Data Entry for the Advancing Excellence Campaign

What you need to know

An important step in quality improvement is to regularly review your facility’s progress toward meeting its goals. In fact, this is one of the most effective ways of assessing the outcomes of your organization’s interventions.

If you have not yet done so, now is the time to enter data for your facility’s organizational goals into the Advancing Excellence campaign web site. Data entry is simple and will only take a few moments of your time. By entering your facility’s data, you will be performing an important step in your own facility’s quality improvement work; however, you will also be contributing to a national repository of nursing home data, which will help further inform and guide the future of the long-term care industry.

Please take time today to log in to www.nhqualitycampaign.org and enter your facility’s data. Data for the clinical goals (pain, pressure ulcers and restraints) are obtained through CMS’ Quality Measures. No data entry is required for clinical goals; only data for the organizational goals will need to be entered. The campaign’s organizational goals are:

- Goal 1: Staff Turnover
- Goal 2: Consistent Assignment
- Goal 6: Advance Care Planning
- Goal 7: Resident/Family Satisfaction
- Goal 8: Staff Satisfaction.

To enter data, log in to the website and click “Enter Data” from the menu on the left. Follow the prompts; use the following pages of this handout as a reference.

Frequently Asked Questions (FAQs)

- How can I find out if my facility is enrolled in the campaign? Check out the nursing home listing on the web site, www.nhqualitycampaign.org, by clicking on “Find Participants.”
- How can I find out which goals were selected for my facility? Log in and click “Update My Goal Selection” from the menu on the left.
- Can I change my facility’s goals? You may add new goals at any time, but selected goals may not be removed.
- I cannot log in. Help! Use the website’s password retrieval system or contact Leasa Novak at 330-651-3063.
Goal 1: Staff Turnover

→ Step 1: Select a Year
  • 2010, 2011 or 2012
→ Step 2: Enter the following information (for each job category, separately):
  • Number of Staff Employed on the First Day of each Month
  • Number of Staff Terminated by the Last Day of each Month
→ Data should be entered on a monthly basis, but can be entered at any time up to present day.

Goal 1 - Staff Turnover: Nursing homes will take steps to minimize staff turnover in order to maintain a stable workforce to care for residents.

Download the Tool for Calculating Staff Turnover (Microsoft Excel File) to assist in turnover monitoring and calculating annual turnover numbers. (Monthly numbers from the workbook are to be entered in the fields below).

Select a year from the list to load any previously entered data for that year and enable data entry in the table. After entering data for a staff category, click the Submit button at the bottom of that staff category to save your data.

Hint:
Use the Tool for Calculating Staff Turnover as a way to track data for easy entry to web site. The tool also calculates monthly and annualized turnover rates for your facility, as well as other calculations.
**Goal 2: Consistent Assignment**

→ Step 1: Select a Month and a Year
   - 2010, 2011 or 2012

→ Step 2: Enter the following information (monthly for long-stay residents, and two-week increments for short-stay residents):
   - Number of unique residents during the time period
   - Maximum number of unique CNA caregivers for a resident during the time period
   - Minimum number of unique CNA caregivers for a resident during the time period
   - Average number of unique CNA caregivers per resident during the time period
   - Percent of residents that met consistent assignment target

→ Data should be entered on a monthly basis, but can be entered at any time up to present day.

Hint:
Use the Tool for Calculating Consistent Assignment as a way to track weekly data for easy entry to website. The tool also gives answers to frequent asked questions and directions for entering data into website.
Goals 3, 4 and 5: Restraints, Pressure Ulcers and Pain

- Based on Quality Measure (MDS 2.0) data; historical data available on web site.
- New data will be available in 2012 when MDS 3.0 measures are made public.
- No current data entry on website; however facilities are encouraged to track their own rates with AE tools.

Goal 6: Advance Care Planning

→ Step 1: Select a Month and a Year
  - 2010, 2011 or 2012
→ Step 2: Enter the following information:
  - Count of all residents
  - Count of new and readmitted residents
  - Count of all residents with documentation of initial discussion of goals and preferences for care in medical record
  - Count of new and readmitted residents with documentation of initial discussion of goals and preferences for care in medical record
  - Count of all residents with an end-of-life care plan
  - Count of new and readmitted residents with an end-of-life care plan
  - Count of all residents with signed end-of-life care document
  - Count of all new and readmitted residents with signed end-of-life care document

Hint:
Data should be entered on a monthly basis, but can be entered at any time up to present day.
Goal 7: Resident and Family Satisfaction

→ Step 1: Select a Quarter and a Year
  • 2010, 2011 or 2012

  Please note: The Ohio Department of Aging's satisfaction surveys are performed annually, alternating between residents (odd years) and families (even years). Please contact the ODA at 1-800-282-1206 for more information about these statewide surveys.

→ Step 2: Enter the following information:
  • Did your nursing home administer a resident satisfaction survey during this quarter to any resident?
  • Did your nursing home administer a family satisfaction during this quarter to any family member?
  • If no to both questions above, please click the Submit Data button below - no further information needed. Otherwise, continue.
  • What was the average number of residents in your nursing home during this quarter?
  • Did you use one of the recommended surveys from the website resources?
  • Select the survey from the list or enter the name if not listed.
  • How many residents were administered a satisfaction survey this quarter?
  • How many family members were administered a satisfaction survey this quarter?
  • How many residents returned the satisfaction survey this quarter?
  • How many family members returned the satisfaction survey this quarter?
  • Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?

Hint:
Data should be entered on a quarterly basis, but can be entered at any time up to present day.
Goal 8: Staff Satisfaction

→ Step 1: Select a Quarter and a Year
- 2010, 2011 or 2012

→ Step 2: Enter the following information:
- Did your nursing home administer a staff satisfaction survey during this quarter to any staff? If no please click the Submit Data button below - no further information needed. Otherwise, continue.
- What was the average number of staff in your nursing home during this quarter?
- Did you use one of the recommended surveys from the website resources?
- Check all surveys that were used.
- How many staff were administered a satisfaction survey this quarter?
- How many staff returned the satisfaction survey this quarter?
- Did your nursing home analyze the survey results and integrate the findings into the quality improvement program?

Hint:
Data should be entered on a quarterly basis, but can be entered at any time up to present day
Next Steps:

Be sure to take advantage of valuable tools and resources from the Advancing Excellence campaign; helpful items are available under the “Resources” menu on the campaign’s website www.nhqualitycampaign.org. Some of these tools include:

- Implementation Guides and manuals
- Tools for tracking progress
- Webinars and videos on how to get started
- Consumer and facility fact sheets

Remember: Entering data into the campaign’s tracking system is only part of the effort in quality improvement! Process improvements and staff education are also vital steps in quality improvement.