

Webinar Q&A

Give Me Bass

Setting Meaningful Baselines



1. Q: When are your next webinars planned?

A: QRM will host webinars that address elements of the CMS proposed changes in June, July, and August. To access dates and registration information, follow us on social media.



Additionally, the [QRM Resources page](#) includes blogs and podcasts that cover the proposed CMS changes.

2. Q: If I am struggling to find and retain staff now, what am I supposed to do if the government releases it higher staffing mandate and starts penalizing us?

A: Staff retention and staff recruitment are always key issues in our industry. While there does not appear to be a “one-size-fits-all” solution, industry leaders continue to advise the following:

- Focus efforts on your residents. Staff who are engaged in successful resident satisfaction programs report higher job satisfaction.
- Employee recognition programs are often ignored. Rekindle your staffs’ passion for resident care by recognizing their good work.
- Maintain an emphasis on resident outcomes. Being recognized as a top provider may improve your image among your team and in your community.

3. Q: How do I know what will happen with my state's case mix when Section G is removed from the MDS?

A: While it is anticipated that the elimination of Section G from the MDS will affect many states' Medicaid Case Mix payment systems, the effects are yet to be assessed. Some states have developed payment systems, other than RUGs-based, many of which are based on the PDPM payment system. Other states have already requested to use CMS's Optional State Assessment (OSA), which will require collection of some of the current Section S information.

We recommend that you closely monitor your state's Medicaid system for payment-related updates.

4. Q: Will my Quality Measures (QM) drop when Section G is removed from the MDS and they start using Section GG to calculate scores?

A: There is no information at this time that addresses the potential effects of using Section GG to calculate Quality Measure scores. Our recommended "best practice" is to continue focusing on improving your Quality Measure scores using the current Section G information. Facilities that have higher QM scores under the current system will most likely have higher scores under the forthcoming one.

5. Q: How am I supposed to get my staff to agree to additional COVID-19 vaccinations to bring them to the current CDC recommendations?

A: This can be a tough task. There are many factors that affect caregiver opinions about COVID-19 (and other) vaccinations. We recommend that you address this from a resident-protection perspective. When teams understand how vulnerable SNF residents are, we often see facility vaccination rates improve. Additionally, leaders that continue to educate teams on the positive results of caregiver vaccination often see higher vaccination rates.

6. Q: Where do I find the CoreQ questions and information?

A: All of the supporting documents can be found [here](#).

7. Q: Will the proposed changes be updated and clarified when the “Final Rule” is released?

A: We often see proposed changes amended prior to implementation. There is no specific information available at this date, however, we expect the “Final Rule” to be released toward the end of July.

8. Q: Who can I contact about the MDS changes?

A: QRM is always available to our customers to answer MDS and other payment-related questions. Additionally, Long-Term Care Facility Resident Assessment Instrument 3.0 User’s Manual (“RAI Manual”), Appendix B, has a list of State RAI Coordinators, who are the resources at the state level.

9. Q: We have a remote MDS nurse covering our facility, but we are struggling to keep up. I’m afraid our scores are going to suffer. What can we do?

A: QRM provides remote MDS services at many sites, so we understand how challenging this can be. Our experience shows that some of the following help:

- Set very clear expectations for your team. Who will do what and by when?
- Review each resident carefully upon admission and throughout their stay.
- Make sure tasks are completed accurately and timely by your team.
- As a leader, make sure you understand the upcoming changes. Then provide education, resources, and time to implement changes.

10. Q: Where do I find the most recent CDC vaccination recommendations?

A: The Center for Disease Control (CDC) has provided [this webpage](#) to help you remain up to date.