

# Data Tracking and Trending via LTC Trend Tracker

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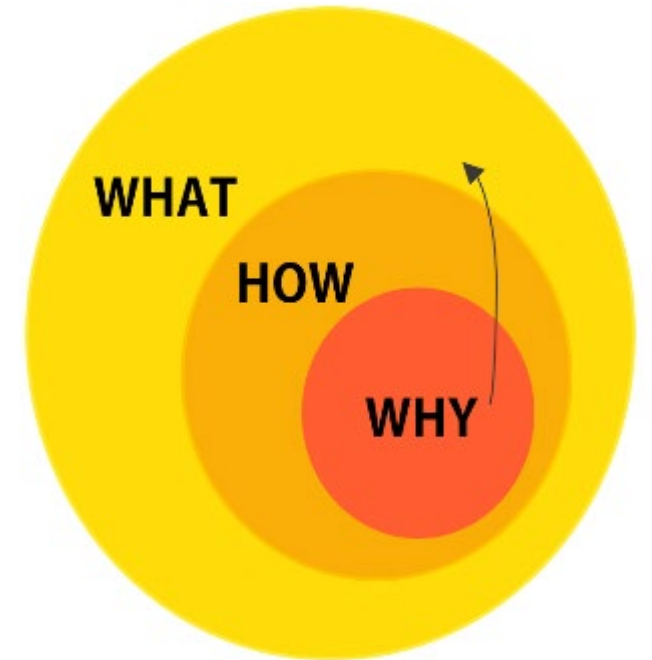
August 25<sup>th</sup>, 2023





# 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





# 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.



# Barriers to Using Data



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



Using Data as Part of  
Telling *Your* Story



# Telling & “Selling” your Story

Why?

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- 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



# Using Data to Tell Your Story



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- 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



# Benefits of Data Storytelling



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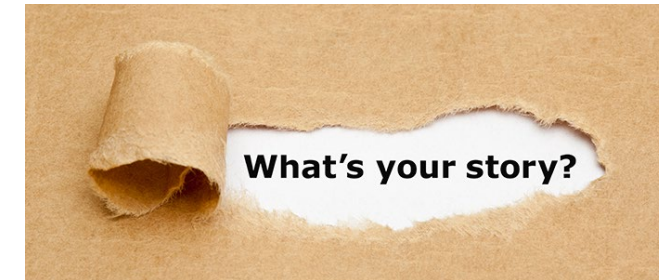
- Data story can move a person to take action
- Effective data can have positive impact on people and your organization
- Added value through data support
- Highlights essential key points
- Provides human touch to your data
- Offers value to your stakeholders
- Builds credibility





# Ensuring your Data Storytelling is Valuable

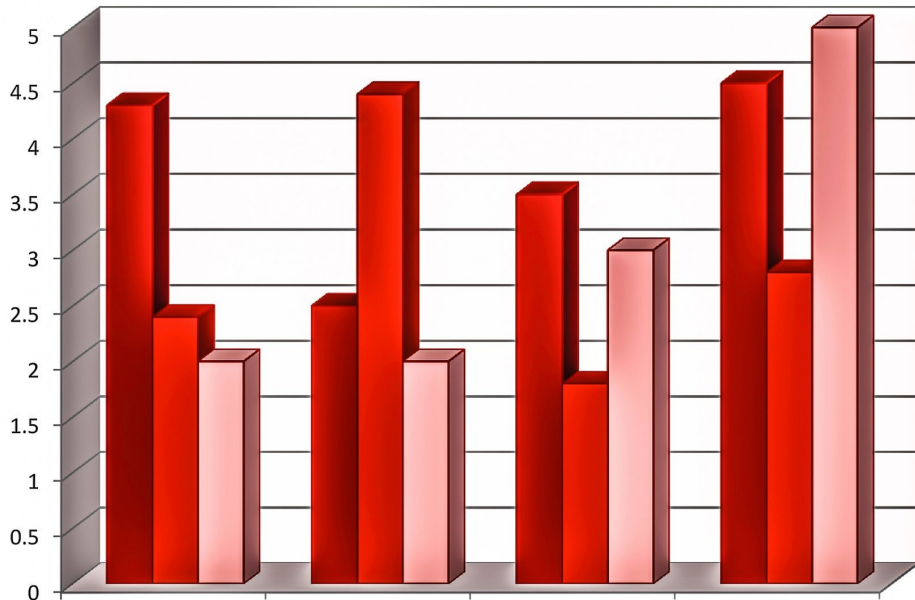
- Think about your organization
  - What do you want to “prove”?
- **Collect the data**
  - How?
  - Answer - LTC Trend Tracker
- **Define the purpose** of your story
  - Use data you gathered to write the goal in one sentence
- Think about what you want to say
  - Using data to support
- Create a goal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



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# 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



# Data Storytelling Elements



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- **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



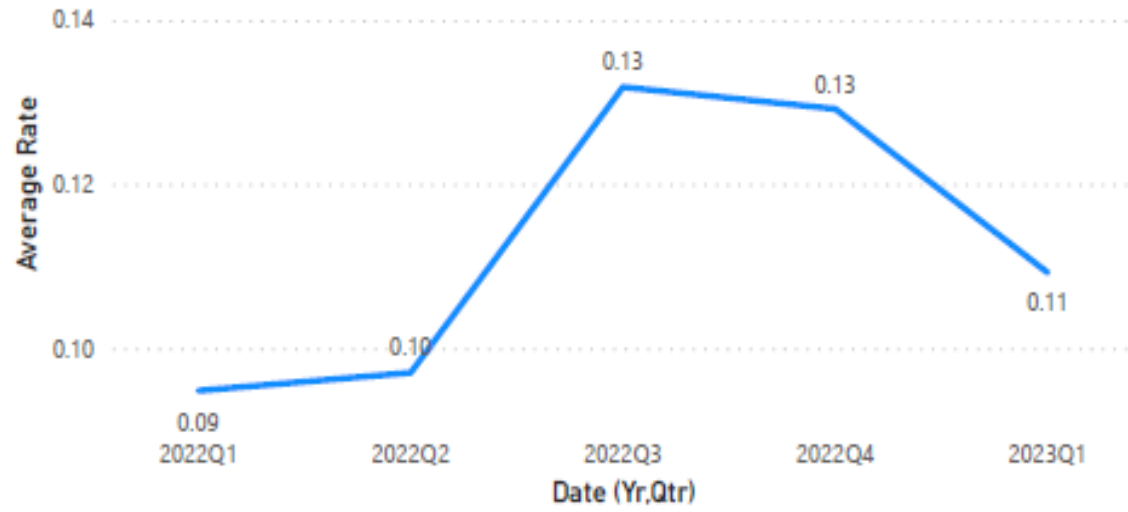
# Why use Data Storytelling Elements?

- **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.**

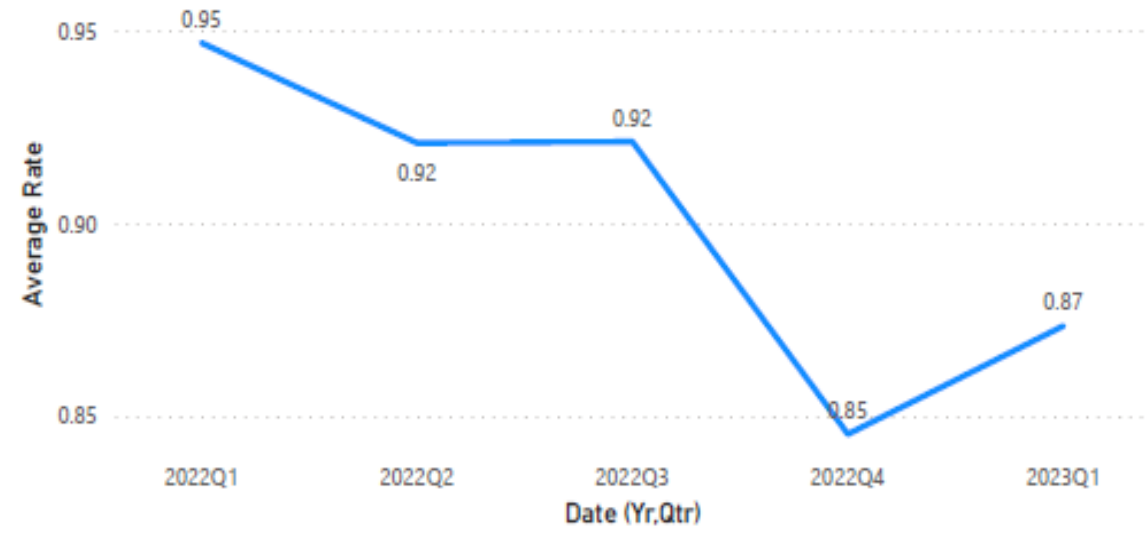


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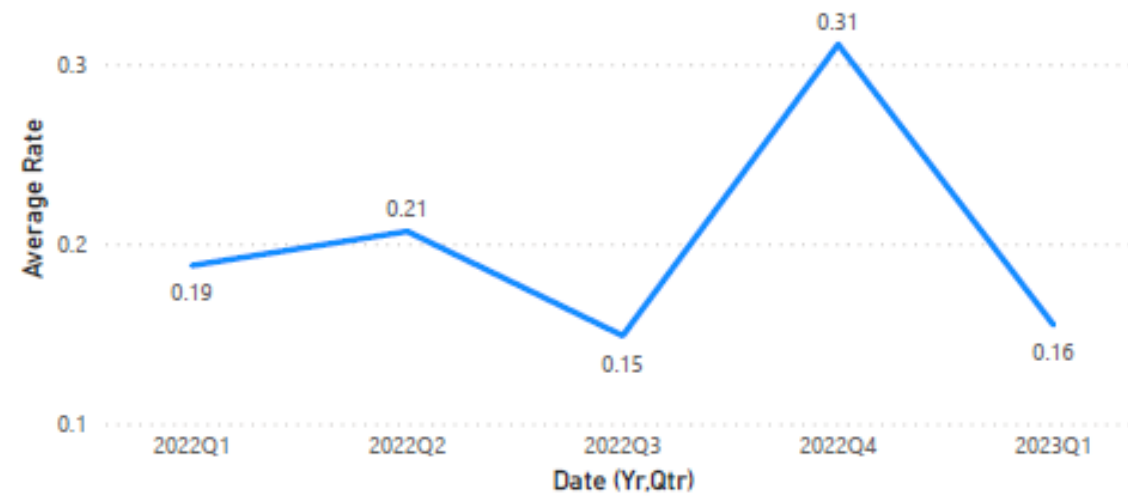
New Mexico's Average Antipsychotic Rate



New Mexico's Average Occupancy Rate



New Mexico's Average Admission Rate



# 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

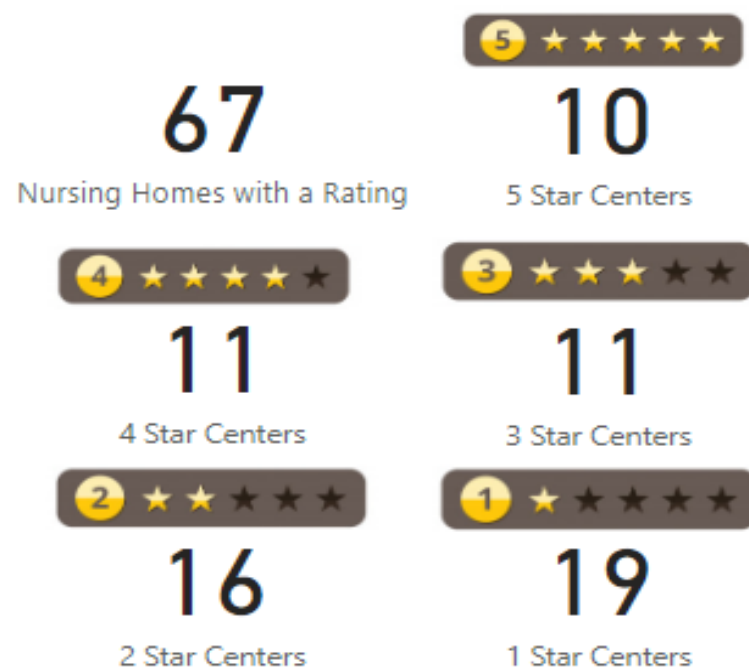
State

NM

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

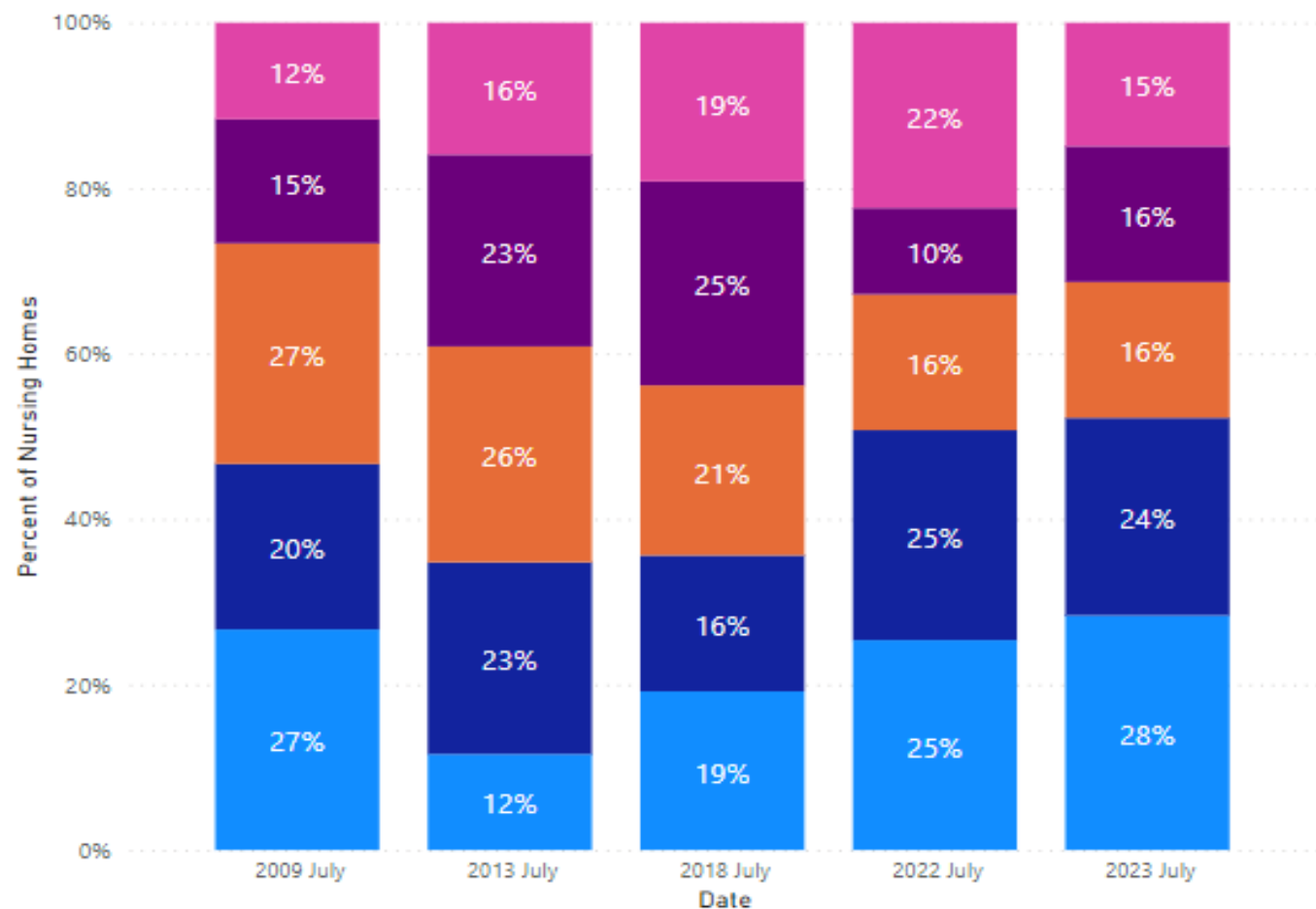
## July 2023

Latest Ratings



## Rating Distribution Over Time

Rating 1 2 3 4 5



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



# What does LTC Trend Tracker do?

Peer Comparison

My trends

Tell my Story





# What is LTC Trend Tracker?



- 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



# How do I Register & Log-in?

## LTC Trend Tracker<sup>SM</sup>

LTC Trend Tracker<sup>SM</sup> is a web-based tool that enables long term and post-acute care providers, including assisted living, to access key information that can help their organization succeed. This exclusive benefit for AHCA/NCAL members, allows skilled nursing and assisted living organizations to benchmark personal metrics to those of their peers and examine ongoing quality improvement efforts. LTC Trend Tracker is AHCA/NCAL members' one-stop-shop to gain timely information and valuable insight about their own performance as well as that of the entire profession.



### BEHOLD THE POWER OF INFORMATION

With just a few clicks of a button, LTC Trend Tracker gives you access to government data collected by the Centers for Medicare and Medicaid Services (CMS) on skilled nursing centers – providing you with one central hub for all your reporting needs. For assisted living members, LTC Trend Tracker allows you to upload and track key quality metrics. Use the Dashboard to quickly see how you are trending on key metrics compared to your peers. Quickly download reports to share and engage staff members as well as area providers to build partnerships.

### TAKE ADVANTAGE OF YOUR MEMBERSHIP

More than 8,000 skilled nursing centers and assisted living communities have signed up to use LTC Trend Tracker – at no additional cost to their organization.

You must be an AHCA/NCAL member to access this valuable resource. If you're not a member of AHCA/NCAL, [learn how to join](#).

### ENHANCE YOUR COMMITMENT TO QUALITY

Improving quality care is a journey, and LTC Trend Tracker is the tool you need to ensure your organization stays on track. Monitor your progress on quality measures, Five-Star, AHCA/NCAL Quality Initiative goals, hospital readmission rates and more. Identify areas your organization should address in order to improve and set your own performance targets. Demonstrate your dedication to quality to your patients and residents with verifiable results.

### GAIN A COMPETITIVE EDGE

Monitoring only your own performance isn't enough to stay relevant in today's long term and post-acute care market. LTC Trend Tracker provides information on fellow providers from a local, regional and national perspective, so you can see how you measure up (individual organization's information stays private; LTC Trend Tracker only reports in the aggregate). Benchmark yourself to those of your peers and keep your organization ahead of the curve.

### NEED HELP?

Please email [help@lctrendtracker.com](mailto:help@lctrendtracker.com) for assistance. It is important that you add this email address as a Safe-Sender to receive a response. Upon your initial outreach via this email, you should receive an automatic response.

### COURSES ON AHCANCALED

- How do I use LTC Trend Tracker as a skilled nursing facility?
- How do I use LTC Trend Tracker as an assisted living facility?

[www.lctrendtracker.com](http://www.lctrendtracker.com)



# 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



# LTC Trend Tracker Reports

New\*



AL Quality Measures Report

- AL Quality Measures Report ✓
- SNF Financial Measures Report
- SNF Five-Star Measures Report
- SNF PDPM Utilization Report
- SNF Quality Measures Report
- SNF Resident Characteristics Report
- SNF Staffing Measures Report
- SNF Survey Measures Report
- Staff Turnover and Retention Report

\*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



# 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](mailto:coreq@ahca.org).

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  - CoreQ Survey Results Upload
  - NCAL Measures Upload
  - Multiple User/Buildings Upload
- 📄 Download Data
- 📄 Manage Publications
- 📄 Publications Administration
- 📊 COVID-19 Data

## NCAL Measures File Upload

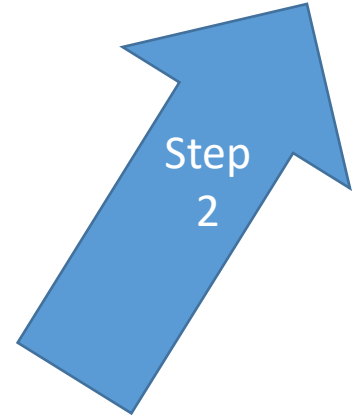
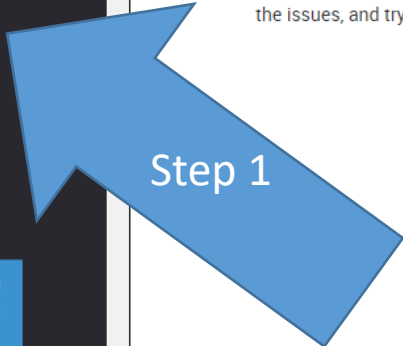
Select a file (NCAL Measures Uploads must be in a Microsoft Excel file)

Upload Browse ...

DOWNLOAD NCAL MEASURES TEMPLATE

### 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.ltc trend tracker.com](http://www.ltc trend tracker.com) under "Resource Center."
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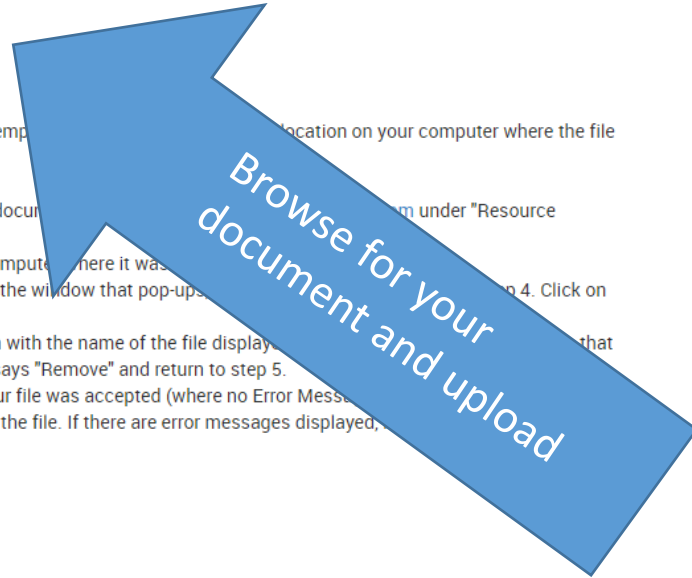
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📄 Upload
📁 Browse ...

📄 DOWNLOAD NCAL MEASURES TEMPLATE

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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 document "NCAL Measures Upload" under "Resource Center."
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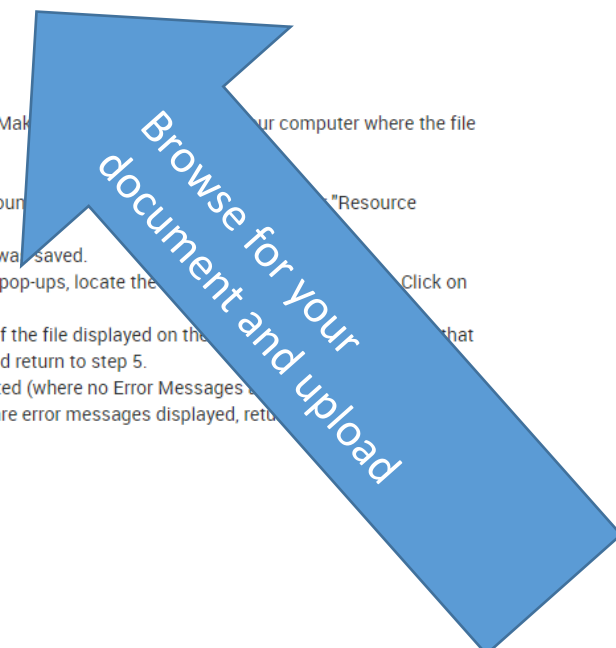
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**NEW!**  
COVID-19 Dashboard  
Access Key Data Today!

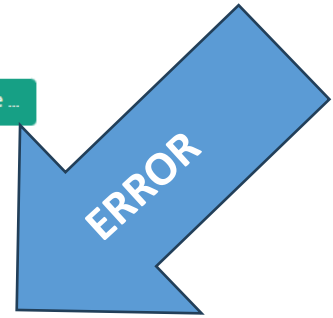
### NCAL Measures File Upload

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

 Upload 

DOWNLOAD NCAL MEASURES TEMPLATE

CLEAR



#### Upload NCAL Measures Data Status

#### 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@lctrendtracker.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@lctrendtracker.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@lctrendtracker.com for assistance.

#### Instructions for uploading NCAL Measures

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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.
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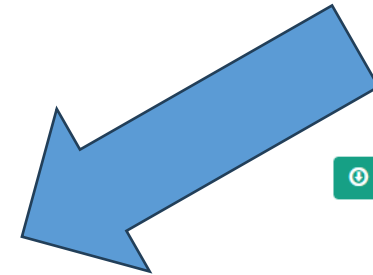
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**NEW!**  
**COVID-19 Dashboard**

**Access Key Data Today!**

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 Upload Browse ...

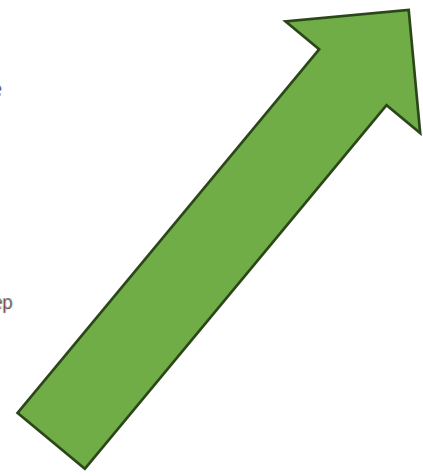
DOWNLOAD NCAL MEASURES TEMPLATE

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

#### 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.
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SUBMIT AS FINAL





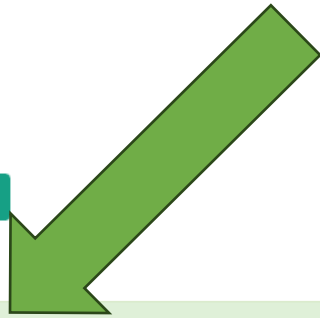
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### NCAL Measures File Upload

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

 Upload Browse ...

DOWNLOAD NCAL MEASURES TEMPLATE



File was submitted successfully

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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

Turnover and Retention Upload

CoreQ Survey Results Upload

NCAL Measures Upload

Multiple User/Buildings Upload

Download Data

Manage Publications

Publications Administration

COVID-19 Data

**NEW!**  
COVID-19

NCAL Measures File Upload

Click on Run a Report

Upload

Browse ...

DOWNLOAD NCAL MEASURES TEMPLATE

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.ltc-trendtracker.com](http://www.ltc-trendtracker.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.

# Steps to upload excel spreadsheets for data reports

- 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!

### Run a Report

Configure your Report Criteria

Choose a Report:

Choose report

Limit my buildings for which I want to see results

Choose Delivers

- Monitor Organization: 104888
  - Assisted Living
  - Central
  - East Coast Centers
  - West Coast Centers

Limit my buildings if you want to

Choose Building Groups

- High-Performing
- Low Performers

Choose Assisted Living Communities

- Community 0215
- Community 7821 (Non-Member)
- Community 7821 (Non-Member)
- Community 7921

Limit my Peer results Geographically:

- Only Peers that are in the same
- Only Peers that are in these areas:

State:  as my Centers/Communities

Limit peer results geographically

Limit my Peer results to only Peers that are:

For Profit:

Include my selected Centers/Communities in Peer results

Limit my Peer results to Peers with Number of Beds in the range:

Please select low or more Bed Sizes:

Run Report

RUN REPORT NOW

CUSTOMIZE REPORT



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

## 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	
<b>NCAL Measures</b>					
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
	NA	6.5%	6.1%	6.9%	My Peers <a href="#">More ...</a>
- Hospital Readmissions	NA	50.0%	25.0%	41.7%	My Centers
	NA	41.6%	37.4%	36.6%	My Peers <a href="#">More ...</a>

NCAL ID	Community Name	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	
		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.*

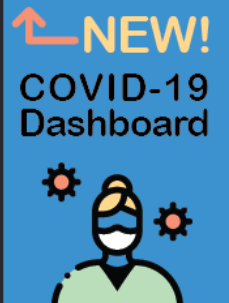
[EXPORT TO EXCEL CSV](#)

+ Occupancy Rate	94.6%	86.4%	86.0%	76.2%	My Centers	<a href="#">More ...</a>
------------------	-------	-------	-------	-------	------------	--------------------------

**NEW!**  
**COVID-19 Dashboard**

**Access Key Data Today!**

- 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
- Publications Administration
- COVID-19 Data



## AL Quality Measures Report

[← GO BACK TO REPORT](#)

### NCAL Measures - Occupancy Rate - One Year Rolling Window

**User:**

Login ID: ptruscott@ncal.org

Organization: AHCA Administrative Organization

**Selection Criteria:**

My Buildings: Bee Hive Homes (9 Currently Active Buildings).

Peers: Peers in Entire Nation; No peer type restriction; Centers from My Org are not included in peer group (9432 Currently Active Buildings).

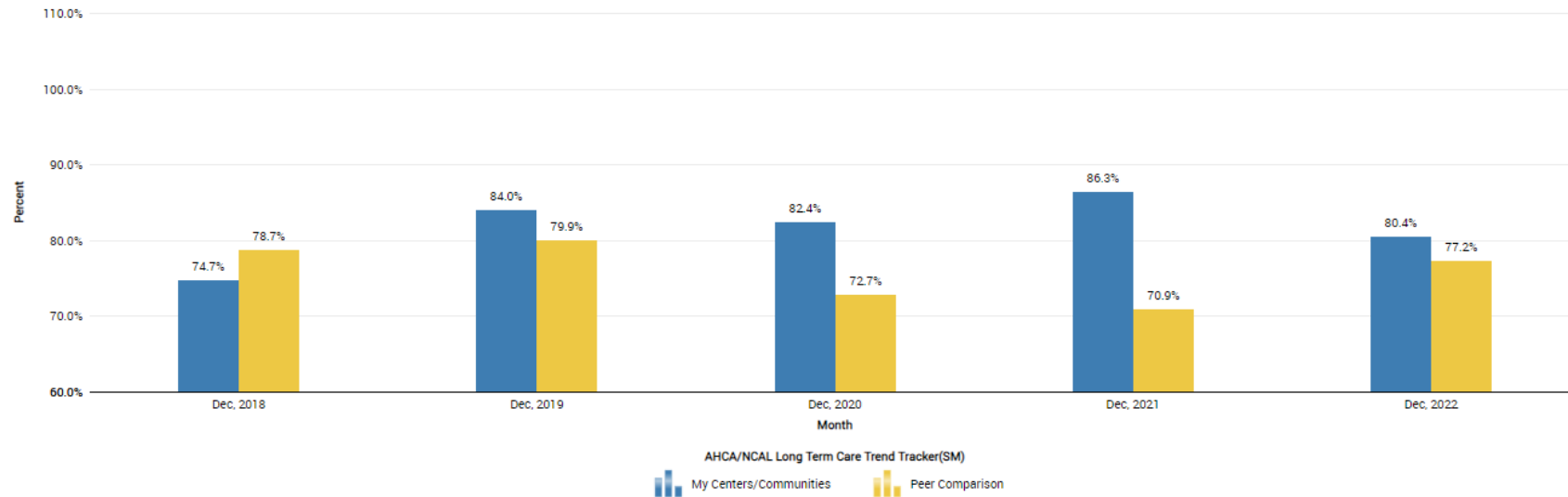
[PRINT](#)

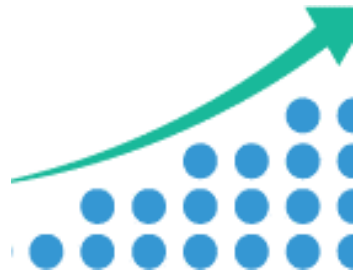
[EXPORT TO EXCEL CSV](#)

[EXPORT CHART](#)

#### AL Quality Measures Report: NCAL Measures - Occupancy Rate - One Year Rolling Window

My Buildings: Bee Hive Homes (9 Currently Active Buildings). Peers: Peers in Entire Nation; No peer type restriction; Centers from My Org are not included in peer group (9432 Currently Active Buildings).





# Export Features of LTC Trend Tracker

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

## SNF Quality Measures Report

Customize Report

User:  
Login ID: DemoUser  
Organization: Provider Organization 104393

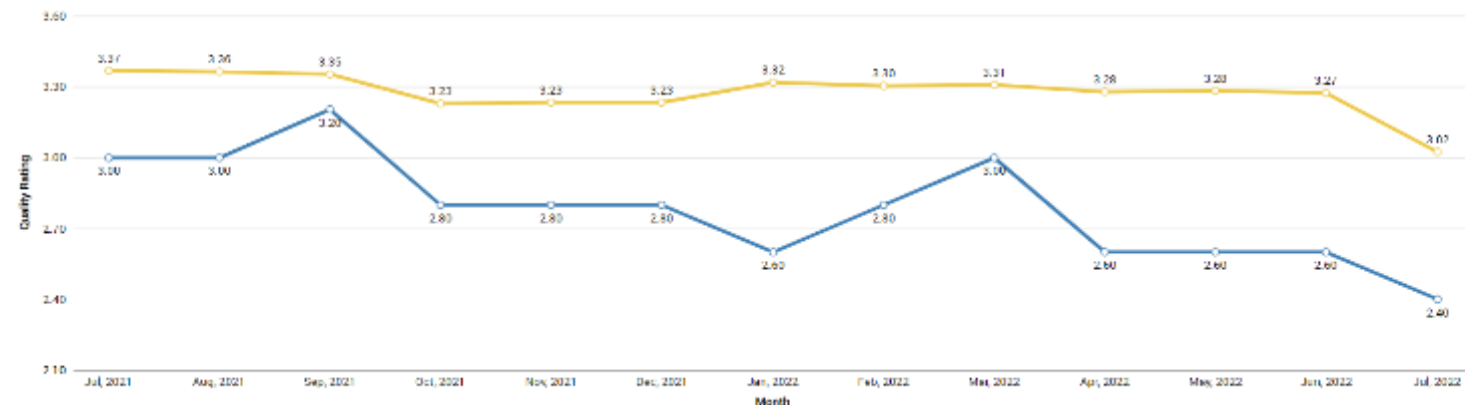
Selection Criteria:  
My Buildings: Provider Organization 104393 (5 Currently Active Buildings)  
Peers: Peers in States that match my centers, No peer type restriction, Centers from My Org are not included in peer group (894 Currently Active Buildings).

PRINT EXPORT TO EXCEL CSV EXPORT TO PDF

PRINT EXPORT TO EXCEL CSV EXPORT CHART

### SNF Quality Measures Report: Report Summary - Five-Star Overall - Overall Rating - Monthly

My Buildings: Provider Organization 104393 (5 Currently Active Buildings) Peers: Peers in States that match my centers; No peer type restriction; Centers from My Org are not included in peer group (894 Currently Active Buildings)

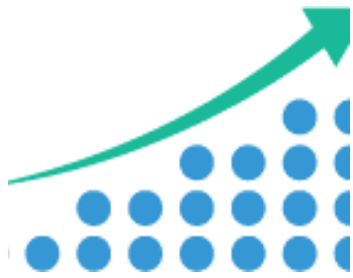


❖ Graphs can be exported as image by clicking on “Export Chart”



# 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”.

### SNF Quality Measures Report

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

**Selection Criteria:**  
My Buildings: Provider Organization 104393 (5 Currently Active Buildings).  
Peers: Peers in States that match my centers; No peer type restriction; Centers from My Org are not included in peer group (894 Currently Active Buildings).

[Customize Report](#)

---

#### Customize Report -- SNF Quality Measures Report

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

**Selection Criteria:**  
My Buildings: Provider Organization 104393 (5 Currently Active Buildings).  
Peers: Peers in States that match my centers; No peer type restriction; Centers from My Org are not included in peer group (894 Currently Active Buildings).

**Report Layout:** Show both the Report Summary and Detail Sections

**Date Header Format:**  
 Show Detailed Headers  
 Show Standard Date Headers  
Example: 4 - Quarters View

	Q2 2017	Q1 2017	Q4 2016	Q3 2016
	Jul 16 - Jun 17	Apr 16 - Mar 17	Jan 16 - Dec 16	Oct 15 - Sep 16

**Measures Selections:** [RESET](#) [COLLAPSE ALL](#) [EXPAND ALL](#) [SELECT ALL](#) [DESELECT ALL](#)

- CoreQ Short-Stay Survey
  - Date Intervals/Windows
    - 12 - Months Average
    - 6 - Months Average

Report Details Selections	Report Summary Selections	Current Period
<input checked="" type="checkbox"/> Patient Satisfaction Survey <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Number of Centers</li></ul>		3 799
<input checked="" type="checkbox"/> Response Rate	<input type="checkbox"/>	61.2% 56.6%
<input checked="" type="checkbox"/> Satisfaction Rating	<input checked="" type="checkbox"/>	54.5% 58.2%

- CoreQ Long-Stay Survey
  - Date Intervals/Windows



# 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 (Q1 in Feb, Q2 in May, Q3 in Aug, Q4 in Nov)
- Distributed via email with direct link and accessible within Trend Tracker

## Your Top-Line

Happy Home Nursing  
123 Street, City, ST 54321

Publication Number: 2022-Q4

### Survey Rating

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

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

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

*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.



# Your AL Top-Line




- PDF summarizing a facility's AL Quality Measures
- Updated quarterly (Q1 in Feb, Q2 in May, Q3 in Aug, Q4 in Nov)
- Distributed via email with direct link and is accessible within Trend Tracker

## 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 performance 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](http://www.LTCTrendTracker.com) | [help@LTCTrendTracker.com](mailto:help@LTCTrendTracker.com)





# How to Subscribe LTC Trend Tracker Publications

Manage Publications

**Subscribe to Publications**

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

### Manage Publications

Subscribe to Publications

Select a Publication: Quarterly Reports

Do not subscribe to this publication for any of my Buildings

Subscribe only for selected Buildings and Divisions

Choose Divisions

- Provider Organization 104393
- Unassigned Centers of 05249
- Unassigned Centers of 09719
- Unassigned Centers of 09721
- Unassigned Centers of 09723
- Unassigned Centers of 09725
- Unassigned Centers of 09727
- Unassigned Centers of 09729

Choose Building Groups


- Feb 27th

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# How to Access LTC Trend Tracker Publications

 **Manage Publications**

Subscribe to Publications

**View and Download Publications**



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**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 Manage Building Groups Upload Data Download Data Manage Publications

Subscribe to Publications View and Download Publications

**View and Download Publications**

Select a Publication: Quarterly Reports

**Download By Division**

Select your Organization/Division to Download a Bundle of Publications

Select a Division: Provider Organization 104393

Period: -- Period --

**DOWNLOAD BUNDLE**

**View and Download Publications by Building**

Select from your list of Buildings below to download a Publication

Select a Building: -- Select a Building --

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# 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).

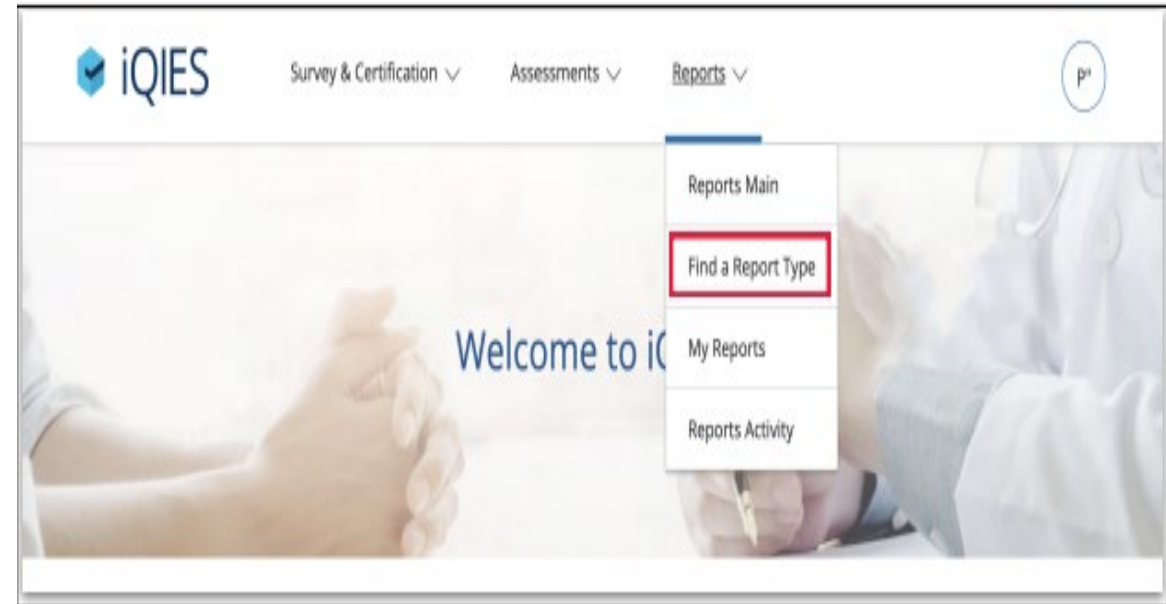


# Integrating LTC Trend Tracker with Quality Assurance and Process Improvement (QAPI)



# 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





# 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



# Resources





# LTC Trend Tracker Resource Center

AHCA NCAL  
AMERICAN HEALTH CARE ASSOCIATION NATIONAL CENTER FOR ASSISTED LIVING

Login | Bookstore | Contact Us | Coronavirus | Search

## Resources

Account Administration	Using the System	Training Videos
<b>Skilled Nursing Facilities</b> <ul style="list-style-type: none"><li>Run a SNF Report</li><li>How to Upload SNF Data</li><li>Using the SNF Dashboard</li><li>Download Data Feature</li></ul>	<b>Assisted Living</b> <ul style="list-style-type: none"><li>Run an AL Report</li><li>How to Upload AL Data</li><li>Modifying the AL Dashboard</li><li>Download Data Feature</li></ul>	<b>All Videos</b> <ul style="list-style-type: none"><li>View all training videos</li></ul>

Welcome, kfranklin@ahca.org

Profile

Logout

Resources

Help

 **LTC trendtracker**  
YOUR QUALITY & PERFORMANCE SOLUTION



# 101 Courses on ahcancalED

The screenshot shows the ahcancalED website interface. The top navigation bar includes 'Assisted Living', 'Infection Prevention', 'Reimbursement', 'Survey & Regulatory', 'Quality', and 'Quick CEs'. The main content area features a 'Welcome' sidebar with 'Log In' and 'Create Account' buttons, and a 'How to Get Started' section. The main heading is 'How do I use LTC Trend Tracker as an Assisted Living?'. Below this, there is a 'General Description' section, 'Learning Objectives' (1. Learn how to utilize and customize the assisted living dashboard, 2. Learn how to customize and run an assisted living quality measures report, 3. Understand the measures and upload data), and a 'Speaker' section for Lindsay Schwartz, Ph.D., Associate Vice President, Workforce & Quality Improvement, NCAL. A 'Register' button is visible in the top right corner.

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

The screenshot shows the ahcancalED website interface. The top navigation bar includes 'Assisted Living', 'Infection Prevention', 'Reimbursement', 'Survey & Regulatory', 'Quality', and 'Quick CEs'. The main content area features a 'Welcome' sidebar with 'Log In' and 'Create Account' buttons, and a 'How to Get Started' section. The main heading is 'How do I use LTC Trend Tracker as a Skilled Nursing Facility?'. Below this, there is a 'Contents (9)' section with a list of video topics: 1. Welcome to the LTC Trend Tracker 101 course, 2. The SNF Dashboard, 3. How to access reports PL 1, 4. How to access reports PL 2, 5. Uploading Data, and 6. Accessing Publications. A 'Register' button is visible in the top right corner.

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

# Contact Information

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[Research@ahca.org](mailto:Research@ahca.org)

LTC Trend Tracker Help Desk:

[Help@LTCtrendTracker.com](mailto:Help@LTCtrendTracker.com)