

THE NATIONAL IMPERATIVE TO IMPROVE NURSING HOME QUALITY

Honoring Our Commitment to
Residents, Families, and Staff

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Committee Members

- **Betty R. Ferrell**, (*Chair*), City of Hope National Medical Center
- **Gregory L. Alexander**, Columbia University School of Nursing
- **Mary Ersek**, University of Pennsylvania Schools of Nursing and Medicine; and Department of Veterans Affairs
- **Colleen Galambos**, University of Wisconsin-Milwaukee; and Medical College of Wisconsin
- **David C. Grabowski**, Harvard Medical School
- **Kathy Greenlee**, Greenlee Global LLC
- **Lisa Kaplowitz**, Virginia Department of Health
- **R. Tamara Konetzka**, University of Chicago
- **Christine Mueller**, University of Minnesota School of Nursing
- **Marilyn J. Rantz**, University of Missouri Sinclair School of Nursing
- **Debra Saliba**, University of California, Los Angeles Borun Center; Veterans Affairs, Los Angeles GRECC; and RAND Corporation
- **William Scanlon**, West Health
- **Philip D. Sloane**, University of North Carolina at Chapel Hill
- **David G. Stevenson**, Vanderbilt University School of Medicine
- **Jasmine L. Travers**, NYU Rory Meyers College of Nursing
- **Reginald Tucker-Seeley**, ZERO-The End of Prostate Cancer; and University of Southern California
- **Rachel M. Werner**, University of Pennsylvania Leonard Davis Institute of Health Economics; and Crescenzo Veterans Affairs Medical Center

Statement of Task

- **Examine how our nation delivers, regulates, finances, and measures the quality of nursing home care.**
- **Delineate a framework and general principles for improving the quality of care in nursing homes.**
- **Consideration of COVID-19 pandemic.**

Committee's Vision

The committee's vision of nursing home quality is that ***residents of nursing homes receive care in a safe environment that honors their values and preferences, addresses goals of care, promotes equity, and assesses benefits and risks of care and treatments.***

Overarching Conclusions

1. The way in which the United States finances, delivers, and regulates care in nursing home settings is **ineffective, inefficient, fragmented, and unsustainable**.
2. Immediate action to **initiate fundamental change** is necessary.
3. Stakeholders need to **make clear a shared commitment** to the care of nursing home residents.
4. Ensure that quality improvement initiatives are implemented using strategies that **do not exacerbate disparities** in resource allocation, quality of care, or resident outcomes.

Continued

Overarching Conclusions *(continued)*

5. **High-quality research** is needed to advance the quality of care in nursing homes.
6. The nursing home sector has suffered for many decades from both **underinvestment in ensuring the quality of care** and a **lack of accountability** for how resources are allocated.
7. All relevant federal agencies need to be granted the **authority and resources** from the U.S. Congress to implement the recommendations of this report.

GOAL 1

Deliver **comprehensive, person-centered, equitable care** that ensures residents' health, quality of life, and safety; promotes autonomy; and manages risks

Recommendations:

- Care planning
- Models of care
- Emergency preparedness and response
- Physical environment

GOAL 2

Ensure a well-prepared, empowered, and appropriately compensated **workforce**

Recommendations

- Competitive wages and benefits
- Staffing standards and expertise
- Empowerment of certified nursing assistants
- Education and training
- Data collection and research

GOAL 3

Increase the **transparency and accountability** of finances, operations, and ownership

Recommendations

- Collect, audit, and report detailed facility-level data on the finances, operations, and ownership of all nursing homes
- Data should be publicly available in real time
- Database should be searchable in a manner that allows for the assessment of quality by common owner or management company

GOAL 4

Create a more rational and robust **financing system**

Recommendations

- Study of a federal long-term care benefit¹
- Adequacy of Medicaid payments
- Specific percentage of Medicare and Medicaid payments for direct-care services
- Value-based purchasing initiatives for long-term care
- Demonstration projects on alternative payment models

¹One committee member declined to endorse this recommendation.

GOAL 5

Design a more effective and responsive system of **quality assurance**

Recommendations

- State surveys and CMS oversight
- Long-Term Care Ombudsman Program
- Transparency and accountability
- Certificate-of-need regulations and construction moratoria

GOAL 6

Expand and enhance **quality measurement and continuous quality improvement**

Recommendations

- CAHPS measures of resident and family experience
- Enhancement and expansion of Care Compare
- Development and adoption of new measures
- Health equity strategy
- Technical assistance for quality improvement

GOAL 7

Adopt **health information technology** in all nursing homes

Recommendations

- Pathways to provide financial incentives for EHR adoption
- Measures of HIT adoption and interoperability
- Perceptions of HIT usability
- Training in core HIT competencies

Implications of the **NASEM Report on Quality of Care in Nursing Homes** for **Meeting the Needs of People Living With Alzheimer's Disease and Related Dementias**