



**Focus on Care & Outcomes:
Pressure Ulcers and Infection Control & Prevention**

Richard Mollot

The Long Term Care Community Coalition

www.nursinghome411.org

Support for this program provided by the NYS Health Foundation.

+ What is the Long Term Care Community Coalition?

- **LTCCC:** Nonprofit organization dedicated to improving care & quality of life for the elderly & adult disabled in long-term care (LTC).
- **Our focus:** People who live in nursing homes & assisted living.
- **What we do:**
 - Policy analysis and systems advocacy in NYS & nationally;
 - Education of consumers and families, LTC Ombudsmen and other stakeholders.
- **Partners & Members:** LTC Ombudsman Programs, LTC Consumer Advocacy Organizations, the Center for Independence of the Disabled, several Alzheimer's Association Chapters, other senior and disabled organizations. Also individuals, including ombudsmen, who join in our mission to protect residents.
- **Richard Mollot:** Joined LTCCC in 2002. Executive director since 2005.
- **Website:** www.nursinghome411.org.



+ Today's Program:

■ Brief Overview of the Issues

■ Infection Control & Prevention

- Extent of problem
- Regulatory standards
- What information is available to YOU?



■ Pressure Ulcers

- Extent of problem
- Regulatory standards
- What information is available to YOU?

■ Useful Tools & Resources



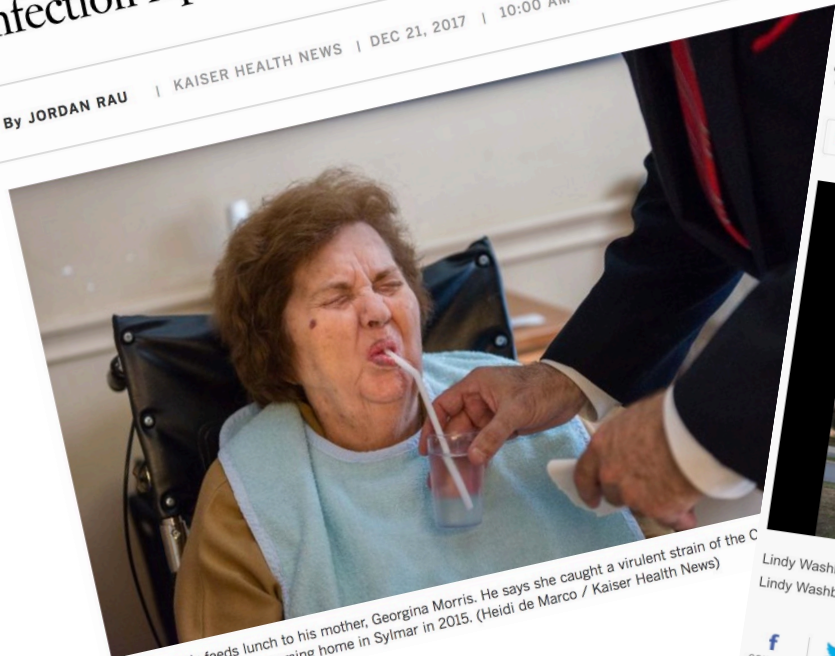
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Infection Control & Prevention

+ Infection Control & Prevention is One of the Most Serious Problems Facing Nursing Home Residents

Infection lapses are rampant in nursing homes but punishment is rare

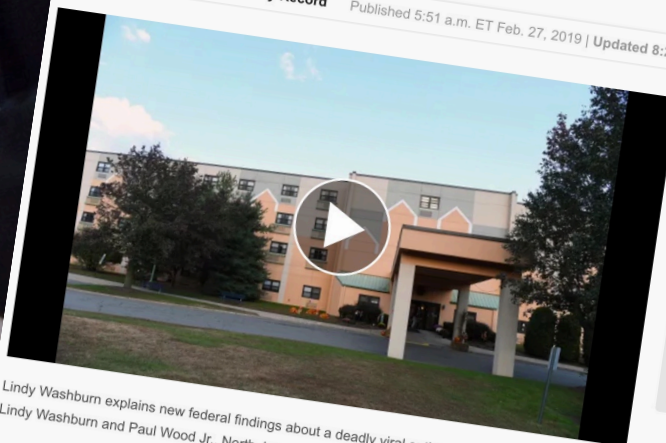
By JORDAN RAU | KAISER HEALTH NEWS | DEC 21, 2017 | 10:00 AM



James Morris feeds lunch to his mother, Georgina Morris. He says she caught a virulent strain of the C shortly after entering a nursing home in Sylmar in 2015. (Heidi de Marco / Kaiser Health News)

'I knew we had a problem after the 4th death': Failures led to 11 Wanaque center deaths

Lindy Washburn, North Jersey Record | Published 5:51 a.m. ET Feb. 27, 2019 | Updated 8:27 a.m. ET March 2, 2019



Lindy Washburn explains new federal findings about a deadly viral outbreak at the Wanaque Center. Lindy Washburn and Paul Wood Jr., North Jersey Record.

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+ It is also, often, one of the most easy problems to address...



+ Why?

- Despite strong regulatory requirements to protect residents, infections continue to be a leading cause of death, needless suffering, and expense among nursing home residents.
- According to the Office of Disease Prevention and Health Promotion, 380,000 nursing home residents die each year due to health care-associated infections.
- Preventable reasons for the spread of infection include deficient nursing home practices, such as staff not washing their hands or sterilizing equipment before providing resident care.



+ Federal Requirements for Nursing Homes

- **Implement an infection prevention and control program.** Nursing homes must have a “system for preventing, identifying, reporting, investigating, and controlling infections and communicable diseases for all residents, staff, volunteers, visitors, and other individuals providing services under a contractual arrangement based upon the facility assessment . . . following accepted national standards.”

- **Develop written policies and procedures.** Nursing homes must have “[w]ritten standards, policies, and procedures for the program, which must include, but are not limited to:
 - ✓ **A system of surveillance:** Designed to identify possible communicable diseases or infections before they can spread to other persons in the facility;
 - ✓ **Reporting:** When and to whom possible incidents of communicable disease or infections should be reported;
 - ✓ **Prevent spreading:** Standard and transmission-based precautions to be followed to prevent spread of infections;
 - ✓ **Isolation:** When and how isolation should be used for a resident; including a requirement that the isolation should be the least restrictive possible for the resident under the circumstances.
 - ✓ **Limited contact:** The circumstances under which the facility must prohibit employees with a communicable disease or infected skin lesions from direct contact with residents or their food, if direct contact will transmit the disease; and
 - ✓ **Hand hygiene procedures:** The hand hygiene procedures to be followed by staff involved in direct resident contact.”

+ Information for the Public

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Advancing Quality, Dignity & Justice

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US Nursing Home Infection Control & Prevention Citations: December 2018

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US Nursing Home Infection Control & Prevention Citations: December 2018

Infection prevention and control programs protect residents from preventable harm, injury, and death. Despite strong regulatory requirements to safeguard residents, infections continue to be a leading cause of death and needless suffering for nursing home residents. According to the Office of Disease Prevention and Health Promotion, 380,000 nursing home residents die each year due to health care-associated infections. Preventable reasons for the spread of infection include deficient nursing home practices, such as staff not washing their hands or sterilizing equipment before providing resident care.

Below are links to individual files, for each state, listing all of the nursing homes in the state that have received a citation for failure to "have a program that investigates, controls and keeps infections from spreading." The data include all citations for the last three years (as of November 2018). They were downloaded from data.medicare.gov in December 2018.

Each file is searchable by facility name, city, zip code, etc... Please see the "Notes" tab in each state file for more information about the data provided.

For more information, please see:

- JANUARY 2018 NEWS ALERT: INFECTION CONTROL & PREVENTION
- LTCCC ISSUE ALERT: INFECTION CONTROL & PREVENTION STANDARDS

Alabama	Louisiana	Ohio
Alaska	Maine	Oklahoma
Arizona	Maryland	Oregon
Arkansas	Massachusetts	Pennsylvania

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+ Information for the Public

AutoSave OFF NY-Deficiencies-3-Yrs-December2018.xlsx Search Sheet

Home Insert Draw Page Layout Formulas Data Review View

Calibri (Body) 11 Wrap Text Merge & Center

Share Comments

Conditional Formatting Format as Table Cell Styles

Insert Delete Format Sort & Filter Sensitivity

	Provider State	Provider Name	Address	City	Provider Zip Code	Survey Date	Deficiency Tag Number	Deficiency Description	Scope Severity Code	Deficiency Corrected	Inspection Cycle	Standard Deficiency	Complaint Deficiency
2	NY	A HOLLY PATTERSON EXTENDI	875 JERUS	UNIONDA	11553	1/25/16	441	Have a program that	E	Deficient, Provide	3	TRUE	FALSE
3	NY	ABSOLUT CTR FOR NURSING &	292 MAIN	EAST AURI	14052	3/16/16	441	Have a program that	D	Deficient, Provide	3	TRUE	FALSE
4	NY	ABSOLUT CTR FOR NURSING &	301 NANT	ENDICOTT	13760	2/6/15	441	Have a program that	E	Deficient, Provide	3	TRUE	FALSE
5	NY	ABSOLUT CTR FOR NURSING &	301 NANT	ENDICOTT	13760	4/8/16	441	Have a program that	E	Deficient, Provide	2	TRUE	FALSE
6	NY	ABSOLUT CTR FOR NURSING &	4540 LINC	GASPORT	14067	7/28/15	441	Have a program that	E	Deficient, Provide	3	TRUE	FALSE
7	NY	ABSOLUT CTR FOR NURSING &	6060 ARM	ORCHARD	14127	10/18/17	441	Have a program that	D	Deficient, Provide	1	TRUE	FALSE
8	NY	ABSOLUT CTR FOR NURSING &	6060 ARM	ORCHARD	14127	11/24/15	441	Have a program that	D	Deficient, Provide	3	TRUE	TRUE
9	NY	ABSOLUT CTR FOR NURSING &	6060 ARM	ORCHARD	14127	9/29/16	441	Have a program that	D	Deficient, Provide	2	TRUE	FALSE
10	NY	ABSOLUT CTR FOR NURSING &	26 CASS	ST WESTFIEL	14787	1/29/16	441	Have a program that	D	Deficient, Provide	3	TRUE	FALSE
11	NY	ADIRA AT RIVERSIDE REHABIL	120 ODELI	YONKERS	10701	12/6/17	880	Provide and impleme	D	Deficient, Provide	1	TRUE	FALSE
12	NY	AFFINITY SKILLED LIVING AND	305 LOCUS	OAKDALE	11769	6/9/17	441	Have a program that	D	Deficient, Provide	1	TRUE	FALSE
13	NY	ALBANY COUNTY NURSING HC	780 ALBA	ALBANY	12211	2/18/15	441	Have a program that	D	Deficient, Provide	3	TRUE	FALSE
14	NY	ALICE HYDE MEDICAL CENTER	45 SIXTH	S MALONE	12953	10/24/14	441	Have a program that	E	Deficient, Provide	3	TRUE	FALSE
15	NY	ALPINE REHABILITATION AND	755 E MOI	LITTLE FAL	13365	6/15/18	880	Provide and impleme	D	Deficient, Provide	1	TRUE	FALSE
16	NY	AUBURN REHABILITATION &	185 THORN	AUBURN	13021	8/10/17	441	Have a program that	E	Deficient, Provide	1	TRUE	FALSE
17	NY	AUBURN REHABILITATION &	185 THORN	AUBURN	13021	4/29/16	441	Have a program that	D	Deficient, Provide	2	TRUE	FALSE
18	NY	AURELIA OSBORN FOX MEMO	ONE NORT	ONEONTA	13820	5/4/18	880	Provide and impleme	D	Deficient, Provide	1	TRUE	FALSE
19	NY	BAINBRIDGE NURSING & REH	3518 BAIN	BRONX	10467	2/20/15	441	Have a program that	E	Deficient, Provide	3	TRUE	FALSE
20	NY	BAIRD NURSING HOME L L C	2150 ST P	ROCHESTE	14621	2/23/18	880	Provide and impleme	F	Deficient, Provide	1	TRUE	FALSE
21	NY	BAPTIST HEALTH NURSING AN	297 N BAL	SCOTIA	12302	3/5/15	441	Have a program that	E	Deficient, Provide	3	TRUE	FALSE
22	NY	BAPTIST HEALTH NURSING AN	297 N BAL	SCOTIA	12302	8/24/17	441	Have a program that	E	Deficient, Provide	1	TRUE	FALSE
23	NY	BAPTIST HEALTH NURSING AN	297 N BAL	SCOTIA	12302	5/9/16	441	Have a program that	D	Deficient, Provide	2	TRUE	FALSE
24	NY	BATAVIA HEALTH CARE CENTE	257 STATE	BATAVIA	14020	9/13/18	880	Provide and impleme	F	Deficient, Provide	1	TRUE	FALSE
25	NY	BATAVIA HEALTH CARE CENTE	257 STATE	BATAVIA	14020	3/17/16	441	Have a program that	D	Deficient, Provide	3	TRUE	FALSE
26	NY	BEDFORD CENTER FOR NURSII	40 HEYWA	BROOKLYN	11249	4/8/16	441	Have a program that	D	Deficient, Provide	2	TRUE	FALSE
27	NY	BEECHTREE CENTER FOR REH	318 SOUTI	ITHACA	14850	11/17/16	441	Have a program that	E	Deficient, Provide	2	TRUE	FALSE

NY Notes +

115%

Check Out the Data



Ask Questions



Be an Educated Consumer

+ However... Standards are not well-enforced

The Wanaque Center – 11 Children Dead, Others Permanently Harmed

Center for Medicare Advocacy (www.medicareadvocacy.org) report:

Inspection reports indicate that **the nursing home had previously been cited numerous times for not meeting infection control standards.**

- In 2016, the nursing home was cited for failing “to demonstrate proper infection control techniques during medication pass”
- In 2017, the nursing home was cited for failing “to ensure infection control practices were followed.”
- In 2018, the nursing home was cited for failing “to follow proper infection control procedures during medication pass and for the care of a urinary catheter.”

All of these violations were cited as not causing “actual harm” or “immediate jeopardy” to any residents. Despite these repeated violations, Medicare’s Nursing Home Compare indicates that the nursing home has not received “any fines in the last 3 years.”

+ Because enforcement only tells a small part of the story...



+ It is valuable to...

1. Be aware of what's going on in your facility, or those in your community;
2. Access easily-available information on staffing and other important criteria;
3. Know what standards of care residents have the right to expect.





+

Pressure Ulcers

+ What are Pressure Ulcers?

- Pressure ulcers occur when there is damage to a resident's skin or underlying tissue.
- Pressure ulcers are generally localized to areas of the body with bony prominences that absorb pressure from prolonged immobility (such as elbows, hips, heels, and shoulders).
- Pressure ulcers are classified into stages, based on the severity of the injury.

How Big of a Problem are They?

- Pressure ulcers are serious medical conditions and one of the important measures of the quality of clinical care in nursing homes. - CDC
- While some pressure ulcers are unavoidable, research and experience indicate that, "[i]n the vast majority of cases, appropriate identification and mitigation of risk factors can prevent or minimize pressure ulcer (PU) formation." - *Journal of Wound, Ostomy & Continence Nursing*
- Over 87,000 nursing home residents are suffering with pressure ulcers *today*.

+ Federal Requirements for Nursing Homes

THE LAW

Skin Integrity [42 C.F.R. § 483.25(b)(1)] [F-686]

Based on the comprehensive assessment of a resident, the facility must ensure that—

- *A resident receives care, consistent with professional standards of practice, to prevent pressure ulcers and does not develop pressure ulcers unless the individual's clinical condition demonstrates that they were unavoidable; and*
- *A resident with pressure ulcers receives necessary treatment and services, consistent with professional standards of practice, to promote healing, prevent infection and prevent new ulcers from developing.*

WHAT DOES "UNAVOIDABLE" MEAN?

According to CMS's Interpretative Guidance, "unavoidable" means that a pressure ulcer formed ***even though the facility had evaluated the resident's clinical condition and risk factors; defined and implemented interventions that are consistent with resident needs, goals, and professional standards of practice; monitored and evaluated the impact of the interventions; and revised the approaches as appropriate.***

In addition, numerous other regulatory standards relate to good pressure ulcer care, including: Sufficient Staffing, Resident Assessment, and Services Provided Meet Professional Standards of Quality.



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Nursing Home Pressure Ulcer Citations: Spring 2019

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Nursing Home Pressure Ulcer Citations: Spring 2019

Pressure ulcer are a major concern for nursing home residents and families and, according to the federal Centers for Disease Control and Prevention, a key indicator of the quality and safety provided in a nursing home. We recommend that the information provided here is used in conjunction with information on pressure ulcer rates and staffing rates, available on our [Nursing Home Data and Information page](#), to identify the potential strengths and weaknesses of the care provided in a nursing home. For more information and useful tools to support resident-centered advocacy, please visit our [Learning Center](#).

- AK Pressure Ulcer Deficiencies NH Compare March2019
- AL Pressure Ulcer Deficiencies NH Compare March2019
- AR Pressure Ulcer Deficiencies NH Compare March2019
- AZ Pressure Ulcer Deficiencies NH Compare March2019
- CA Pressure Ulcer Deficiencies NH Compare March2019
- CO Pressure Ulcer Deficiencies NH Compare March2019

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+ Information for the Public

AutoSave OFF NY Pressure Ulcer Deficiencies NH Compare March2019.xlsx Search Sheet

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A2 NY

	A	B	C	D	E	F	G	H	I
	Provider State	Provider Name	Provider Address	Provider City	Provider Zip Code	Survey Date	Deficiency Tag Number	Deficiency Description	Scope Severity Code
2	NY	BRIARCLIFF MANOR CENTER FOR REHA	620 SLEEPY HOLLOW ROAD	BRIARCLIFF MANOR	10510	2/1/16	314	Give residents proper treatm	D
3	NY	KATHERINE LUTHER RESIDENTIAL HLTH	(110 UTICA ROAD	CLINTON	13323	3/10/17	314	Give residents proper treatm	E
4	NY	SCHENECTADY CENTER FOR REHABILITA	526 ALTAMONT AVE	SCHENECTADY	12303	5/22/17	314	Give residents proper treatm	D
5	NY	BEECHTREE CENTER FOR REHABILITATIO	318 SOUTH ALBANY STREET	ITHACA	14850	8/20/15	314	Give residents proper treatm	D
6	NY	BEECHTREE CENTER FOR REHABILITATIO	318 SOUTH ALBANY STREET	ITHACA	14850	3/8/18	686	Provide appropriate pressur	D
7	NY	BEECHTREE CENTER FOR REHABILITATIO	318 SOUTH ALBANY STREET	ITHACA	14850	11/17/16	314	Give residents proper treatm	E
8	NY	NEW CARLTON REHAB AND NURSING C	405 CARLTON AVE	BROOKLYN	11238	3/27/15	314	Give residents proper treatm	D
9	NY	SPRING CREEK REHABILITATION & NURS	660 LOUISIANA AVE	BROOKLYN	11239	9/27/18	686	Provide appropriate pressur	D
10	NY	SCHERVIER NURSING CARE CENTER	2975 INDEPENDENCE AVE	BRONX	10463	1/20/15	314	Give residents proper treatm	D
11	NY	RIVERVIEW MANOR HEALTH CARE CENT	510 FIFTH AVENUE	OWEGO	13827	6/21/17	314	Give residents proper treatm	D
12	NY	PARKVIEW CARE AND REHABILITATION	5353 MERRICK ROAD	MASSAPEQUA	11758	9/29/16	314	Give residents proper treatm	D
13	NY	LORETTO HEALTH AND REHABILITATION	700 EAST BRIGHTON AVENUE	SYRACUSE	13205	11/18/15	314	Give residents proper treatm	G
14	NY	BERKSHIRE NURSING & REHABILITATION	10 BERKSHIRE	WEST BABYLON	11704	7/7/16	314	Give residents proper treatm	D
15	NY	HILAIRE REHAB & NURSING		HUNTINGTON	11743	8/15/18	686	Provide appropriate pressur	G
16	NY	ALICE HYDE MEDICAL CENTER		MALONE	12953	10/24/14	314	Give residents proper treatm	D
17	NY	BROTHERS OF MERCY		CLARENCE	14031	12/23/15	314	Give residents proper treatm	E
18	NY	RIVERVIEW		OWEGO	13827	3/11/16	314	Give residents proper treatm	D
19	NY			PORT WASHINGTON	11050	7/26/18	686	Provide appropriate pressur	D
20				WARSAW	14569	5/14/15	314	Give residents proper treatm	E
				SYRACUSE	13205	2/16/17	314	Give residents proper treatm	D
				WENTWOOD	11717	7/21/17	314	Give residents proper treatm	D
				BUFFALO	14208	2/2/17	314	Give residents proper treatm	D
				ALBANY	10014	11/7/16	314	Give residents proper treatm	D
				ITHACA	14850	5/27/16	314	Give residents proper treatm	G
				WESTER	14612	5/2/16	314	Give residents proper treatm	D
				WEST	14226	4/4/18	686	Provide appropriate pressur	D
					10901	7/7/17	314	Give residents proper treatm	D
					14226	2/18/16	314	Give residents proper treatm	D
				WATSON	11743	4/26/16	314	Give residents proper treatm	D
				ELM BROOK	11563	9/25/15	314	Give residents proper treatm	D
				ROAD SOUTH ROCHESTER	14618	9/1/17	314	Give residents proper treatm	D

notes + 110%

Has your facility been cited? If so, what have the operators done to address the problem...

1. In a consistent manner;
2. Facility-wide;
3. Days, nights, and weekends?



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Nursing Home Pressure Ulcer Rates: April 2019

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Nursing Home Pressure Ulcer Rates: April 2019

Pressure ulcers are serious medical conditions and one of the important measures of the quality of clinical care in nursing homes.
– U.S. Centers for Disease Control & Prevention (CDC).

Click on the following links to download the four quarter average pressure ulcer rates posted on Nursing Home Compare in April 2019. Please note that the absence of a number for a facility means that there was insufficient information available, *not* that the facility has no residents with pressure ulcers. Please see the Notes tab in each state file for additional information on the data provided.

- [AK Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [AL Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [AR Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [AZ Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [CA Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)
- [CO Nursing Home Pressure Ulcer Rates 4Q Average April2019](#)

Pressure ulcer rates...

1. For every nursing home;
2. In individual state files;
3. Sortable by name, city, highest and lowest rates of pressure ulcers.

+ Information for the Public

NY Nursing Home Pressure Ulcer Rates 4Q Average April2...

Home Insert Draw Page Layout Formulas Data Review View

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	A	B	C	D	E	F	G	H
1	Federal Provider Number	Provider State	Provider Name	Provider Address	Provider City	Provider Zip Code	Percentage of high risk long- stay residents with pressure ulcers	Processing Date
2	335199	NY	RESORT NURSING HOME	430 BEACH 68TH STREET	ARVERNE	11692	29.1	3/1/19
3	335762	NY	ST MARYS CENTER INC	516 WEST 126TH STREE	NEW YORK	10027	25.0	3/1/19
4	335724	NY	SILVERCREST	144 45 87TH AVENUE	JAMAICA	11435	23.4	3/1/19
5	335328	NY	PALM GARDENS CENTER FOR NURS	615 AVENUE C	BROOKLYN	11218	22.8	3/1/19
6	335772	NY	RICHMOND CTR FOR REHAB AND SI	91 TOMPKINS AVENUE	STATEN ISLAND	10304	19.2	3/1/19
7	335537	NY	RUTLAND NURSING HOME, INC	585 SCHENECTADY AVE	BROOKLYN	11203	18.1	3/1/19
8	335313	NY	MEDINA MEMORIAL HOSPITAL S N	200 OHIO STREET	MEDINA	14103	17.9	3/1/19
9	335538	NY	CONCORD NURSING AND REHABILI	300 MADISON STREET	BROOKLYN	11216	17.6	3/1/19
10	335214	NY	EASTCHESTER REHABILITATION ANI	2700 EASTCHESTER ROA	BRONX	10469	17.6	3/1/19
11	335775	NY	BRONX GARDENS REHABILITATION	2175 QUARRY RD	BRONX	10457	17.5	3/1/19
12	335673	NY	FOUR SEASONS NURSING AND REH	1555 ROCKAWAY PARK	BROOKLYN	11236	17.5	3/1/19
13	335158	NY	OCEANSIDE CARE CENTER INC	2914 LINCOLN AVENUE	OCEANSIDE	11572	17.3	3/1/19
14	335160	NY	LYNBROOK RESTORATIVE THERAPY	243 ATLANTIC AVENUE	LYNBROOK	11563	16.7	3/1/19
15	335275	NY	SAPPHIRE NURSING AT WAPPINGE	37 MESIER AVENUE	WAPPINGERS FALLS	12590	16.2	3/1/19
16	335220	NY	MERCY LIVING CENTER	114 WAWBEEK AVE	TUPPER LAKE	12986	16.1	3/1/19
17	335515	NY	YONKERS GARDENS CENTER FOR N	127 SOUTH BROADWAY	YONKERS	10701	16.0	3/1/19
18	335280	NY	TROY CENTER FOR REHABILITATION	49 MARVIN AVENUE	TROY	12180	15.6	3/1/19
19	335380	NY	NORTHERN METROPOLITAN RES HE	225 MAPLE AVENUE	MONSEY	10952	15.2	3/1/19
20	335309	NY	STEUBEN CENTER FOR REHABILITA	7009 RUMSEY STREET E	BATH	14810	15.1	3/1/19
21	335710	NY	HAMILTON PARK NURSING AND RE	691 92ND STREET	BROOKLYN	11228	14.5	3/1/19
22	335457	NY	FIDDLERS GREEN MANOR REHAB AI	168 WEST MAIN STREET	SPRINGVILLE	14141	14.5	3/1/19
23	335625	NY	DOWNTOWN BROOKLYN NURSING	520 PROSPECT PLACE	BROOKLYN	11238	14.4	3/1/19
24	335640	NY	BUFFALO COMMUNITY HEALTHCARI	1205 DELAWARE AVENUE	BUFFALO	14209	14.3	3/1/19
25	335310	NY	WILLIAMSBURG MANOR FOR REHAB	1540 TOMPKINS AVENUE	BRONX	10461	14.2	3/1/19

Notes Sheet1

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+ It is valuable to...

1. Be aware of what's going on...
 - With your resident,
 - In your facility,
 - In the facilities in your community or state;
2. Access easily-available information on staffing and other important criteria;
3. Know what standards of care residents have the right to accept.





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Resources to Support Resident-
Centered Advocacy.

INFECTION CONTROL AND PREVENTION

Infection prevention and control programs protect residents from preventable harm, injury, and death. Infections continue to be a leading cause of death, needless suffering, and expense among nursing home residents.

Standards of Care

- **Implement an infection prevention and control program.** Nursing homes must have a "system for preventing, identifying, reporting, investigating, and controlling infections."
- **Develop written policies and procedures.** Nursing homes are required to have policies to address infections, such as providing instructions on how to determine whether someone is infected.
- **Record incidents.** Nursing homes must implement a system for documenting incidents and corrective actions.
- **Practice the safe management of linens.** Nursing homes "must handle, store, process, and transport linens so as to prevent the spread of infection."
- **Conduct annual reviews of the program.** Nursing homes must review their infection control policies every year and update as necessary.

Resources

1. The Agency for Healthcare Research and Quality (AHRQ) advises staff to clean their hands. See <https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/cauti-ltc/modules/resources/guides/infection-prevent.html>.
2. LTCCC issue alert describing federal requirements for infection control in nursing homes. See <https://nursinghome411.org/tccc-issue-alert-infection-control-prevention/>.
3. LTCCC Report finds that infection control deficiencies were cited more than other deficiencies over a three year period, based on Nursing Home Compare data. See <http://nursinghome411.org/identification-of-resident-harm-in-nursing-home-citations/>.

PRESSURE ULCERS

Pressure ulcers occur when there has been damage to skin or underlying tissue, usually appearing in areas where bones protrude, such as heels, buttocks, and shoulders. About 85 percent of residents are at risk. Developing these pressure ulcers can lead to skin loss and serious infections.

Standards of Care

- **Regularly monitor residents.** Ensure residents are properly monitored for pressure ulcers.
- **Change positions.** Staff must change residents' positions often to prevent the development of pressure ulcers.
- **Provide a proper diet.** Nursing homes must provide a nutritious diet to residents to decrease opportunities for pressure ulcers to form.
- **Provide soft pads.** Residents should receive soft padding to reduce skin pressure and prevent formation of pressure ulcers.
- **Address present ulcers.** Monitor, treat, and heal existing pressure ulcers.

Resources

1. LTCCC's website provide an issue alert with key information on pressure ulcers. See <https://nursinghome411.org/tccc-issue-alert-pressure-ulcers/>.
2. National Pressure Ulcer Advisory Panel has helpful resource on identifying and staging ulcers. See <http://www.npuap.org/resources/educational-and-clinical-resources/pressure-injury-staging-illustrations/>.
3. U.S. National Library of Medicine contains consumer-friendly resources on pressure ulcers. See <https://medlineplus.gov/ency/patientinstructions/000228.htm>.

LONG TERM CARE COMMUNITY COALITION

Advancing Quality, Dignity & Justice

CONSUMER FACT SHEET: PRESSURE ULCERS

There are many standards which nursing homes are required to follow in order to ensure that residents receive appropriate care, have a good quality of life, and are treated with dignity. **YOU** can use these standards to support better care in your nursing home.

Following is the standard and guidelines that we have identified as essential when it comes to pressure ulcers in nursing homes. The descriptions were taken directly from the federal regulations and guidelines (as indicated by text in italics). For more information about pressure ulcers, please see LTCCC's [issue alert](#).

THE LAW

Skin Integrity [42 C.F.R. § 483.25(b)(1)] [F-686]

Based on the comprehensive assessment of a resident, the facility must ensure that—

- *A resident receives care, consistent with professional standards of practice, to prevent pressure ulcers and does not develop pressure ulcers unless the individual's clinical condition demonstrates that they were unavoidable; and*
- *A resident with pressure ulcers receives necessary treatment and services, consistent with professional standards of practice, to promote healing, prevent infection and prevent new ulcers from developing.*

WHAT IS A PRESSURE ULCER?

Pressure ulcers occur when there is damage to a resident's skin or underlying tissue. Pressure ulcers are generally localized to areas of the body with bony prominences that absorb pressure from prolonged immobility (such as elbows, hips, heels, and shoulders). Pressure ulcers are classified into stages, based on the severity of the injury.

WHAT DOES "UNAVOIDABLE" MEAN?

According to CMS's Interpretative Guidance, "unavoidable" means that a pressure ulcer formed *even though the facility had evaluated the resident's clinical condition and risk factors; defined and implemented interventions that are consistent with resident needs, goals, and professional standards of practice; monitored and evaluated the impact of the interventions; and revised the approaches as appropriate.*

For additional information and resources, please visit www.nursinghome411.org.

HOW CAN PRESSURE ULCERS BE PREVENTED AND TREATED?

CMS's Guidance states that *[e]ffective prevention and treatment are based upon consistently providing routine and individualized interventions*, including:

- Redistributing pressure, such as through *repositioning, protecting and/or offloading heels, etc.*;
- Minimizing the resident's exposure to moisture and keeping the resident's skin clean;
- Providing support and non-irritating surfaces; and
- Maintaining or improving the resident's nutrition and hydration status, including addressing adverse drug reactions which *may worsen risk factors for development of, or for non-healing PU/PIs [pressure ulcers]*

CAN RESIDENTS PARTICIPATE IN THEIR CARE PLANNING?

Yes! The resident's care plan should establish relevant goals, approaches, and interventions for addressing the resident's risk of developing a pressure ulcer. CMS's Guidance notes that, *[i]n order for the resident to exercise his or her right appropriately to make informed choices about care and treatment or to decline treatment, the facility and the resident (or if applicable, the resident representative) must discuss the resident's condition, treatment options, expected outcomes, and consequences of refusing treatment.* If a resident determines not to undertake one form of prevention or treatment, *[t]he facility is expected to address the resident's concerns and offer relevant alternatives*

For more information, please see LTCCC's [fact sheet on resident assessment](#) and care planning at www.nursinghome411.org.

A BRIEF NOTE ABOUT ABUSE AND NEGLECT

Pressure ulcers may be a sign of resident abuse and/or neglect. **Under the federal Nursing Home Reform Law, every nursing home resident has the right to be free from abuse and neglect.** CMS's Interpretative Guidance for this requirement notes that abuse may include the *deprivation by staff of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being.* Similarly, CMS states that neglect may occur, *[i]f the facility is aware of, or should have been aware of, goods or services that a resident(s) requires but the facility fails to provide them to the resident(s).* Federal law and regulations require nursing homes to report all alleged violations of abuse and neglect to the facility administrator and the state survey agency *immediately, but not later than 2 hours after the allegation is made, if the events that cause the allegation involve abuse or result in serious bodily injury, or not later than 24 hours if the events that cause the allegation do not involve abuse and do not result in serious bodily injury.* For more information about resident abuse and neglect, please see LTCCC's [Abuse, Neglect, and Crime Reporting Center](#) at www.nursinghome411.org.

+ Family & Ombudsman Resource Center

Family & Ombudsman Resource Center – Nursing Home 411

Family & Ombudsman Resource Center X

https://nursinghome411.org/families-ombudsmen/

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Family & Ombudsman Resource Center

Welcome to our dedicated Family & LTC Ombudsman page. We will be updating it frequently with resources and tools that you can use to support your resident-centered advocacy.

You can sign-up for updates by emailing info@ltccc.org or calling 212-385-0355. We would love to include you and support your efforts to improve care!



Resident Rights Handouts

LTCCC's handouts provide basic, easy-to-understand information on issues that [...]

- FACT SHEETS ON CARE STANDARDS & RESIDENT RIGHTS
- DEMENTIA CARE ADVOCACY TOOLKIT
- SEARCH FOR THE STAFFING LEVELS IN YOUR NURSING HOME
- HANDOUTS ON KEY NURSING HOME ISSUES

Forms & Tools for Resident-Centered Advocacy

- TELL YOUR STORY
- UPCOMING WEBINAR PROGRAMS
- WATCH PAST WEBINAR PROGRAMS

Upcoming Webinars: Nursing Home Care & Resident-

+ Forms & Tools for Resident-Centered Advocacy

The screenshot shows a web browser window with the following elements:

- Browser Tab:** Forms & Tools For Resident-Centered Advocacy - Nursing Home 411
- Address Bar:** https://nursinghome411.org/forms-tools-resident-centered-
- Navigation Bar:** Includes links for Dictionary, Thesaurus, NH411, EveryAction, Percent Calc, Free Conf Call, eCFR - SNFs, NYTimes, Work, Personal, Violation Tracker, and Getting Started.
- Page Header:** Nursing Home 411 | Customize | 26 | + New | Edit Post | Avada | Howdy, Richard
- Logo:** TERM CARE COMMUNITY COALITION. Advancing Quality, Dignity & Justice.
- Sidebar (Left):**
 - Learning Center >
 - Nursing Home Info & Data
 - Action Center
 - News & Reports >
 - Assisted Living
 - LTC in NY State >
 - HV Ombudsman Program
 - About LTCCC >
 - Support Our Mission
 - Search icon
- Main Content Area:**
 - Forms & Tools For Resident-Centered Advocacy**
 - The following forms and tools are free to use and share. They are available in both Word and PDF formats. Please choose the format which works best for you.
 - Word files:**
 - RESIDENT CONCERN RECORD KEEPING FORM
 - RESIDENT ASSESSMENT WORKSHEET
 - RESIDENT PREFERENCES FORM
 - FAMILY COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING AGENDA
 - FAMILY COUNCIL MEETING AGENDA
 - PDF files:**
 - RESIDENT CONCERN RECORD KEEPING FORM
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 - FAMILY COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING NOTICE
 - RESIDENT COUNCIL MEETING AGENDA
 - FAMILY COUNCIL MEETING AGENDA
 - Family & Ombudsman Resource Center, Learning Center

+ Record-Keeping Form for Resident Concerns

Today's Date: _____

Record-Keeping Form For Resident Concerns

This form can be used to keep records of a problem or concern and how it is addressed by the facility. Keeping track of who you spoke to and when, what the response was, and what actions were taken to resolve the problem can strengthen your advocacy, both in the facility and beyond. This form can be used to facilitate conversations and follow-up with staff and administration, raise issues at resident or family council meetings, or support a complaint to a government agency.

Date When Issue Occurred or Was Discovered: _____

Issue:

People Involved or Witnesses (if any):

Staff Person(s) Spoken To:

Response/Plan of Action from Staff:

Actions Taken:

This form can be used by individual residents and families, as well as resident and family councils, to track concerns for discussion with facility staff, state surveyors, legislators, etc....

+ Family Council Meeting Agenda

LONG TERM CARE COMMUNITY COALITION

WWW.NURSINGHOME411.ORG

FAMILY COUNCIL MEETING AGENDA

[This agenda serves as a template. Add or subtract items to customize it for your meetings.]

Meeting Date: _____

1. President: Call to Order and Roll Call
2. Welcome and Introduction of New Members
3. Invited Speaker (if any)
4. Secretary: Read Minutes from Last Meeting; Member Vote to Approve
5. Council Old Business (if any)

6. Committee Reports and Updates

- Over Please -

FAMILY COUNCIL MEETING AGENDA – Page 2

7. Discussion of New Business, Including any Care and Quality of Life Concerns

8. Action Items (if any)

- Issues to Raise Within Facility (Such as with Administrator or Quality Assurance Committee):

- Issues to Raise Outside of Facility (Such as with Health Department, Medicaid Fraud Control Unit, or legislators):

9. Confirmation of Next Meeting and Adjournment

ADDITIONAL
RESOURCES

Visit www.nursinghome411.com for free resources on residents' rights and tools that you can use to support your resident-centered advocacy.

+ Coming Up

Where Does the Money Go? Insights & Consumer Perspectives on Nursing Home Profits and Losses

May 21 at 1pm



Attend Any LTCCC Program in Two Easy Ways:

1) To join the online meeting, about five minutes before the scheduled time of the meeting, go to the link below and follow the prompts to join the meeting.

Online Meeting Link: <https://join.freeconferencecall.com/richardmollot>.

2) To participate by phone, at the scheduled time of the meeting call (712) 770-4010. When prompted, enter the Access Code, 878277, followed by the pound (#) key. Press *6 to mute or unmute your phone line.

If you would like to receive a copy of the webinar handouts, please email sara@ltccc.org (noting the date of the program).

+ Thank You For Joining Us Today!

Visit nursinghome411.org/join/ if you would like to...

- Receive alerts for future programs or
- Sign up for our newsletter and alerts.

You can also...

- Join us on **Facebook** at www.facebook.com/ltccc
- Follow us on **Twitter** at www.twitter.com/LTCconsumer
- Visit us on the **Web** at www.nursinghome411.org.

For LTC Ombudsmen in NY State

If you would like us to let your supervisor know that you attended this training program, please take the quick survey at:

<https://www.surveymonkey.com/r/ltccc-ltcop1>

For Family Members in NY State

connect with the Alliance of NY Family Councils at www.anyfc.org (or email info@anyfc.org).

