

Enhancing VA Community Nursing Home Program and State Long Term Care (LTC) Ombudsman Engagement



VA Community Nursing Home Facility Assessments

- VA medical centers (VAMC) are responsible for completing a facility assessment for each Community Nursing Home (CNH) engaging in contract with Department of Veterans Affairs (VA):
 - At the initiation of a contract with a new CNH facility
 - Annually thereafter
 - The facility assessment focuses on the strengths and quality of care provided by the facility, including a review of Centers for Medicare and Medicaid Services (CMS) Care Compare scores and recent surveys and deficiencies.
 - For facilities with VA paid Veterans in placement, VA reviews the Veterans satisfaction, any patient safety events or complains from the past 12 months.
 - VA has access to:
 - information that is provided to the general public, which is often delayed and lacks details
 - Information pertaining to VA paid Veteran specific events and care
 - VA relies on partnerships with the LTC Ombudsman to gain a better overall picture of the CNH facilities, their quality of care and any strengths or concerns that are beyond our awareness.

VA Community Nursing Home Facility Assessments, Cont.

- In March 2023, VA released a newly developed, standardized Community Nursing Home (CNH) Facility Assessment process and form.
- The form is required for use at each VAMC within their CNH program to ensure adequate quality oversight.
- The form requires VA CNH Program staff to identify if they have made contact with the State LTC Ombudsman and if so, what information was obtained.

*LTC Ombudsman

Has contact been made with the State LTC Ombudsman in conjunction with this assessment No Yes
If yes, provide relevant information obtained related to this facility.

- VA requests collaboration from State LTC Ombudsman to obtain this necessary information to help VA make informed decisions when purchasing nursing home care for Veterans.

VA Community Nursing Home Patient Rights Reference Sheet

- VA conducts on-site resident assessments with VA paid Veterans within a Community Nursing Home (CNH):
 - A minimum of every 45 days (with some flexibility for high-rated nursing homes with high Veteran satisfaction rates and no history of quality care concerns)
- VA released new requirements within the CNH program with a focus on Patient Rights and reporting of concerns
- Effective April 1, 2023, a Patient Rights Reference Sheet is required to be provided to the Veteran/Veteran's representative:
 - At the initial on-site visit by VA CNH program staff
 - Annually thereafter
 - When point of contact information changes
- The reference sheet provides the Veteran with:
 - An overview of their rights as a nursing home resident
 - Contact information for VA CNH Program Staff
 - Contact information for the State LTC Ombudsman

VA relies on information from and partnerships with State LTC Ombudsman to make informed decisions.

Information obtained helps ensure VA is purchasing quality care from community nursing homes for our Nation's Heroes.

Thank You!