

## WHAT'S INSIDE:

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Learn how the Annual Choose Well Score Update may affect you.  
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Have you registered for the 2/7/2019 Lunch n Learn offering 2 FREE CEUS? If not, turn to **Page 2** to learn more and find the registration link.

Choose Well numbers are still growing. See where members are located.  
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# Choose Well



# Times

## ANNUAL UPDATES TO CHOOSE WELL SCORES

ISSUE NO. 5  
VOLUME 1  
1/2019

**Watch Your Emails:** Over the next 5 to 7 days, you may receive an email advising you that your Choose Well Score has changed. Updated scores automatically become public 10 days after the notifying email. Here's what you need to understand any changes you might see in your score.

### *What is the Annual Update?*

As you know, the Choose Well Score includes a 5-year lookback and an accumulating 6<sup>th</sup> year. In 2018, your score reflected citation data from 2013, 2014, 2015, 2016, and 2017 with an accumulating data set for 2018. In January of each year, Choose Well Scores are updated to *remove* citations, civil penalties, and non-compliance conferences you may have received during the 5<sup>th</sup> year (2013). (We call this the data drop-off.)

### *Why does Choose Well do Annual Updates?*

Choose Well does Annual Updates for two reasons:

- 1) The County understands that facilities, like people, change over time. The County wants your score to be reflective of your compliance over the past five years.
- 2) With the 5-year lookback, the Choose Well Scores are more consistent with the compliance histories posted on CCL's Transparency site.

### *Does everyone's score change?*

No, not every facility's score will change. For instance, if you weren't in business in 2013, or didn't have any citations in 2013, you will not see a change in your score. In fact, you may find that your score improves because of the 2013 data drop-off.

### *Can my score go down?*

Yes, part of this update includes a comprehensive annual audit. We verify each facility's LIC 809s and LIC 9099s just to make sure we've not missed anything. Also, CCL continues to conduct inspections, so we will include citations and civil penalties for current CCL activity.

If you've received citations or civil penalties in the last 30 days, and if those citations are included in any of the Quality Measures, you may see your score decline.

### *Can I raise my Choose Well Score?*

Yes. All members can raise their score by providing additional documentation to us. You can learn more [here](#).

### *I don't like my updated facility score. What are my options?*

Once you receive notification of your new score, you have 10 days to opt out of the program. Send us an email advising you are opting out. Your facility profile will be deleted within 24 hours.

# FREE LUNCH & 2 FREE CEUS



## CONSIDERATIONS for FALL PREVENTION

The Centers for Disease Control and Prevention reports what we all know – falls are serious and costly for our residents. Falls can cause broken bones and head injuries. Even if a resident isn't hurt by a fall, it's likely they will become more afraid of falling. Fear of falling may cause a resident to cut back on activities they enjoy, and then, they may start cutting back on all activities. Don't let this happen to your residents!

Here are three things to consider to help keep your residents upright:

- **Footwear** - Shoes that are too big, too small, ill-fitting, and even untied shoelaces can put your resident at risk of becoming unstable and falling.
- **Lights** - Having good lighting in each room during the day helps the visually impaired safely navigate your facility, and of course, night lights in hallways, bathrooms, and bedrooms are essential for safety.
- **Space** - Maintaining lots of room between pieces of furniture assures your residents won't try to squeeze between the counter edge and the chair, losing their balance in the process.

If you have fall prevention strategies you successfully employ in your facility, let us know so we can pass them along in the March issue of the Choose Well Times. And remember, you receive bonus points for uploading your Fall Mitigation Plan on the Choose Well site.



WHEN	<b>7 February 2019</b>
WHERE	HHSA East County 389 Magnolia Ave El Cajon
TIME	1 pm to 4 pm
TOPICS	<p><b>“RCFEs &amp; Liability Insurance 101”</b> Minh Nguyen, Protégé Brokers</p> <p><b>“Long Term Care Ombudsman &amp; Mandated Reporting”</b> Kristin Rigsbee, LTC Ombudsman Trainer &amp; Development Specialist</p>
RSVP	<a href="#"><u>REGISTER NOW FOR FREE CEUS</u></a>
Lunch and a beverage will be hosted by the Choose Well Program	

**~ Meet Minh & Kristin~**

The Choose Well Team has put together a timely and informative Lunch n’Learn for February (**register at the above link**). We’ve found two highly qualified professionals to train on two very important subjects: insurance and the mandated reporter law.

**Minh Nguyen**, President of Protégé Insurance Brokers will train on liability insurance issues for RCFEs. He has years of experience in the insurance industry and nearly 20 years as a Certified Financial Planner. He will discuss how to keep your premiums affordable and reduce your facility risks.

**Kristin Rigsbee** is known to nearly all RCFE owners through her long tenure in the County of San Diego’s Ombudsman Office. She’ll walk you through the mandated reporting law, and remind you of the services the Long-Term Ombudsman Office provides to your residents.

## Choose Well Member Volunteers

**138.** . . . That’s the number of Choose Well members, as of the middle of January 2019. 138-member facilities represents about 23% of all licensed RCFEs in the county. Recruitment was slow during the holidays but we continue to work to increase the number of Choose Well providers.

By HHSA region, this is how our membership is distributed county-wide:

HHSA Region	Total in Region
Central	10
East	22
North Central	37
North Coastal	27
North Inland	33
South	9

**County Total 138**

Thank YOU for being a  
Choose Well Member



**RCFE Disaster Preparedness Task Force**  
*Preparedness, Response, Recovery*

Many Choose Well members are also members of the RCFE Disaster Preparedness Task Force (RDPTF). In fact, that is a logo of distinction that can be added to your Choose Well profile if you are a member.

We’ve been advised by Regina New, Director of the RDPTF, that 3 Disaster Preparedness Lunch & Learns are planned for 2019. The dates and locations will be announced as information becomes available. Workshops will likely include the new requirements under AB 3098 (H&SC 1569.695) discussed in the next article.

## STAY UP-TO-DATE WITH CCLD

Just a few short weeks into 2019 and already CCLD has issued two new Provider Information Notices (PINs). You recall that it takes a lot of clicks to find the PINs on CCLD’s website, but on the Choose Well site, it just takes TWO clicks to locate and link to four years of PINs.

In [PIN 19-01-ASC](#) (standing for Adult and Senior Care) the agency has waived the requirement that medical assessments (LIC 602A) can only be signed by a physician. Under Title 22, Section 87209, Program Flexibility, an RCFE licensee may request a waiver to Title 22, Section 87458(a) to allow a licensed medical professional, who is not a physician, acting within the scope of their practice, and under the supervision of a licensed physician, to complete and sign the medical assessment. But before this can happen, you do need to submit the waiver request to CCLD. You can read the details in [PIN 19-01](#), linked here.

On January 10, 2019, the agency issued [PIN 19-02-ASC](#) which reports that the National Pressure Ulcer Advisory Panel (NPUAP) has replaced the term “pressure ulcer, dermal ulcer, or decubitus ulcers” with the term “pressure injury” to more accurately describe pressure injuries to both intact and ulcerated skin.

The NPUAP has also updated the stages of these wounds by adding the terms “deep tissue pressure injury” and “unstageable pressure injury.” According to the PIN, until the regulations for adult community care facilities are updated, “dermal ulcers” will be used interchangeably with “pressure injuries.” The PIN does not change the reporting responsibilities for dermal ulcers.

The last 2018 PIN is [PIN 18-18-ASC](#) which addresses 2018 Chaptered Legislation affecting RCFEs and CCRCs. Key legislation includes AB 3098 (now H&SC 1569.695) which becomes effective 7/1/2019. It requires additions to your facility emergency and disaster plan, staff training, and quarterly drills. Until regulations are updated, the RCFE needs to comply with Title 22, Section 87212 and H&SC 1569.695.

There are many new requirements for your Emergency and Disaster Preparedness Plan. The agency will issue another PIN when the LIC610E and LIC610E-S forms have been updated.

## CATCH UP On YOUR READING

Over this last year, Choose Well’s Principal Investigator, Christina Selder, has written a series of articles featuring best practices and information related to Choose Well’s Quality Measures. Additionally, she wrote an explainer on the ways you can improve your Choose Well Score (“Want to Improve your Choose Well Score?”). If you’re like most providers, you’re busy caring for your residents and managing your business, so you don’t have a lot of time to visit Choose Well’s website. For your convenience, we’re providing you with quick links below to help you catch up on this relevant reading.

- [Quality Measure 1: Keeping Residents Active and Engaged](#)
- [Quality Measure 2: “SMART” Emergency Disaster Planning for RCFEs](#)
- [Quality Measure 3: All About Water Temperature](#)
- [Quality Measure 4: Tips for Optimal Nutrition](#)
- [Quality Measure 6: Resident Rights](#)
- [Quality Measure 7: Refresher on Staffing Requirements & Resources](#)
- [Want to Improve your Choose Well Score?](#)
- [Quality Measure 9: How Assessments Can Reduce Resident Elopements](#)

## WEBSITE TRAFFIC SINCE AUGUST 2017 LAUNCH

Many providers have asked us what the web traffic is to the Choose Well site. This graph depicts traffic from the official launch date of August 2017 through December 2018. On average, the site is receiving about 900 users per month, or on average, about 30 visitors per day.

