ACTIVITY DEPARTMENTS:

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How to stay in the game and win!

- Structure
- Preparedness

What is the structure of your department?

- Are you running your department or is your department running you?
  - Communication with your staff
  - Documentation of communication – Accountability
  - What is your communication system?
- What are your clear expectations
  - Standards
  - Expectations
  - Consequences
  - In writing

Clue Card – Leg #1

- Create daily task sheets
- Create binders for originals, staff education/meetings
- Label everything 🏝
- Post Mission and Vision Statements
- Daily Check-ins with staff
- Create Lists
- Shopping List
- Craft Schedules

Ready, Set, Go! – Fast Forward Tool

- Annual and compliant surveys
  - Compliant – Any time
  - Annual – Every 9-16 Months
- Do you have a survey ready binder in the activity office?
  - Last 6 months of programming calendars
  - Next months programming calendar (rough draft)
  - Room visit/1:1 list (update at least monthly)
  - Last 3-6 Months of resident council (if you are in charge of the meeting)
  - Follow ups from group concerns/compliant/compliments

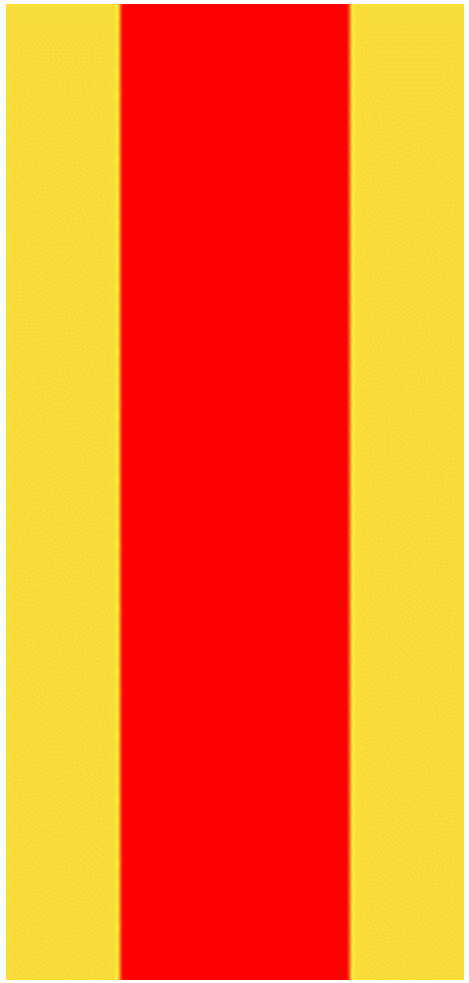
Surprise Surveyors are HERE!!!
IT IS GO TIME!!!

How to win the survey game!

- Don’t Panic, Remain Calm ☺
- Documentation - Everything must match!
  - Assessments, Progress Notes, Care plans
- Infection Control
  - **New Federal Regulation**
- Be aware of survey focus areas
- Be aware of regulation

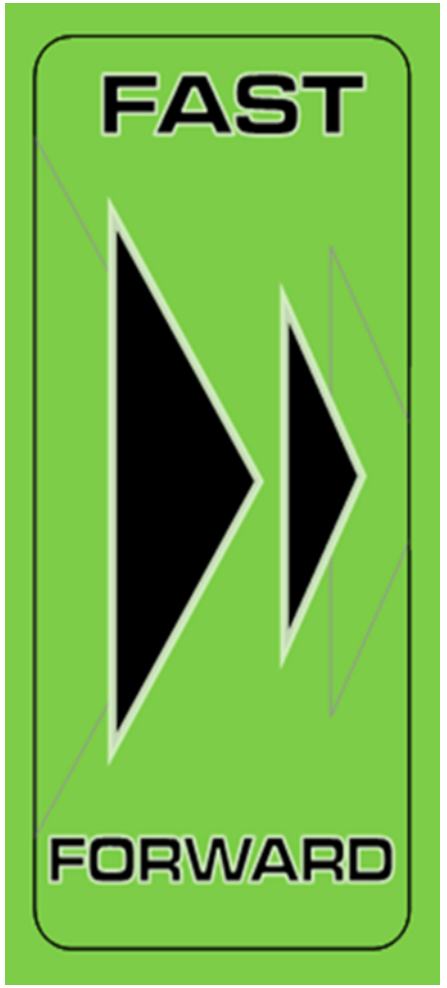
Clue Card – Leg #2 (Resident Council)

- Minutes
  - Resident Attendance
  - "Outsider" Attendance
  - Review of Resident Right
  - Old Business
  - New Business
  - New Facility Rules/Policies
  - Departmental Concerns
  - May review other facility specific items (meal of month, outings, idea exchange, ect.)
- Follow up
  - ANY departmental concerns should be followed up on with specific department
  - Documentation
  - Nasty Grams (2nd and 3rd Notices)
- Recent Survey Issues
  - Failure to report departmental issues as a "Reportable"



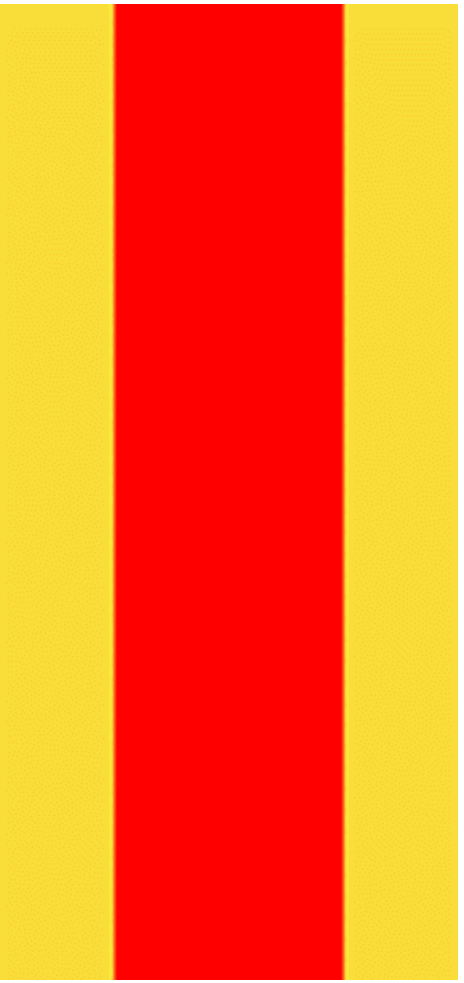
Resident Council – Fast Forward Tool

- Audit three months of minutes
  - Make sure ALL concerns/issues grievances are followed up on
    - Keep all copies
  - Make sure to review the new business from last month as old business for current month
  - Always review residents rights
    - Recommend at least three per month
  - Any facility announcements
    - New staff
    - New policy
    - Any Changes



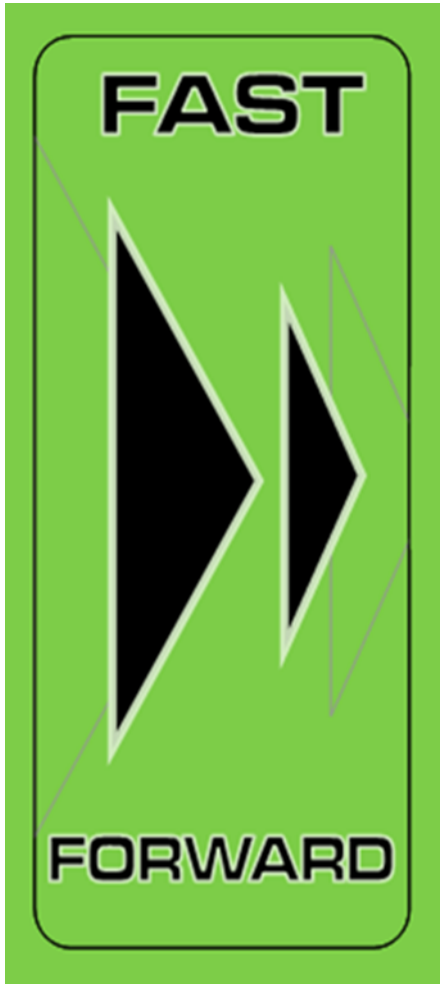
Clue Card – Leg #3 (Participation Records)

- Documentation
  - Participation
    - Active
    - Passive
    - Unavailable (Example: Therapy)
    - Sleeping
    - Out of Facility
  - Non-Participation
    - Refusals/Declines



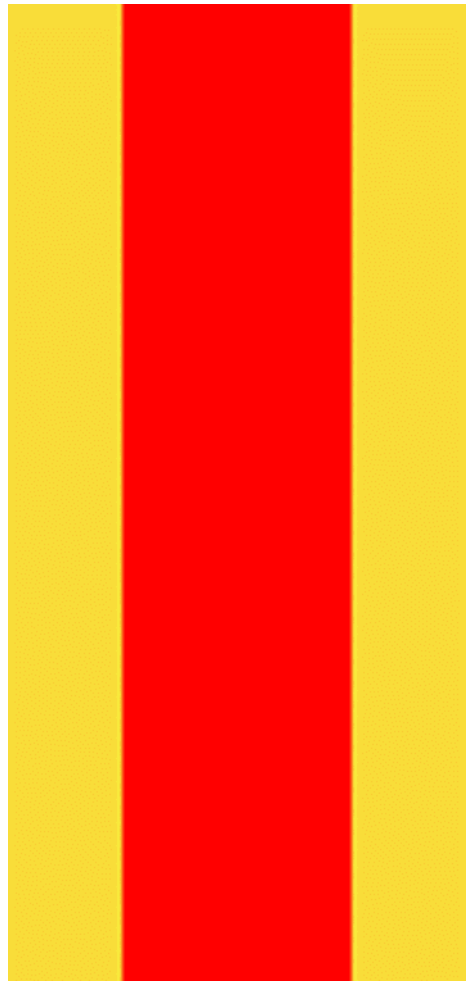
Participation Records – Fast Forward Tool

- AUDIT, AUDIT, AUDIT!!
- At the end of every month spot check at least 10 residents to ensure staff documentation



Clue Card – Leg #4 (Programming)

- Fillers
  - TV shows
  - Surveyors may ask “how is this meeting the needs of the resident?”
- Mail Delivery
  - M-Sat
- AM/PM listed on calendar
- Everything lined up neatly
- Outings
- Evening/Weekend activities
- Shift Change activities
- Herding time activities



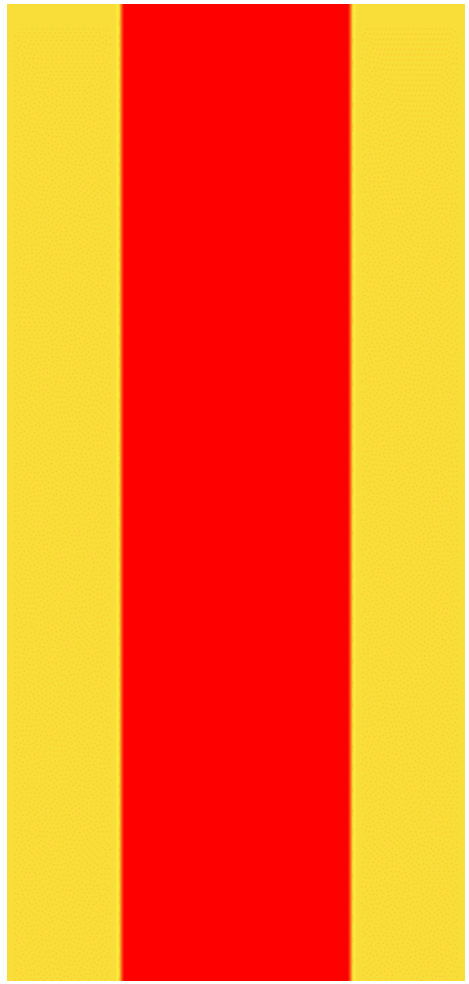
Programming – Fast Forward Tool

- Outings
  - Highly Recommended:
    - Activity Director complete documentation in medical record acknowledging communication with responsible party.
    - Example: Spoke with resident's responsible party this date to confirm resident attending outings on 11-1-14. Responsible party aware.
- Network with other activity directors and do a "calendar exchange"
- Ask a sample of your residents (40) the four QIS survey questions to see if you calendar is winning the race!

Clue Card – Leg#5 (Voting)

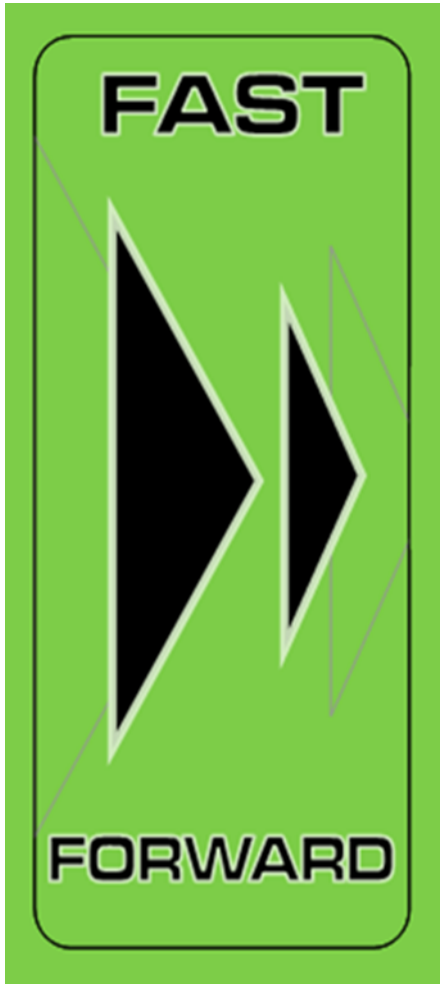
Sample – Voting Documentation

- Resident offered right to vote this date. Resident completed absentee ballot.
- Resident offered right to vote this date. Resident declined right to vote.
- Resident offered right to vote this date. County clerk (insert whatever agency is assisting, may be named different things across the country) in facility this date to assist resident with voting.

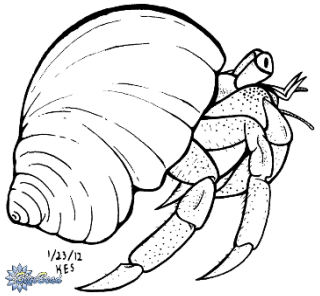


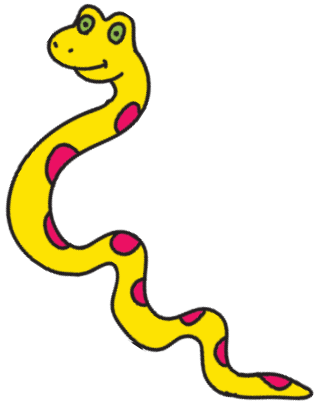
Voting – Fast Forward Tool

- Do not rely on automation reports
- Ask every resident about voting rights regardless of the determination of capacity
  - Competency
- Documentation of right to vote
- Residents may need to change country or state
- Residents may need to register to vote
- Always reference the secretary of state website



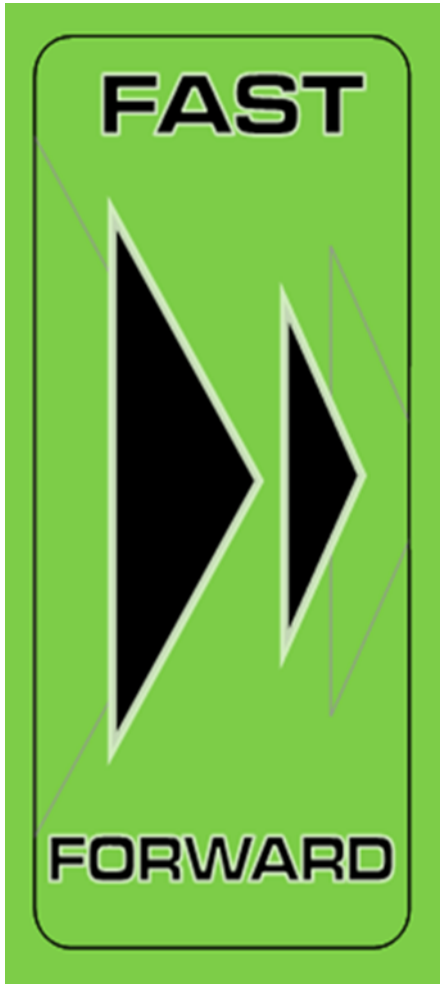
Clue Card – Leg #6 (Pets/Animals)





Pets/Animals – Fast Forward Tool

- Therapy
  - Must have papers that is a certified therapy animal
- Vaccination Records
- Contract with Veterinary Hospital for care
- Contract for cleaning (birds, fish)
- Policy on facility animals/pets
- Policy on visiting animals
- Care plan if family brings family pet to facility
- Infection Control
  - Cleaning Logs



Most Frequently Cited:

Most Frequently Cited Tags 10/01/15 – 06/30/16

F309 (53) • Provide Care/Services for Highest Well-Being	F441 (49) • Infection Control, Prevent Spread, Linens	F279 (48) • Develop Comprehensive Care Plans	F371 (46) • Food Procurement, Store/Prepare/Serve, Sanitary
F514 (40) • Resident Records - Completed, Accurate, Accessible	F272 (36) • Comprehensive Assessments	F253 (33) • Housekeeping and Maintenance Services	F282 (33) • Services by Qualified Persons/Per Care Plan
F280 (30) • Right to Participate in Planning Care, Revised Care Plan	F278 (29) • Assessment Accuracy, Coordination, Certified	F225 (27) • Investigate, Report Allegations Against Individuals	F241 (22) • Dignity and Respect of Individuality
F323 (22) • Free of Accident Hazards, Supervision, Devices	F431 (22) • Drug Records, Label/Store Drugs and Biologicals	F329 (21) • Drug Regimen is Free from Unnecessary Drugs	F520 (19) • QAA Committee – Members/Meet Quarterly/Plans

Other Regulations Being Cited

- Activities
  - F248, F249
- Related Possible Federal Tags for Activities
  - F164 – Privacy and Confidentiality
  - F172 – Access and Visitation Rights
  - F246 – Accommodation of Needs
  - F464 – Dining and Activities Rooms
  - F279 – Care Planning
  - F202 – Documentation
  - F240 – Quality of Life
  - F241 – Dignity

F272-F278 – Comprehensive Assessments
F279-F282 – Care Plans
F309 – Quality of Care
F323 – Accidents & Supervision
F441 – Infection Control
F520 – Quality Assessment & Assurance

Don’t get u-turned!!

Speed Bumps are NOT failures!

Samples

Documentation Cheat Sheet

- Admission
  - Initial activity assessment
  - Initial activity progress note
  - Initiate care plan
  - Complete Admission/5 Day MDS
    - CAA on initial if triggered
- Quarterly
  - No MDS on quarterly, no Section F (However you facility policy may be to complete a quarterly assessment)
  - Update and review care plan in the computer
  - Do activity progress note after the care plan conference
- Annual
  - Complete Annual Activity Assessment
  - Complete Annual MDS
    - CAA if triggered
  - Do activity progress note after the care plan conference
  - Review and update care plan in the computer
- Significant Changes
  - Complete Significant Change Activity Assessment
  - Complete Significant Change MDS
    - CAA if triggered
  - Do activity progress note after the care plan conference
- Other Circumstances to write progress notes:
  - Outings – Must get permission from resident and/or responsible party and do a progress note prior to resident exiting the building.
  - Voting – All residents must be asked about voting and have documentation either accepting or declining the right to vote.
  - Room Visits – Any increased or decreases in room visit frequently.
  - Readmission to facility.
  - Discharge (death, home, hospital, another care facility)
- Readmissions
  - If the resident has been OOF (out of the facility) for more than seven days then a NEW activity assessment and progress note must be completed. Also care plan is to be reviewed.
  - If the resident has been OOF for less than seven days and then readmitted, a progress note must be written and care plan must be reviewed.

QIS Survey Questions

- QIS Survey Questions (Resident Interview)
  - 1) Do you participate in the activity programs here?
    - If "No", ask why he/she doesn't participate.
  - 2) Do the activities meet your interests?
  - 3) Are the activities provided as often as you would like, including on weekends and evenings?
  - 4) Does staff provide items so you can do activities on your own, like books or cards?
- QIS Survey Questions (Family Interview)
  - Does staff encourage [resident's name] to attend activities and provide assistance to attend them?

Self Audit Tool

Resident Name	Date of last Assessment	Date of last Progress Note	Type of MDS	Does Assessment match care plan?	Does the progress note match the care plan?	Does interventions include supplies?	Does notes match participate-on sheets?
Mickey Mouse	8-10-12	9-2-13	Q	Assessment enjoys bingo, care plan states resident prefers to not "play gambling games"	Note states resident refuses OOR activities at times, care plan indicates active participation	No	Sheets do not state any refusals. First six days of month are blank.
Bugs Bunny	10-12-10	8-9-13	A	Yes	Progress notes states resident prefers independent leisure pursuits, but care plan states active in OOR	Yes	Refusals are marked.

Departmental Audit

Current Calendar	Next Month Calendar	Evening Activities?	Weekend Activities?	Room Visit List? Last Update?	Printed Staff schedule	Updated documentation on Part sheets?	Supplies Available?
Yes	No	1 per week	Two a day	6 Months	Yes	6 days behind	No
Yes	Yes	7 Per week	One a day	Two weeks	No	Current	Yes

Questions

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