

Long-Term Care Facility Initiatives

David Hoffman & Associates brings decades of experience to address the needs of nursing home providers. The prevention of adverse clinical outcomes before they occur is critical to successful compliance and resident protection. We develop, in conjunction with facility administration, models to evaluate and ensure clinical and regulatory compliance. We also identify distressed facilities through data review and care observation, create intervention policies and procedures coupled with training and education of staff, to reduce the likelihood of clinical and regulatory problems.

We believe that written policies and procedures are a good beginning to ensuring compliance but that appropriate policies and procedures must be implemented by competent staff. To that end, we offer a training and education component that ensures that all individuals involved with the direct care of residents understand the policies and procedures implemented and the role that each employee plays as part of that care delivery. We also offer educational programs for nursing home administration, including administrators, quality assurance personnel, risk managers and compliance officers to ensure that care delivery is elevated to a compliance level.

As part of our nursing home consulting component, we offer an "Emergency Response Team" (ERT) for facilities with serious compliance/sanctions issues. Recognizing that owners and administrators re-deploy precious resources from other facilities when a particular facility is in distress, the ERT will immediately go to the facility and evaluate the care needs of the facility from a systems perspective. The ERT reviews not only the issues identified by state regulators, it will seek to stabilize the facility through immediate changes and then perform a root cause analysis/review. The Team will meet with government regulators to ensure appropriate communication regarding resolution of outstanding issues. Through implementation of these strategies, the ERT will minimize the stress on the organization while stabilizing the distressed facility in a timely fashion.

We also provide action plans in response to federal, state, and local surveys and investigations. We educate nursing home owners, quality assurance staff, risk managers, and compliance officers on how "failure of care" cases are developed and investigated. If an investigation or survey process is on-going, we develop strategies to identify and resolve the issues presented. We monitor care and address systemic problems at a facility during any investigation and/or as part of a negotiated settlement. We also provide expert testimony on behalf of our clients, when warranted.

All projects are evaluated for purposes of testing the interventions offered and the resulting feedback from the client. This evaluation may include analysis of patient outcomes, implementation issues associated with the recommendations offered by us, published papers, and/or client, patient, resident satisfaction analyses.