

Real Time Staff Engagement Guide

Facility Staff	Report/ Dashboard Area - Chart/Graph	Intent	Venue	Best Practice Frequency
Administrator	RUGs IV ADL Distribution	Focus on list of residents trending at "A" level ADLs for appropriateness of placement	UR/Medicare PPS Meeting	Weekly
Administrator	Clinical Dashboard / Alerts by Category	Work with DON to drive daily use to reduce readmissions	Morning Meeting	Daily
Administrator	ProACT CARD	Work with DON to drive daily use to reduce readmissions	QAPI Meeting	Weekly
Administrator	PDPM Dashboard	Monitor IPA Alerts, LOS & Therapy Distribution	Morning Meeting	Daily
DON / ADON	24-hour Report – Clinical Alerts	Focus during morning meeting – Prioritize and plan for the day	Morning Meeting	Daily
DON / ADON	Keyword Report <i>(EHR Specific)</i>	Review Keywords to determine if there are residents in need of closer observation or intervention. Education and monitoring for regulatory compliance	Morning Meeting	Daily
DON / ADON	Pro-ACT CARD	Work with clinical team to drive daily use to reduce readmissions	Morning Meeting	Daily
DON / ADON	Clinical Dashboard / Quality Measures	Review/analyze and act to reduce the stimuli that is triggering. Follow your PIP	QAPI Meeting	Weekly
DON / ADON	Resident Dashboard	Review Resident specific details to track and trend clinical data	Morning Meeting	Daily
DON / ADON	Infection Control Dashboard and Infection Reports	Utilize data for surveillance, tracking, trending, and analyzation in coordination with your Antibiotic Stewardship and Infection Control Programs.	Daily Surveillance with IP	Daily
DON / ADON	PDPM Dashboard	Monitor IPA Alerts, LOS & Therapy Distribution	Morning Meeting	Daily
DON / ADON	Financial Dashboard / ADL RUGs IV Score vs. Last MDS Score	UR/Medicare PPS Meeting to identify which residents may be declining in their ADL status	UR/Medicare PPS Meeting	Weekly
DON / ADON	Financial Dashboard / Illogical ADL Coding	Monitor Illogical Coding for accuracy and education purposes	UR/Medicare PPS Meeting	Weekly

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Infection Preventionist	Infection Control Dashboard	Utilize data for surveillance, tracking, trending, and analyzation in coordination with your Antibiotic Stewardship and Infection Control Programs	Infection Control Committee and QAPI, Quarterly Prescriber Profiles as well as Daily Surveillance	Daily
Infection Preventionist	Infection Reports: Infection Surveillance, Infection Keyword, COVID – 19, Infection Control Log, Immunization Surveillance	Identify Onset of Infectious Diseases, Tracking and Trending of Infectious S/S, Associated Antibiotic therapy, and Identification of Active COVID–19 diagnosis and immunization status	Daily Surveillance	Daily
MDS Coordinators	Financial Dashboard	Assist in setting ARDs-Non-Medicare A payers	Therapy Huddle	Daily
MDS Coordinators	CMI Keyword Report <i>(EHR Specific)</i>	Capture info to assist in setting ARD	UR/Medicare PPS Meeting	Weekly
MDS Coordinators	Financial Dashboard / ADL RUGs IV Distribution - Current	Review resident live ADL scores of 5 or 10 which are “on the cusp”; investigate/interview/educate CNAs	Therapy Huddle	Daily
MDS Coordinators	Financial Dashboard / ADL RUGs IV Score vs. Last MDS Score	UR/Medicare PPS Meeting to identify which residents may be declining in their ADL status	UR/Medicare PPS Meeting	Weekly
MDS Coordinators	MDS QRP	Investigate all dashes are corrected and MDS corrections sent to CMS	UR/Medicare PPS Meeting	Weekly
MDS Coordinators	Medicare PPS Report	Improve efficiency and workflow of meeting	UR/Medicare PPS Meeting	Weekly
MDS Coordinators	PDPM Dashboard	Monitor IPA Alerts, LOS & Therapy Distribution	Morning Meeting	Daily
MDS Coordinators	Resident Dashboard	Review Resident specific details (Orders/Diagnosis/QM’s) prior to assessment	Per Assessment Schedule	As Needed
Nurse Supervisor / Unit Managers	24-hour Report – Clinical Alerts	Review and plan for the day – prioritize care, instruct bedside nurse of priorities based on Clinical Alerts	Morning Meeting and Shift Change	Daily
Nurse Supervisor / Unit Managers	Keyword Report <i>(EHR Specific)</i>	Review Keywords to determine if there are Residents in need of closer observation or intervention	Morning Meeting and Shift Change	Daily
Nurse Supervisor / Unit Managers	Clinical Dashboard / Quality Measures	Review/analyze and act to reduce the stimuli that is triggering. Follow your PIP	QAPI Meeting	Weekly
Nurse Supervisor / Unit Managers	Resident Dashboard	Review Resident specific details to track and trend clinical data	Morning Meeting and Shift Change	Daily

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Restorative	Financial Dashboard / ADL RUGs IV Score vs. Last MDS Score	Review for decline – consider option of adding Restorative plan for Residents	UR/Medicare PPS Meeting	Weekly
Restorative	Clinical Dashboard / Quality Measures	Review/analyze and act to reduce the stimuli that is triggering. Follow your PIP	QAPI Meeting	Weekly
QA/DON/ADON	Clinical Dashboard/Quality Measures	Focus on 3 at most QMs – these are LIVE and actionable, improve course of care to prevent decline of resident. Organize report by Last MDS, focus on Residents that will be due for MDS within the next 3 weeks	QAPI Meeting	Weekly+
Educators	Financial Dashboard / ADL RUGs IV Distribution - Current	Review for ADL coding inconsistencies – provide nurse aides with education as needed	UR/Medicare PPS Meeting	Weekly
Educators	Clinical Dashboard / Alerts by Category	Review to prioritize Resident care	Morning Meeting	Daily
Educators	Infection Control Dashboard and Report	Utilize data for surveillance, tracking, trending, and analyzation in coordination with your Antibiotic Stewardship and Infection Control Programs. Identify educational opportunities. Incorporate training opportunities within Annual Facility Assessment	Weekly Surveillance Annual	Weekly Annual
Educators	Documentation	Review Real Time educational guides and recorded trainings	Orientation / Staff Education	As Needed
Wound/Specialty Nurses	Keyword Report <i>(EHR Specific)</i>	Review Keywords for skin-based issues (or other specialty issue)	Morning Meeting	Daily
Wound/Specialty Nurses	Clinical Dashboard / Alerts by Category	Review to prioritize Resident care	Morning Meeting	Daily
Wound/Specialty Nurses	Clinical Dashboard / Quality Measures – Pressure Ulcers	Review Quality Measures based on current charting	QAPI Meeting	Weekly
Dietary	Keyword Report <i>(EHR Specific)</i>	Weights and Intakes	Morning Meeting	Daily
Dietary	24-hour Report – Clinical Alerts	Review to prioritize Resident care	Morning Meeting	Daily
Dietary	Clinical Dashboard / Quality Measures	Review Quality Measures based on current charting	QAPI Meeting	Weekly
Dietary	Resident Dashboard	Review Resident specific details to track and trend clinical data	Morning Meeting	Daily

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Social Service	Keyword Report (<i>EHR Specific</i>)	Mood and Behaviors/Discharge planning with ADLs	Morning Meeting	Daily
Social Service	24-hour Report – Clinical Alerts	Review for residents with alerts prior to discharge and at risk for readmission (pain, blood pressure changes, BMs, etc.)	Morning Meeting	Daily
Social Service	Resident Dashboard	Review Resident specific details prior to discharge planning	Discharge Planning	Daily
Therapy Supervisors	Financial Dashboard / ADL RUGs IV Score vs. Last MDS Score - Real Time	PPS/UR Meeting to identify which residents may be declining in their ADL status. Appropriate therapy referrals can be made as needed	Therapy Huddle	Daily
Therapy Supervisors	Clinical Dashboard / Quality Measures	Review to prioritize Resident care; see increasing ADLs and Mobility Decline	UR/Medicare PPS Meeting	Weekly
Therapy Supervisors	PDPM Dashboard	Monitor IPA Alerts, LOS & Therapy Distribution	Morning Meeting	Daily
Nurse Practitioner / Physician Assistant	Keyword Report (<i>EHR Specific</i>)	Proactive assessment of resident conditions (Falls, wounds, behaviors, increased pain, etc.)	Morning Meeting	Daily
Nurse Practitioner / Physician Assistant	24-hour Report – Clinical Alerts	Proactive assessment of resident conditions (Falls, wounds, behaviors, increased pain, etc.)	Morning Meeting	Daily
Nurse Practitioner / Physician Assistant	Clinical Dashboard/Quality Measures	Proactive assessment of resident conditions (Falls, wounds, pain, medications, etc.)	QAPI Meeting	Weekly
Nurse Practitioner / Physician Assistant	Resident Dashboard	Review Resident specific details to track and trend clinical data.	Morning Meeting	Daily
Human Resources	Staff Management	Add/Inactivate staff	Orientation/Termination	As needed
Human Resources	Portal Usage Report	Follow up with staff who have not logged in to the Dashboard. Provide information for weekly refresher webinars	Morning Meeting	Weekly

Corporate/Regional

Regional/Corporate Staff	Report/ Dashboard Area - Chart/Graph	Intent	Venue	Best Practice Frequency
Reimbursement – Regional MDS Nurse(s)	Financial Dashboard/ADL RUGs IV Distribution - Current	Assist in setting ARDs pre-filtered for Medicare payers	Therapy Huddle	Bi-Weekly
Reimbursement – Regional MDS Nurse(s)	Financial Dashboard/ADL RUGs IV Score vs. Last MDS Score - Real Time	Medicare/UR Meeting to identify which residents may be declining in their ADL status. Appropriate therapy referrals can be made as needed	Therapy Huddle UR/Medicare PPS Meeting	Weekly
Reimbursement – Regional MDS Nurse(s)	(Enterprise Financial Dashboard) MDS QRP	Assure all dashes are corrected and MDSs corrections sent to CMS	UR/Medicare PPS Meeting	Weekly
Reimbursement – Regional MDS Nurse(s)	Medicare PPS Report	Improve efficiency and workflow of meeting	UR/Medicare PPS Meeting	Weekly
Reimbursement – Regional MDS Nurse(s)	Enterprise PDPM Dashboard	Monitor IPA Alerts	Morning Meeting	Daily
Reimbursement – Regional MDS Nurse(s)	Resident Dashboard	Review Resident specific details to track and trend clinical data.	Morning Meeting	Daily
Clinical Regional Clinical Nurse(s)	24-hour Report – Clinical Alerts	Review and plan for the day – prioritize care, instruct bedside nurse of priorities based on Clinical Alerts	Morning Meeting	Daily
Clinical Regional Clinical Nurse(s)	Keyword Report <i>(EHR Specific)</i>	Review Keywords to determine if there are Residents in need of closer observation or intervention	Morning Meeting	Daily
Clinical Regional Clinical Nurse(s)	Resident Dashboard	Review Resident specific details to track and trend clinical data.	Morning Meeting	Daily
Clinical Regional Clinical Nurse(s)	Enterprise Clinical Dashboard/Quality Measures	Review/analyze and take action to reduce the stimuli that is triggering. Follow your PIP	QAPI Meeting	Weekly
Clinical Regional Clinical Nurse(s)	Enterprise Infection Control	Utilize data for surveillance, tracking, trending, and analyzation in coordination with your Antibiotic Stewardship and Infection Control Programs	QAPI Meeting/ Infection Control Committee	Weekly Monthly