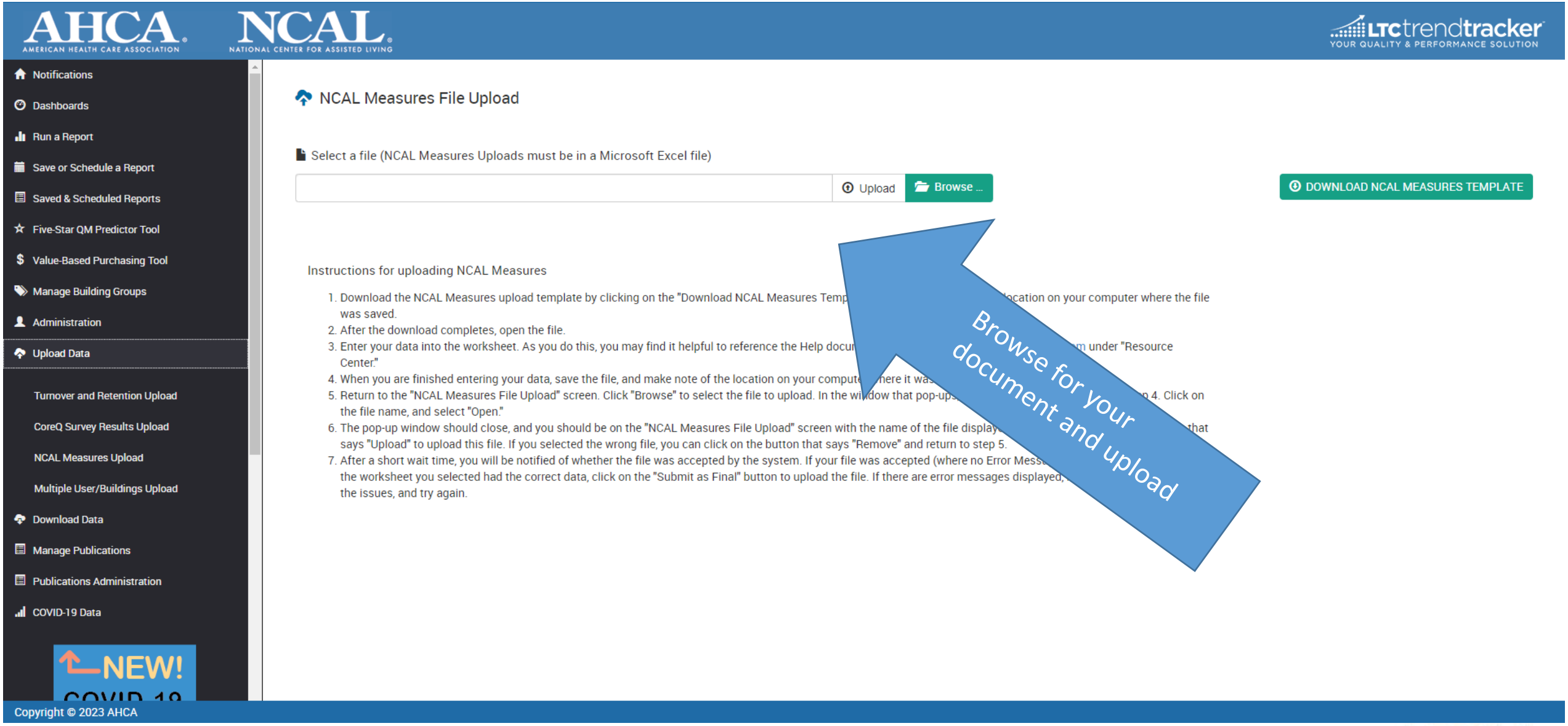
   The number of residents in the community on the last day of the month
   Hospital Admissions Data: the number of residents who spent the night in a hospital
   Off-Label Antipsychotic Drug Use: the number of residents with off-label antipsychotic drug use
   Hospital Readmissions: the number of residents admitted to AL directly from a hospital and the number of those residents sent back to the hospital within 30 days.

| | | | | | | Hospital Admissions | Off-Label Antipsychotic Drug Use | Hospital Readmissions | |
|---|---|---|---|---|---|---|---|---|---|
| NCAL ID | Community Name | Vendor Name | Year | Month | # of residents in the community on the last day of the month | # of residents who spent the night in a hospital | # of residents with off-label antipsychotic drug use | # of residents admitted to AL directly from a hospital | # of residents sent back to the hospital within the next 30 days |
| | | | | | | | | | |

NCAL Measures Upload

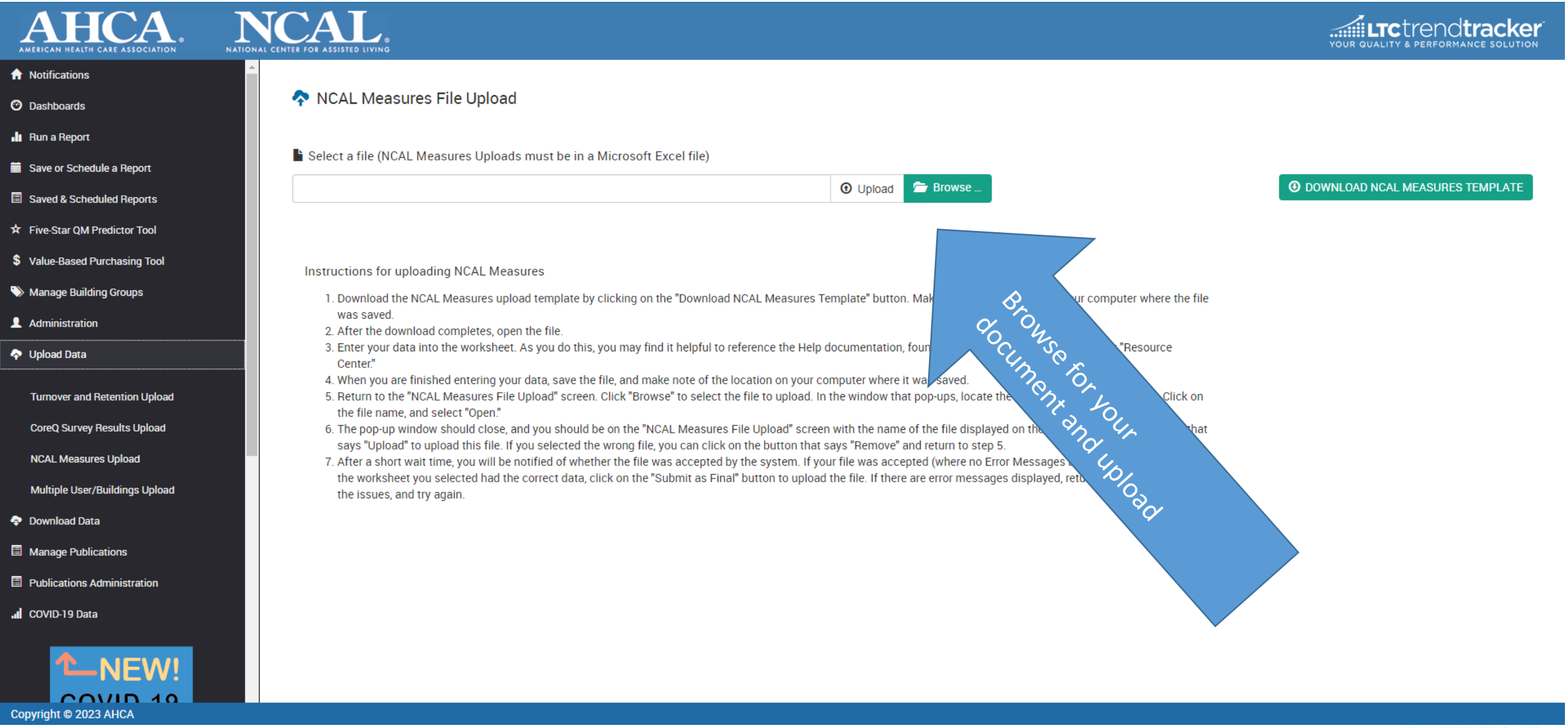
**Sample spreadsheet to capture AL QM data – admissions/readmissions, off-label antipsychotics**

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING




# Steps to upload excel spreadsheets for data reports

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING




# Steps to upload excel spreadsheets for data reports

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING
LTCtrendtracker YOUR QUALITY & PERFORMANCE SOLUTION

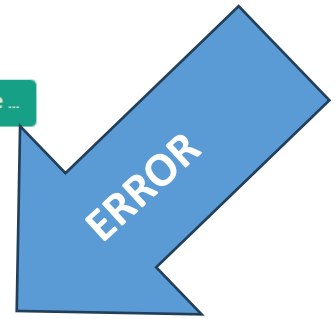
Notifications
Dashboards
Run a Report
Save or Schedule a Report
Saved & Scheduled Reports
Five-Star QM Predictor Tool
Value-Based Purchasing Tool
Manage Building Groups
Administration
Upload Data
Download Data
Manage Publications
COVID-19 Data

## NCAL Measures File Upload

Select a file (NCAL Measures Uploads must be in a Microsoft Excel file)

Upload | Browse ...

DOWNLOAD NCAL MEASURES TEMPLATE




Upload NCAL Measures Data Status

CLEAR

| Error Message |
|---|
| Line Number 14: The value 'A24897' in "NCAL ID" does not match a value in the system. Please confirm the value and re-upload the file. If the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance. |
| Line Number 15: The value 'A24897' in "NCAL ID" does not match a value in the system. Please confirm the value and re-upload the file. If the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance. |
| Line Number 16: The value 'A24897' in "NCAL ID" does not match a value in the system. Please confirm the value and re-upload the file. If the value you entered is correct but generates this error, please contact help@ltctrendtracker.com for assistance. |

### Instructions for uploading NCAL Measures

1. Download the NCAL Measures upload template by clicking on the "Download NCAL Measures Template" button. Make note of the location on your computer where the file was saved.
2. After the download completes, open the file.
3. Enter your data into the worksheet. As you do this, you may find it helpful to reference the Help documentation, found on www.ltctrendtracker.com under "Resource Center."
4. When you are finished entering your data, save the file, and make note of the location on your computer where it was saved.
5. Return to the "NCAL Measures File Upload" screen. Click "Browse" to select the file to upload. In the window that pop-ups, locate the file that you saved in Step 4. Click on the file name, and select "Open."
6. The pop-up window should close, and you should be on the "NCAL Measures File Upload" screen with the name of the file displayed on the screen. Click on the button that says "Upload" to upload this file. If you selected the wrong file, you can click on the button that says "Remove" and return to step 5.
7. After a short wait time, you will be notified of whether the file was accepted by the system. If your file was accepted (where no Error Messages are listed), and you are sure the worksheet you selected had the correct data, click on the "Submit as Final" button to upload the file. If there are error messages displayed, return to step 3 to correct the issues, and try again.

Copyright © 2023 AHCA

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING
LTCtrendtracker YOUR QUALITY & PERFORMANCE SOLUTION

- Notifications
- Dashboards
- Run a Report
- Save or Schedule a Report
- Saved & Scheduled Reports
- Five-Star QM Predictor Tool
- Value-Based Purchasing Tool
- Manage Building Groups
- Administration
- Upload Data
- Download Data
- Manage Publications
- COVID-19 Data

## NCAL Measures File Upload

Select a file (NCAL Measures Uploads must be in a Microsoft Excel file)

Upload | Browse ...

DOWNLOAD NCAL MEASURES TEMPLATE

The file "LTCTT_NCAL_Measures_DataUploadTemplate_SUCCESSFUL.xlsx" is valid and ready to be submitted. Click "Submit As Final" to confirm the loading of file LTCTT_NCAL_Measures_DataUploadTemplate_SUCCESSFUL.xlsx

SUBMIT AS FINAL

Instructions for uploading NCAL Measures

1. Download the NCAL Measures upload template by clicking on the "Download NCAL Measures Template" button. Make note of the location on your computer where the file was saved.
2. After the download completes, open the file.
3. Enter your data into the worksheet. As you do this, you may find it helpful to reference the Help documentation, found on www.ltctrendtracker.com under "Resource Center."
4. When you are finished entering your data, save the file, and make note of the location on your computer where it was saved.
5. Return to the "NCAL Measures File Upload" screen. Click "Browse" to select the file to upload. In the window that pop-ups, locate the file that you saved in Step 4. Click on the file name, and select "Open."
6. The pop-up window should close, and you should be on the "NCAL Measures File Upload" screen with the name of the file displayed on the screen. Click on the button that says "Upload" to upload this file. If you selected the wrong file, you can click on the button that says "Remove" and return to step 5.
7. After a short wait time, you will be notified of whether the file was accepted by the system. If your file was accepted (where no Error Messages are listed), and you are sure the worksheet you selected had the correct data, click on the "Submit as Final" button to upload the file. If there are error messages displayed, return to step 3 to correct the issues, and try again.

Copyright © 2023 AHCA

11:09 AM
7/20/2023

AHCA AMERICAN HEALTH CARE ASSOCIATION NCAL NATIONAL CENTER FOR ASSISTED LIVING

LTCtrendtracker YOUR QUALITY & PERFORMANCE SOLUTION

Notifications
Dashboards
Run a Report
Save or Schedule a Report
Saved & Scheduled Reports
Five-Star QM Predictor Tool
Value-Based Purchasing Tool
Manage Building Groups
Administration
Upload Data
Download Data
Manage Publications
COVID-19 Data

## NCAL Measures File Upload

Select a file (NCAL Measures Uploads must be in a Microsoft Excel file)

Upload | Browse ...

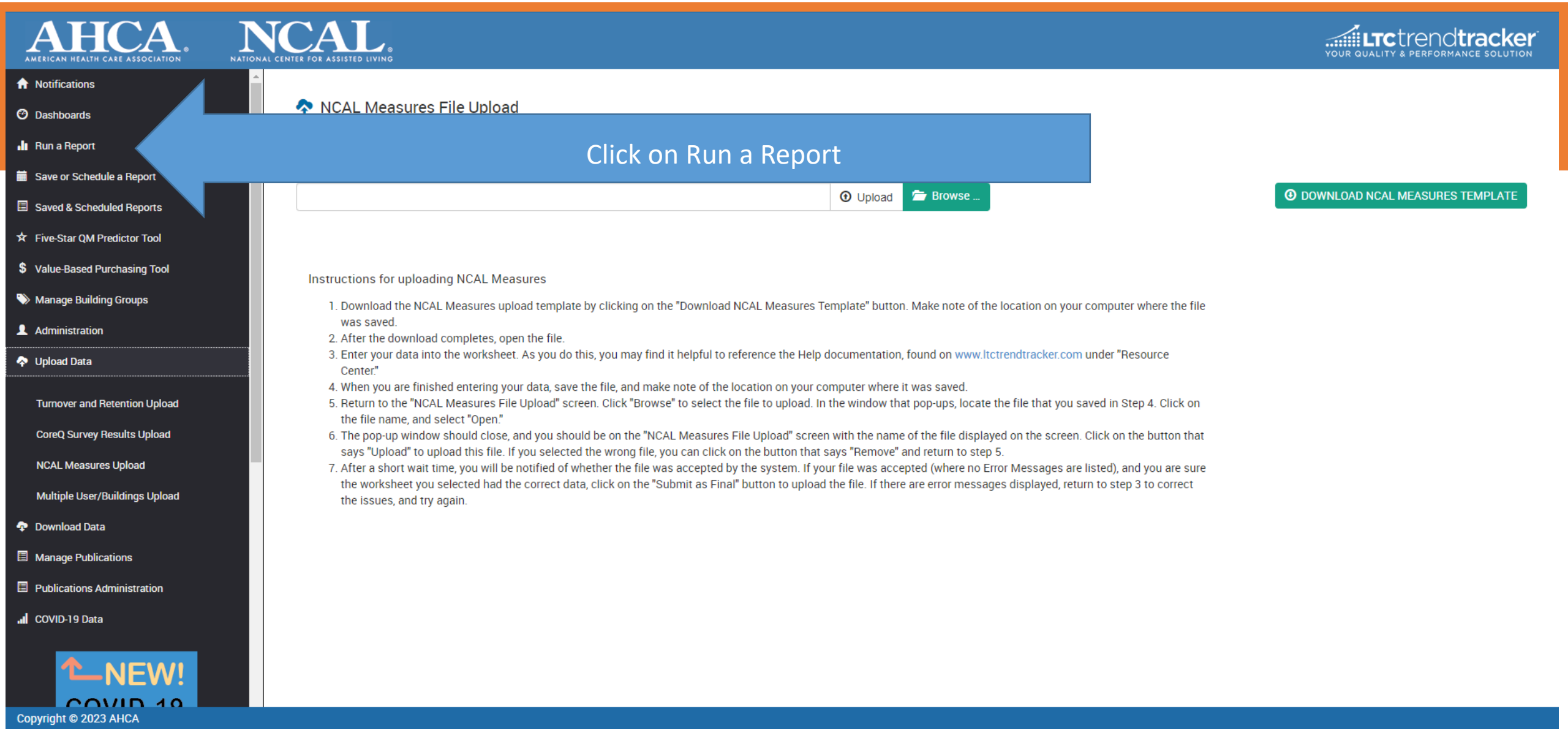
DOWNLOAD NCAL MEASURES TEMPLATE

File was submitted successfully

Instructions for uploading NCAL Measures

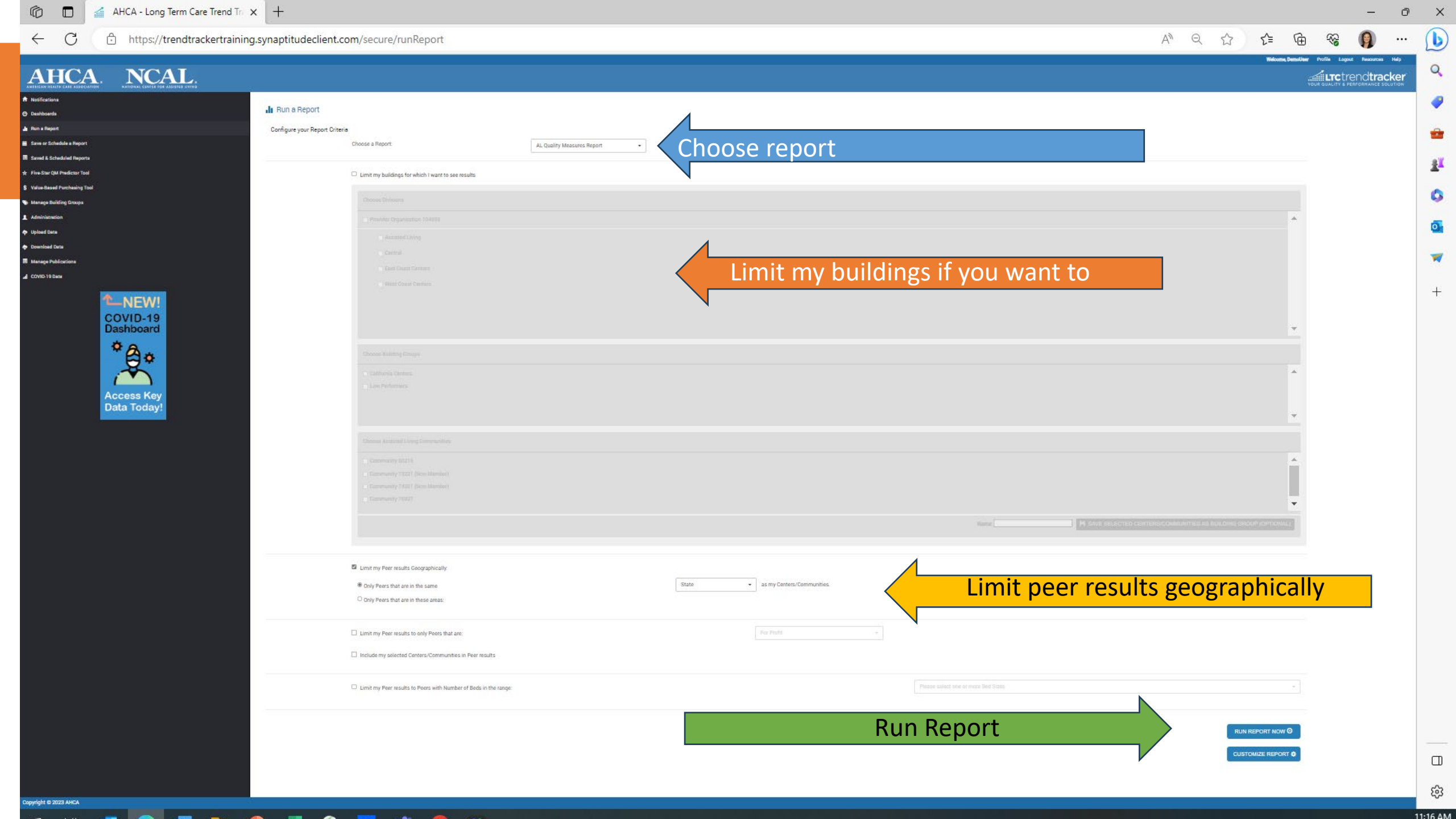
1. Download the NCAL Measures upload template by clicking on the "Download NCAL Measures Template" button. Make note of the location on your computer where the file was saved.
2. After the download completes, open the file.
3. Enter your data into the worksheet. As you do this, you may find it helpful to reference the Help documentation, found on www.ltctrendtracker.com under "Resource Center."
4. When you are finished entering your data, save the file, and make note of the location on your computer where it was saved.
5. Return to the "NCAL Measures File Upload" screen. Click "Browse" to select the file to upload. In the window that pop-ups, locate the file that you saved in Step 4. Click on the file name, and select "Open."
6. The pop-up window should close, and you should be on the "NCAL Measures File Upload" screen with the name of the file displayed on the screen. Click on the button that says "Upload" to upload this file. If you selected the wrong file, you can click on the button that says "Remove" and return to step 5.
7. After a short wait time, you will be notified of whether the file was accepted by the system. If your file was accepted (where no Error Messages are listed), and you are sure the worksheet you selected had the correct data, click on the "Submit as Final" button to upload the file. If there are error messages displayed, return to step 3 to correct the issues, and try again.

Copyright © 2023 AHCA




# Steps to upload excel spreadsheets for data reports

NCAL
NATIONAL CENTER FOR ASSISTED LIVING


AHCA - Long Term Care Trend Tr
https://trendtrackertraining.synaptitudeclient.com/secure/runReport
AHCA
NCAL
LTCtrendtracker
Run a Report
Configure your Report Criteria
Choose a Report:
AL Quality Measures Report
Choose report
Limit my buildings for which I want to see results
Limit my buildings if you want to
Limit my Peer results Geographically
Only Peers that are in the same
State
as my Centers/Communities
Only Peers that are in these areas:
Limit peer results geographically
Limit my Peer results to only Peers that are:
Include my selected Centers/Communities in Peer results
Limit my Peer results to Peers with Number of Beds in the range:
Run Report
RUN REPORT NOW
CUSTOMIZE REPORT
NEW!
COVID-19 Dashboard
Access Key Data Today!
Copyright © 2023 AHCA

https://trendtrackertraining.synaptitudeclient.com/secure/viewCustomReport?reportRunId=U1I5qzyZsGAxwpMIgNqXXw%3D%3D&helpid=alqm

Welcome, DemoUser | Profile | Logout | Resources | Help

AHCA AMERICAN HEALTH CARE ASSOCIATION | NCAL NATIONAL CENTER FOR ASSISTED LIVING | LTCtrendtracker YOUR QUALITY & PERFORMANCE SOLUTION

- Notifications
- Dashboards
- Run a Report
- Save or Schedule a Report
- Saved & Scheduled Reports
- Five-Star QM Predictor Tool
- Value-Based Purchasing Tool
- Manage Building Groups
- Administration
- Upload Data
- Download Data
- Manage Publications
- COVID-19 Data

NEW!
COVID-19 Dashboard

Access Key Data Today!

# AL Quality Measures Report

Customize Report

**User:**
*Login ID:* DemoUser
*Organization:* Provider Organization 104393

**Selection Criteria:**
*My Buildings:* Provider Organization 104393 (4 Currently Active Buildings).
*Peers:* Peers in States that match my centers; Restricted to peers that are For Profit; Centers from My Org are not included in peer group (129 Currently Active Buildings).

PRINT | EXPORT TO EXCEL CSV | EXPORT TO PDF

## NCAL Measures

| One Quarter Rolling Window | Jan 2023 - Mar 2023 | Oct 2016 - Dec 2016 | Jul 2016 - Sep 2016 | Apr 2016 - Jun 2016 | | |
|---|---|---|---|---|---|---|
| **NCAL Measures** | | | | | | |
| Number of Communities | 1 | 1 | 2 | 3 | My Centers | |
| | NA | 50 | 98 | 95 | My Peers | |
| + Hospital Admissions | 9.3% | 7.9% | 10.5% | 5.7% | My Centers | More ... |
| | NA | 6.5% | 6.1% | 6.9% | My Peers | |
| − Hospital Readmissions | NA | 50.0% | 25.0% | 41.7% | My Centers | More ... |
| | NA | 41.6% | 37.4% | 36.6% | My Peers | |

| | | Number of residents sent back to the hospital within the next 30 days | | Number of residents admitted to AL directly from a hospital | | Hospital Readmissions | |
|---|---|---|---|---|---|---|---|
| NCAL ID | Community Name | Jan 2023 - Mar 2023 | Oct 2016 - Dec 2016 | Jan 2023 - Mar 2023 | Oct 2016 - Dec 2016 | Jan 2023 - Mar 2023 | Oct 2016 - Dec 2016 |
| A24894 | Community 60215 | 0 | | 0 | | NA | |
| A26744 | Community 73231 (Non-Member) | | | | | | |
| A04911 | Community 74251 (Non-Member) | | | | | | |
| A23356 | Community 76927 | | 1 | | 2 | | 50.0% |

*Warning: data in the drill down could be newer than data displayed on your report.*

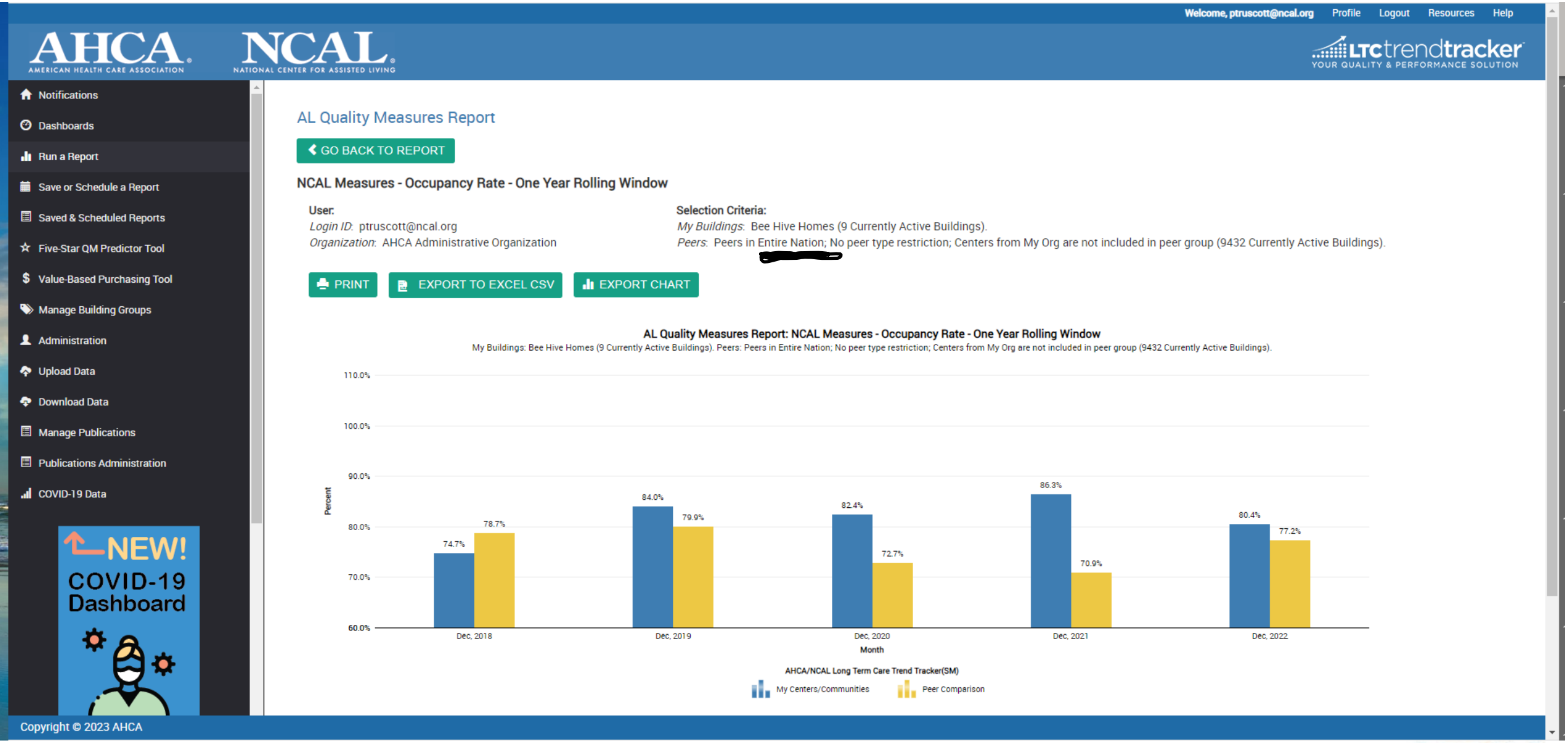
EXPORT TO EXCEL CSV

| | | | | | |
|---|---|---|---|---|---|
| + Occupancy Rate | 94.6% | 86.4% | 86.0% | 76.2% | My Centers |

More ...

Copyright © 2023 AHCA

11:31 AM
7/20/2023

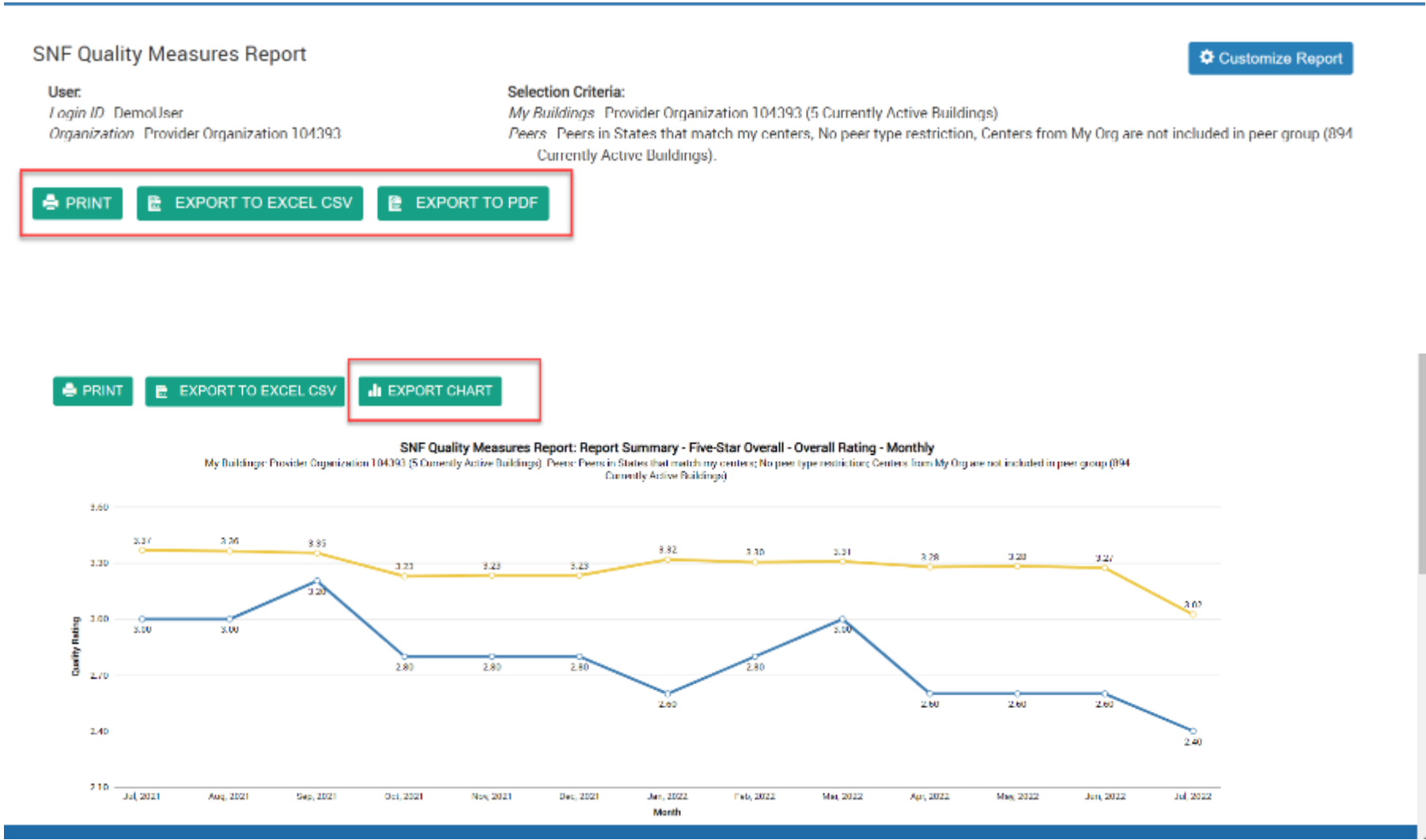


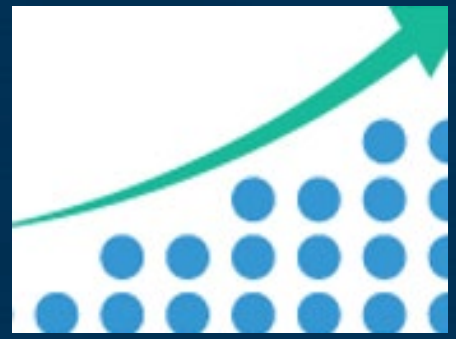

# AL QM Report Chart

# Export Features of LTC Trend Tracker

- All reports can be printed and/or exported to Excel or PDF

- Graphs can be exported as image by clicking on “Export Chart”



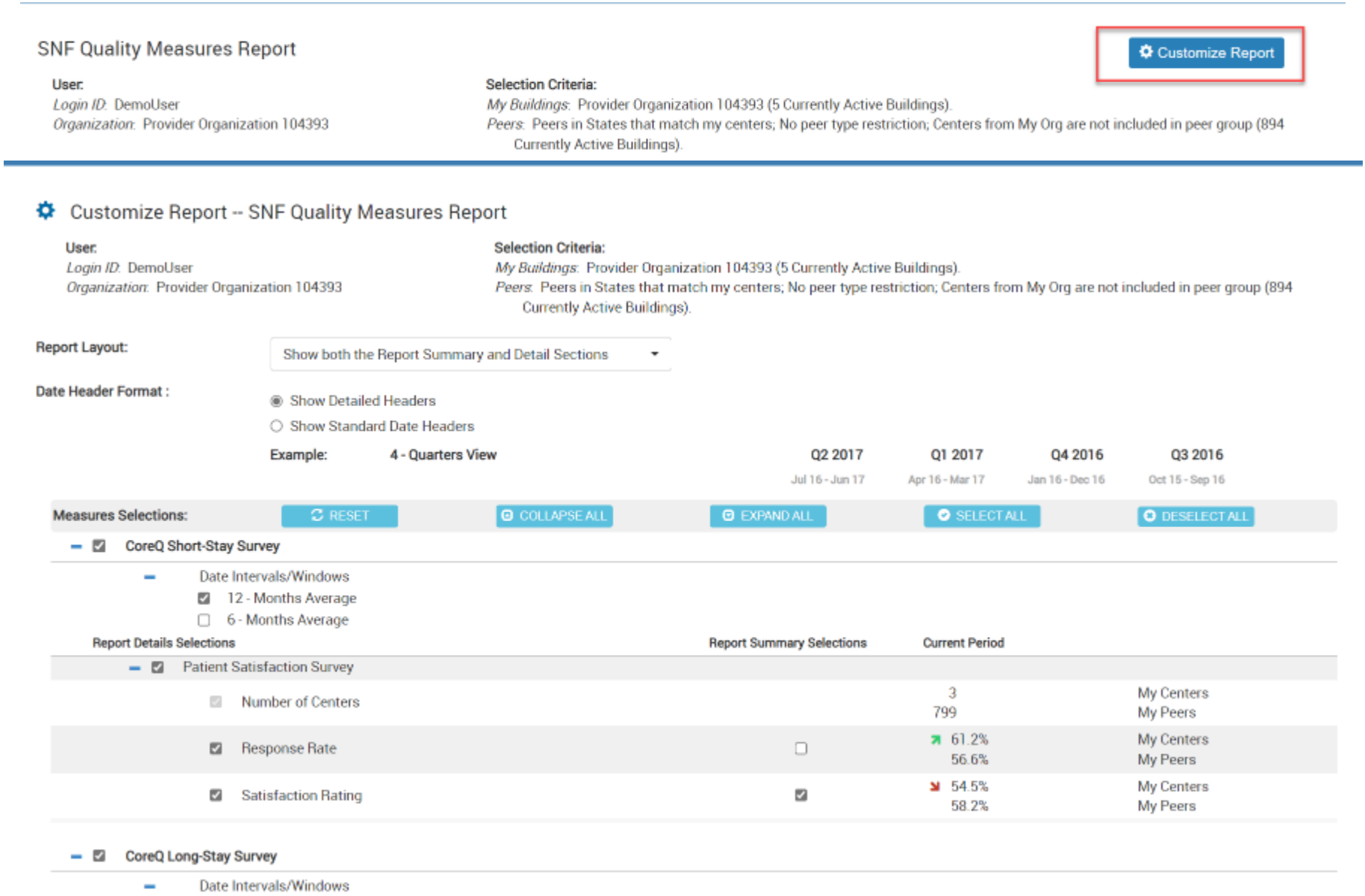


# Customizing a Report

*- For when you want to simplify (or expand) the number of measures shown*

# Customizing a Report

All reports in LTC Trend Tracker (except Staff Turnover and Retention Report) are customizable so if you would like to have the report only display certain measures or a specific timeframe, you can do so by clicking on the “customize report” button, selecting the measure(s) and timeframe you want to see displayed, and clicking “run report now”.

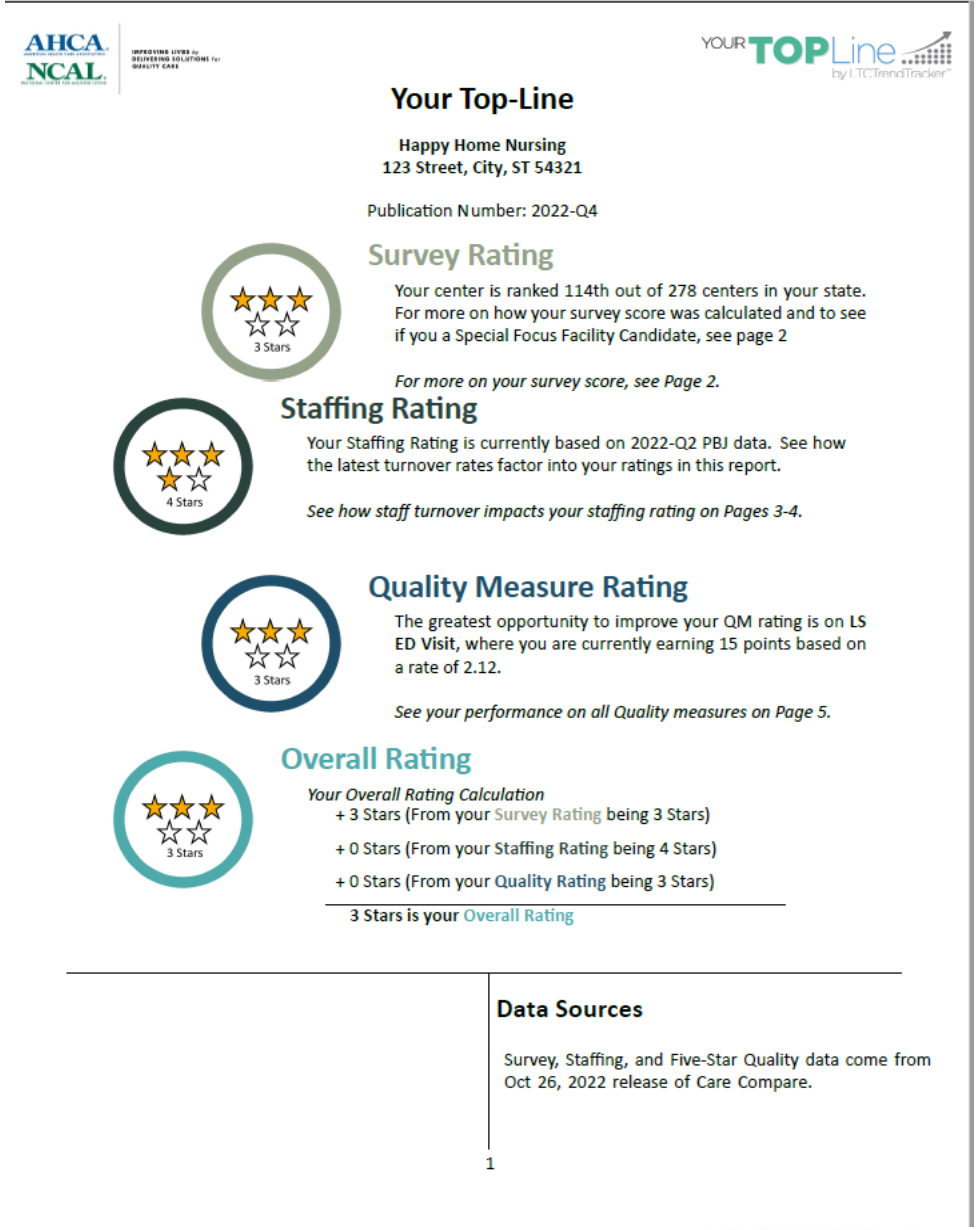


# Your Top-Line & AL Top-Line Report Publications

*Look to creatively explain data*
*Look to prepare you for upcoming changes*

# Your Top-Line

- PDF summarizing a facility's Five-Star rating and the latest available resources
- Updated quarterly (Q1in Feb, Q2 in May, Q3 in Aug, Q4 in Nov)
- Distributed via email with direct link and accessible within Trend Tracker



AHCA NCAL

YOUR TOPLine by LTCTrendTracker

## Your Top-Line

**Happy Home Nursing**
**123 Street, City, ST 54321**

Publication Number: 2022-Q4

### Survey Rating

3 Stars

Your center is ranked 114th out of 278 centers in your state. For more on how your survey score was calculated and to see if you a Special Focus Facility Candidate, see page 2

*For more on your survey score, see Page 2.*

### Staffing Rating

4 Stars

Your Staffing Rating is currently based on 2022-Q2 PBJ data. See how the latest turnover rates factor into your ratings in this report.

*See how staff turnover impacts your staffing rating on Pages 3-4.*

### Quality Measure Rating

3 Stars

The greatest opportunity to improve your QM rating is on **LS ED Visit**, where you are currently earning 15 points based on a rate of 2.12.

*See your performance on all Quality measures on Page 5.*

### Overall Rating

3 Stars

*Your Overall Rating Calculation*

+ 3 Stars (From your Survey Rating being 3 Stars)
+ 0 Stars (From your Staffing Rating being 4 Stars)
+ 0 Stars (From your Quality Rating being 3 Stars)

**3 Stars is your Overall Rating**

**Data Sources**

Survey, Staffing, and Five-Star Quality data come from Oct 26, 2022 release of Care Compare.

1

AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Your AL Top-Line

- PDF summarizing a facility's AL Quality Measures
- Updated quarterly (Q1in Feb, Q2 in May, Q3 in Aug, Q4 in Nov)
- Distributed via email with direct link and is accessible within Trend Tracker

AHCA AMERICAN HEALTH CARE ASSOCIATION | NCAL NATIONAL CENTER FOR ASSISTED LIVING | YOUR AL TOPLine by LTCTrendTracker

## Your Assisted Living Top-Line

**Happy Home**
**123 Street, ST 12345**

Publication: 2023 - 1st Quarter

**AL QUALITY MEASURES**

| | |
|---|---|
| Hospital Readmissions 0.0% 2022q2-2023q1 | Hospital Admissions 4.2% 2022q2-2023q1 |
| CoreQ Resident Satisfaction 66.7% 2022q2-2023q1 | CoreQ Family Satisfaction 100% 2022q2-2023q1 |
| Off-Label Use of Antipsychotics 2.6% 2022q2-2023q1 | |

**AL OPERATIONAL MEASURES**

| | |
|---|---|
| AL Aide Turnover 0.0% 2022 | Overall Staff Turnover 0.0% 2022 |
| Occupancy Rate 67.5% 2022q2-2023q1 | |

**WHAT DOES THIS DATA MEAN?**

*Learn more about your performance over time relative to the national average on the following pages. Benchmark your peformance to other peer groups, like your state, on LTC Trend Tracker.*

*Source: LTC Trend Tracker (April 13, 2023). National data represents up to 244 communities for a given quarter. Exact sample size for each measure available on LTC Trend Tracker.*

**AHCA/NCAL NATIONAL QUALITY AWARDS PROGRAM**

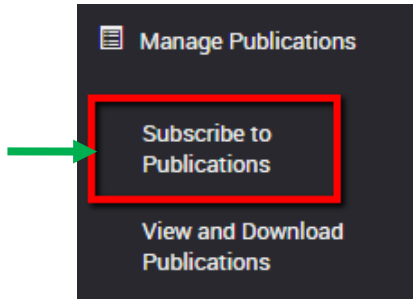
Congratulations on receiving Gold!
To check out the latest information about the program, click here!

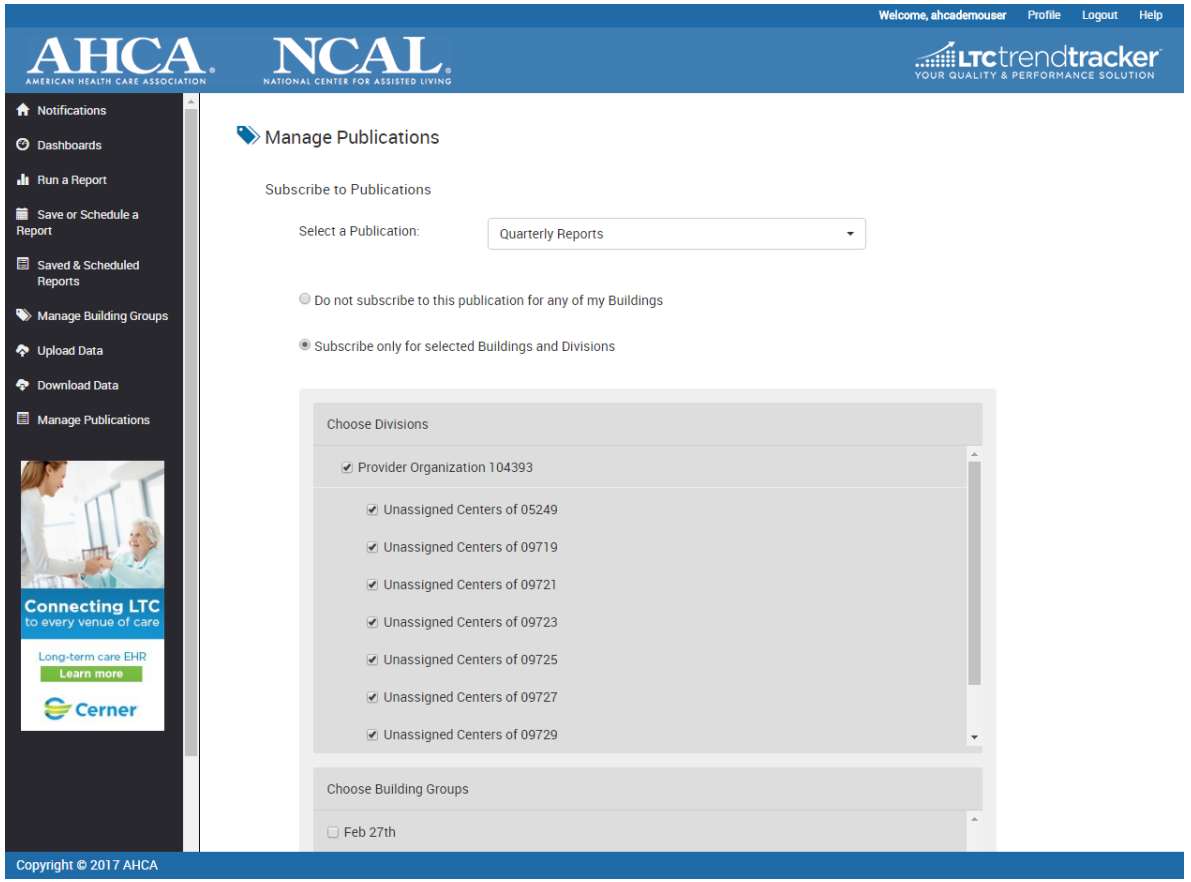
www.LTCTrendTracker.com | help@LTCTrendTracker.com

1

AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

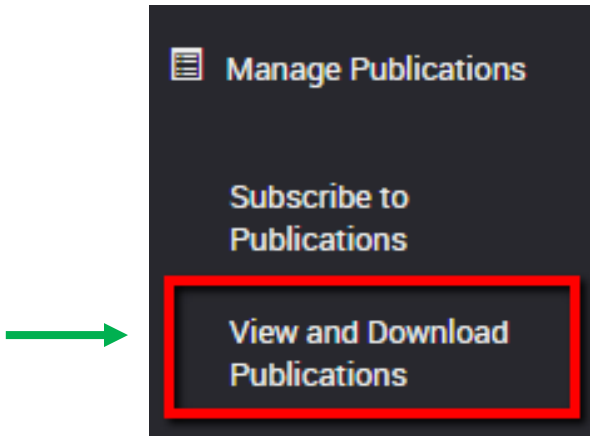
# How to Subscribe LTC Trend Tracker Publications

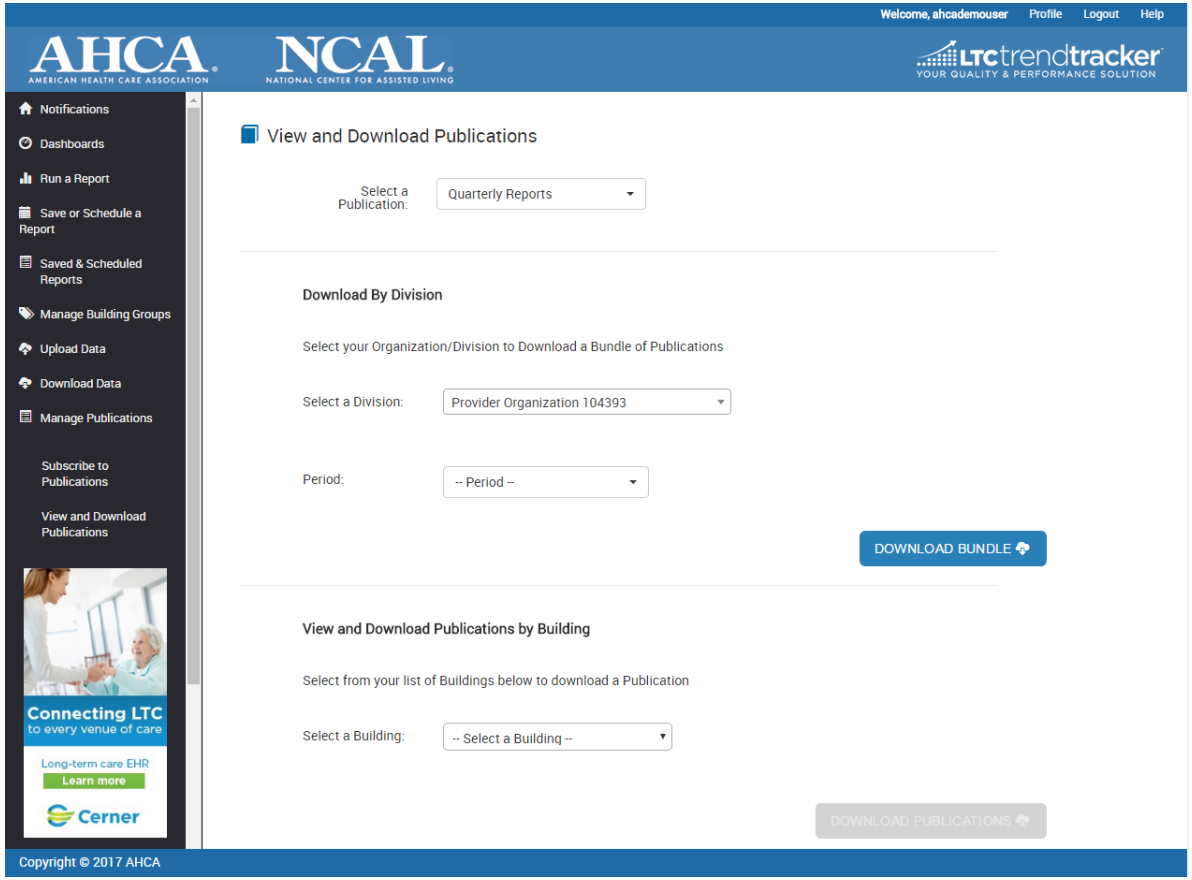


AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

# How to Access LTC Trend Tracker Publications




AHCA AMERICAN HEALTH CARE ASSOCIATION

NCAL NATIONAL CENTER FOR ASSISTED LIVING

# Live Demo of Running Reports and Creating Graphs in LTC Trend Tracker

# LTC Trend Tracker Tips and Tricks

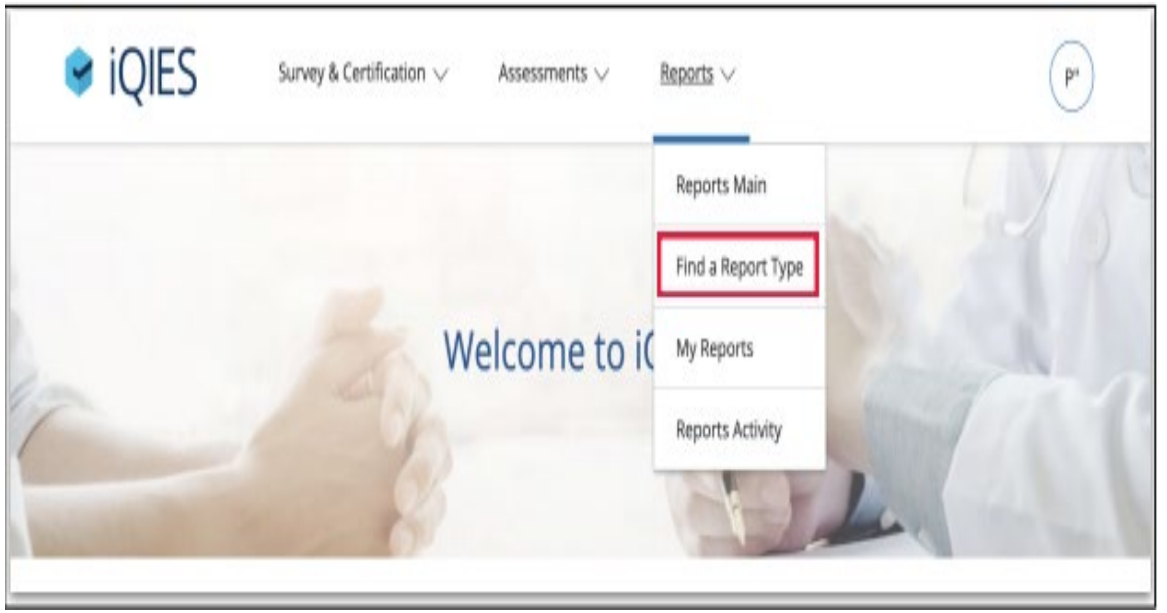
- Utilize “Customize Report” within Trend Tracker reports to trend and benchmark Occupancy
- For more historical data, export data when viewing graph of individual measure (i.e. click …More) or utilize “Download Data” option in left-hand menu
- Plan to review LTC Trend Tracker reports early in the second month of each quarter (i.e. Feb, May, Aug, Nov), when new staffing and quality data will be available (SNF Only).

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Integrating LTC Trend Tracker with Quality Assurance and Process Improvement (QAPI)

# CASPER Quality Improvement and Evaluation System (iQIES)

- iQIES is the new tracking, analysis, and data repository system for CMS, with core capabilities to include Survey & Certification, Patient Assessments, and Reports, all in one application.
  - More on the transition from QIES to iQIES
- **Utilize CASPER-iQIES reports to identify residents triggering QMs**




AHCA AMERICAN HEALTH CARE ASSOCIATION
NCAL NATIONAL CENTER FOR ASSISTED LIVING

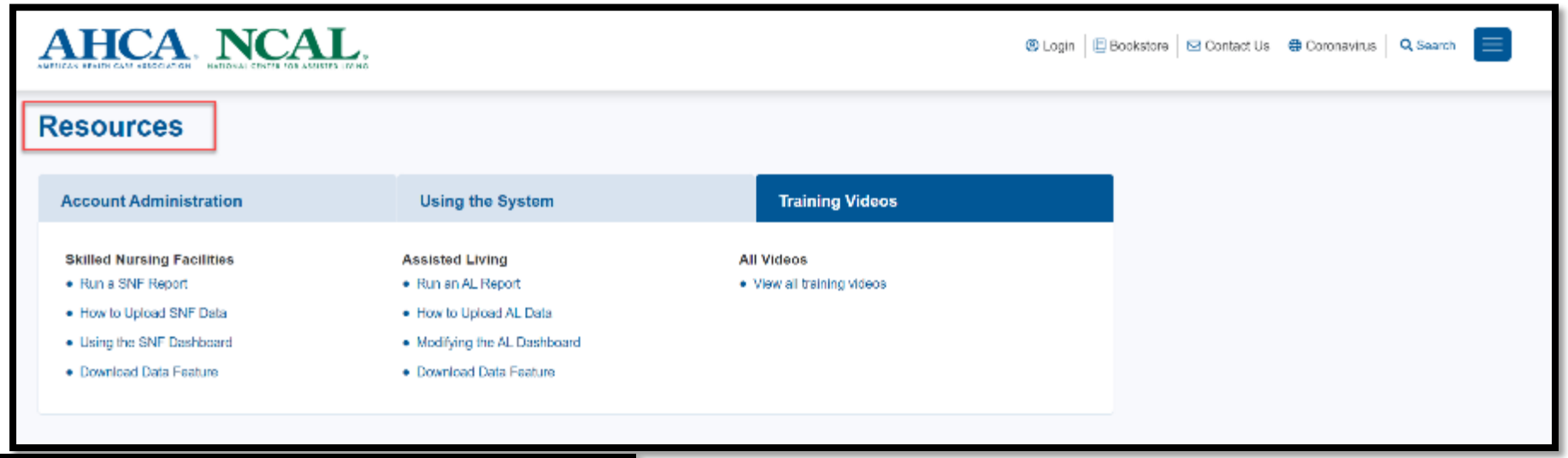
# Connect to Real-Time Data and Goals

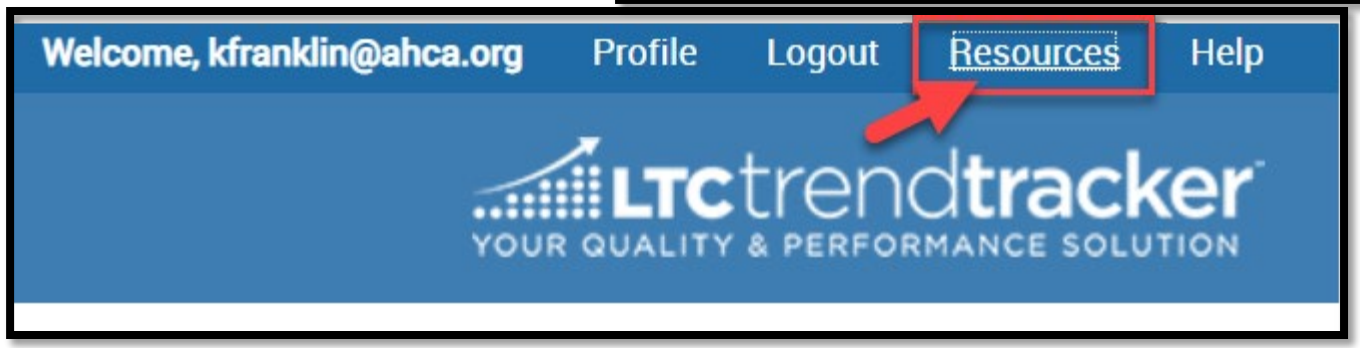
- ✓Set SMART (Specific-Measurable-Actionable-Relevant-Timebound) goals from public measures
- ✓Utilize CASPER Reports and EMR data to understand whether you should expect rates to go up or down with next release of public rates (i.e. Care Compare measures)
- ✓Analyze whether small tests of change are being scaled and reliably executed to impact 1-quarter and 4-quarter rates on LTC Trend Tracker

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Resources

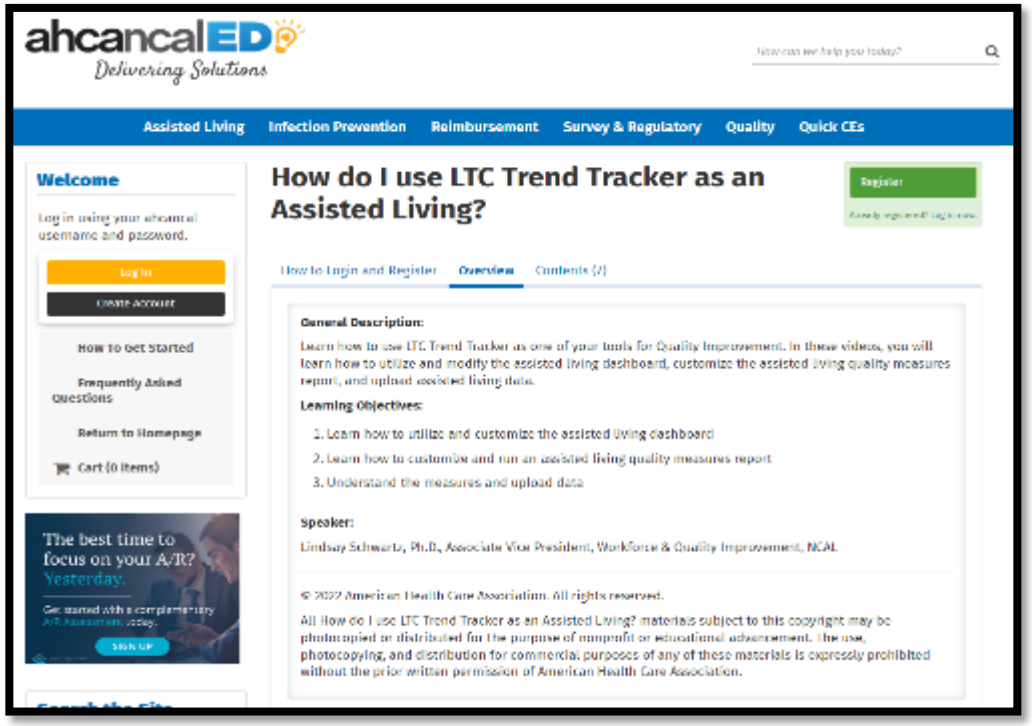
# LTC Trend Tracker Resource Center



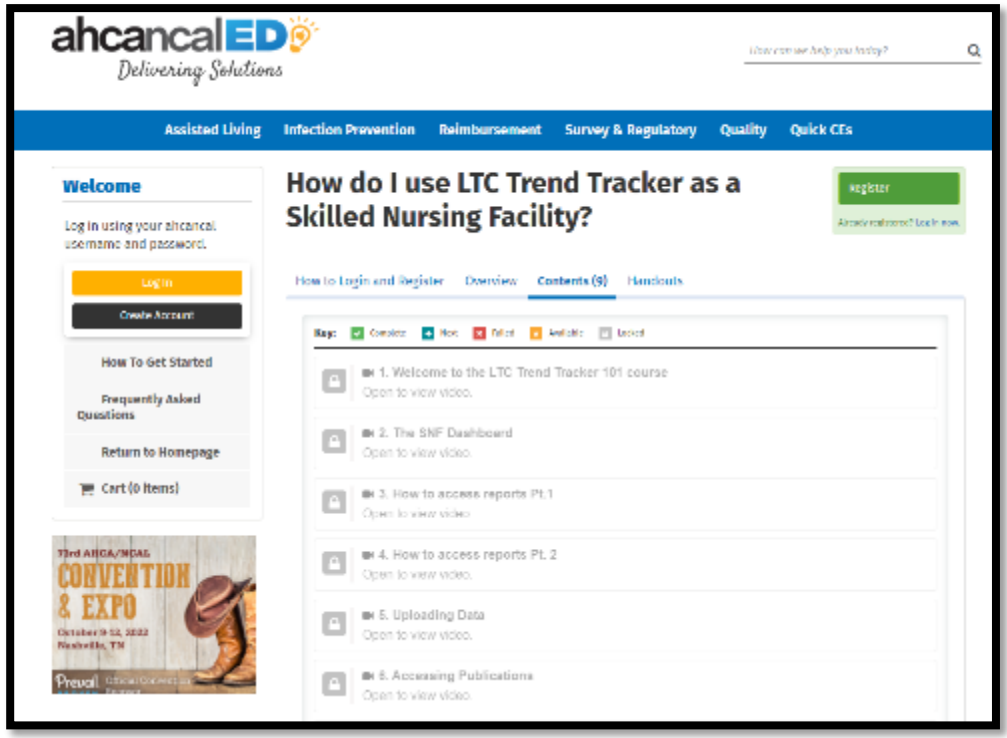




AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# 101 Courses on ahcancalED




https://educate.ahcancal.org/products/how-do-i-use-ltc-trend-tracker-as-an-assisted-living




https://educate.ahcancal.org/products/how-do-i-use-ltc-trend-tracker-as-a-skilled-nursing-facility

AHCA
AMERICAN HEALTH CARE ASSOCIATION
NCAL
NATIONAL CENTER FOR ASSISTED LIVING

# Contact Information

KeShawn Franklin-Heard

kheard@ahca.org

Valerie Williams

vwilliams@ahca.org

www.ahcancal.org

Research Inbox:
Research@ahca.org

LTC Trend Tracker Help Desk:
Help@LTCTrendTracker.com