The FORUM

News for Nursing Facility Administrators

Emergency Preparedness Resources

Next Steps

One year after the new CMS requirements for emergency preparedness planning began to be enforced, we are finding a proliferation of information and resources on the web and in the market place that support those goals. We've come a long way since Hurricanes Katrina, Rita and Ike. Hurricane Harvey provided a test of our progress and showed us what still needs to be done.

Campaign for Action published an article detailing the lessons learned by one facility on the Texas Gulf Coast - CHRISTUS Southeast Texas St. Elizabeth Hospital in Beaumont, Texas. The article tells how they coped with the fact that, though the facility was not directly impacted by flooding, many employees were not able to get to the facility because of flood waters and one in five of their nursing staff lost their homes to flooding. The organization was committed to finding creative ways to maintain continuity of operations, while also supporting volunteers and employees affected by the storm. Their new hire orientation now includes emergency preparedness training.

Is your facility in the market for a new Emergency Mass Notification System (EMNS)? Here is another article published by Security Info Watch; "5 Emerging Capabilities Your EMNS System Should Have." The article describes what capabilities you might want to consider in a new notification system, some of which are just now becoming available.

A few more resources that you might find useful:
- [Continuity of Operations Template](#) – developed by California Association of Health Facilities.
- [Everbridge CMS Emergency Preparedness booklet](#).
- CMS also has a website with [emergency preparedness information,](#) and an [Emergency Preparedness Checklist](#).

Our own agency has developed some resources to serve your emergency planning needs.

You can find [weather related news and information](#) at the HHSC website. The website contains useful information about current [severe weather events](#), and additional resources like 2-1-1 Texas, the American Red Cross, etc.

You can find and register to attend [joint provider training](#) at the HHSC website (scroll to the bottom of the page and follow the link for registration.) One of the trainings currently being offered is a full-day emergency preparedness training. It includes frequently asked questions, information on many types of hazards and how to prepare for them, templates and checklists. You can also request to have a class held in your area. Contact Lisa G. Davis at 512-438-4530 to request a class.

Texas Department of Public Safety operates the State of Texas Emergency Assistance Registry (STEAR). [STEAR](#) allows you to communicate your emergency evacuation needs. STEAR provides a free, voluntary, and confidential registry for people who need assistance and/or evacuation during an emergency. Registry information will be forwarded to local Offices of Emergency Management (OEMs). Local OEMs have the ultimate responsibility for evacuations. [Texas 2-1-1](#) has more information about STEAR.

Last, but not least, we've been hearing the buzz about Massive Open Online Courses (MOOCs). Might there be one for emergency preparedness in a healthcare setting? Sure enough, there is! Titled "Disaster Preparedness for the Healthcare Professional," this [six-week course](#) – offered by Coursera and developed by Johns Hopkins – can be accessed for free, or for a fee you may receive a certificate upon completion. While HHSC does not endorse this course or accept it for CE credits, you may find it valuable.

Emergency planning is a task that is never done, but every day is a chance to set new goals and make progress. Hopefully you will find something here to help move your facility down the road to a safer future!

Civil Monetary Penalty Projects

Texas Funds Hard at Work

Have you ever wondered what happens to the civil monetary penalty (CMP) funds the state collects from facilities that are found to be out of compliance with federal requirements for long-term care? Those funds are hard at work providing vital capital to develop projects, resources, and training directly benefiting residents of long-term care facilities for the improvement of their quality of life. Could your facility take advantage of the opportunities provided by CMP funds? Yes!

Some Project Examples

Civil Monetary Penalty funds have been used by HHSC itself to develop programs to benefit facilities and long-term care professionals across the state. Your facility and your employees can access many of these programs.

HHSC Quality Monitoring Projects:

- Music and Memory – four phases of this initiative to date have grown participation to 432 facilities and provided access to 10,000 residents.
- Texas Nursing Facility Director of Nursing Training Academy - training seminars continue to be held across the state.
- Texas Reducing Antipsychotics in Nursing Homes - Providing Individualized Assistance and Support. Did you know that Texas has gone from 51st in the country in reduction of anti-psychotic use to 10th? Now that's real progress[1]!
- Certified Nurse Aide Training Academy
- Intellectual and Developmental Disabilities and Mental Illness Training Academy

Independent organizations have also tapped into CMP resources for the following projects:

Texas Healthcare Association

- Dementia training and coaching
- Online clinical resource center
- Smile Proud: Improving Oral Health toolkit

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[1] CMS Quality Measure, based on MDS 3.0 data. For more information, see the MDS 3.0 Quality Measures Users Manual.

West Central Texas Council of Governments

> Implementation of self-advocacy program

State Long-term Care Ombudsman's Office

> Production of 6 person-centered care training videos

> Resident Council Toolkit

Individual nursing facilities have also received CMP funds for the following:

- IN2L computer technology
- Virtual Dementia tour training
- Gazebo installation

Do you have a project that you would like to receive funding for?

Applications for CMP funds are received twice a year. The application periods are:

- Jan. 1 – Feb. 28
- July 1 – Aug. 31

What kind of projects are appropriate for CMP funds?

Projects that directly impact quality of life for residents of long-term care facilities, such as:

- Culture change projects
- Resident or family councils
- Direct improvements to quality of care
- Consumer information
- Resident transition due to facility closure or downsizing
- Preparing residents for community placement
- Training for facility staff and surveyors

You can find more information, guidance and tips for completing your application to receive CMP funds here.

Inspiration: Preparedness

"By failing to prepare you are preparing to fail."
Benjamin Franklin

"The secret of crisis management is not good vs. bad, it's preventing the bad from getting worse."
Andy Gillman

"Courage is not the absence of fear, but rather the judgement that something else is more important than fear."
Ambrose Redmoon

"Prepare for the unknown by studying how others in the past have coped with the unforeseeable and the unpredictable."
Gen. George S. Patton

"Natural disasters may destroy great cities, but they do not destroy civil rights."
Alan Gottlieb

"There's no harm in hoping for the best as long as you're prepared for the worst."
Stephen King

"Management is doing things right; leadership is doing the right things."
Peter Drucker

"Hardships often prepare ordinary people for an extraordinary destiny."
C.S. Lewis

For Your Information

Helpful information and resources at your fingertips

HHSC Computer Based Training
The following new CBTs outlining commonly cited regulatory deficiencies for 2017 are now available:

10 Most Frequently Cited Deficiencies in Nursing Facilities for Fiscal Year 2017 covers common citations and suggests areas where providers might implement quality assurance steps and performance improvement methods in nursing facilities.

10 Most Frequently Cited Deficiencies in Nursing Facilities Life Safety Code for Fiscal Year 2017 also suggests areas where providers might implement Life Safety Code quality assurance steps and performance improvement methods in nursing facilities.

Continuing Education
Looking for continuing education courses (CEUs)?

Search by state and/or city for NAB approved courses on the National Association of Long-Term Care Administrator Boards (NAB) website.

Helpful NFA Licensure Information
Have you moved recently? Has your e-mail address changed? Be sure to update your contact information.

NFA Online Licensing System
Licensing activities are now carried out online.

NFAs must disclose their personal contact information on all applications. Do not substitute the facility's contact information. Failure to comply may result in a fine.

The NFA licensing program can be contacted at (512) 438-2015.

NFA Referrals
Referrals against NFAs are mailed via certified mail and regular mail. Failure to sign and return the green card will not deter the referral from moving forward.

The preferred method of communication regarding NFA referrals is via e-mail at: PCEU@hhsc.state.tx.us

CEUs for referral sanctions must be NAB approved and have prior approval from HHSC.

You have 90 days to complete sanctions requirements. To avoid a negative impact on your license status, complete sanctions requirements before the license due date if the date falls before the sanction due date.

To apply to become a NFAAC member go to the Governor's Office webpage and log in to this link:

https://gov.texas.gov/organization/appointments/application

Once appointed by the Governor's office you have 90 days to take the Open Meeting Act Training. Log in to this link:

https://www.texasattorneygeneral.gov/og/oma-training

Preceptor Training

None scheduled at this time.

For more information, contact Nursing Facility Administrator Licensing - (512) 438-2015.

HHSC Contact Numbers

Licensing & Credentialing
Training, testing, licensing, certification and/or permitting, registry and administrator status, change of name and/or address, reciprocity, renewals

- Nurse Aide Registry - (512) 438-2050 (Nurse Aide Certification Program)
- Nurse Aide Training & Competency Evaluation Program – (512) 438-2017
- Medication Aide Program - (512) 438-2025
- Nursing Facility Administrator Licensing - (512) 438-2015
- [Nurse Aide Certification Status](#)

Professional Credentialing Enforcement Unit (PCEU)
Referrals, sanctions, revocations, employee misconduct, investigations, employability status

- Nurse Aide/Medication Aide Enforcement Program - (512) 438-5801
- Employee Misconduct Registry (EMR) Program - (512) 438-4436
- Nursing Facility Administrator (NFA) Investigations/Enforcement Program - (512) 438-4417
- [Employability Status Check Search](#)

Regulatory Services
- Provider Licensure and Certification - (512) 438-2630
- Provider Licensing Enforcement - (512) 438-4860
- Survey & Certification Enforcement - (512) 438-2398
- Open Records – (512) 438-2633
- Policy, Rules and Training – (512) 438-3161

Complaint & Incident Intake
- [Incident/Complaint Intake](#) – (1-800) 458-9858, or online.