

The background of the slide is a blue-tinted photograph showing several hands clasped together in a supportive grip, symbolizing teamwork and assistance.

# Eliminating Deficiencies and Fines: How Qsource Can Help

**Nov. 20, 2024**

# Welcome and Introductions



**Amanda Odom, RN, BSN, CPHQ,  
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Long-Term Care Director



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Quality Improvement Advisor



**Kimberly Snyder, RN, BSN,  
LNHA, HCRM, SMQT**  
Quality Improvement Advisor

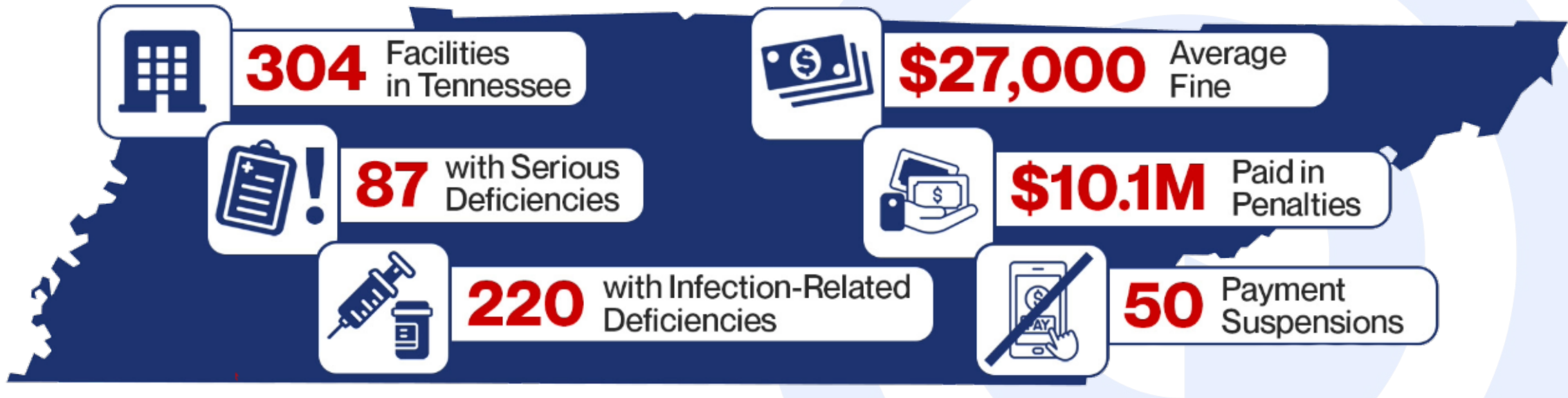
## Our team offers support with:

- Experienced healthcare compliance consultants and safety experts
- Tailored solutions for Tennessee facilities
- Proven track record in survey success and quality improvements
- HIPAA-compliant support and data security

# About Qsource

- Our mission is to **improve healthcare quality** through patient-centered, provider-focused solutions that enhance the patient's quality of life.
- For over 50 years, Qsource has been a nationwide leader in **Quality Improvement (QI) and Quality Assurance (QA)** across all healthcare settings.
- We solve our customers' needs through attention to detail, **decades of market experience**, and talented team members who are experts in healthcare.

# Tennessee By the Numbers



# Key Services



**SNF Survey Readiness**



**Post-Survey Consulting**



**Immediate Jeopardy Resolution**

# SNF Survey Readiness

Prepare your team with simulated surveys, compliance checklists, and targeted training from our team to ensure your facility is always ready.

- Mock Survey
- Survey Readiness Reports
- Compliance Monitoring
- Personalized Training Resources
- Expert Guidance and Support

# Post-Survey Consulting

Conduct comprehensive reports, corrective action strategies, and continuous support to address nursing home survey results and ensure compliance within your staff and facility.

- 2567 Review
- Complete Systems Review
- Audit/Compliance Implementation
- Regulation Interpretation
- Compliance Monitoring

# Immediate Jeopardy Resolution

Rapid response support when critical safety issues arise. Our team will help identify root causes of citations, develop action plans, and stabilize operations.

- Systems Review
- Plan of Correction Development
- Immediate Interventions
- Policy and Procedure Optimization
- Sustainment and Audit System

# Additional Services

- Infection Control Improvement
- Competency-Based Training
- QAPI Program Development
- Risk Management
- Medical Records Review
- MDS Optimization



# Client Testimonial



"Throughout the project, which began on site in January 2023, the facility achieved a remarkable **1.6% reduction in facility-acquired pressure ulcers**. This is an outstanding achievement, surpassing the original issue targeted threshold of 2.4%."

# Client Testimonial



"By partnering with Qsource, our facility **reduced staff turnover from 10.1% to an impressive 0%**. This was achieved through a targeted initiative led by our Administrator, focusing on staff satisfaction. A key strategy was conducting job satisfaction surveys, which provided crucial insights into staff concerns and areas for improvement."

# Client Testimonial



"We started with the issue of an initial fall rate percentage of 38%. Through on-site assessment, a target was set to reduce it to 34.2%. However, we achieved a **remarkable reduction with a rate of 21.6%**. Additionally, we decreased falls, resulting in major injuries from an initial rate of 2.2% to 0%, exceeding our original goal of 2%."

# Case Studies and Guides

## Case Studies

- [Antipsychotic Medication Reduction with Qsource Expertise](#)
- [Highlighting Our Expertise in Staffing Challenges and Regulations](#)
- [Effective Strategies for Citation Avoidance](#)

## Guides

- [CMS Minimum Data Set Guide for Long-Term Care](#)
- [Immediate Jeopardy Preparation & Remediation Strategies](#)
- [Navigating the New Staffing Requirements in Long-Term Care Facilities](#)

# Ready to Get Started?

- Fill out the Contact form here and an expert will reach out to you:  
<https://www.qsource.org/contact>
- Book a free consultation here:  
<https://outlook.office365.com/book/QualitySolutionsSpecialists@qsource.org/>
- Email us with your questions: [AODom@qsource.org](mailto:AODom@qsource.org)
- Scan the QR Code and complete Contact Form
- Visit <https://www.qsource.org/citationfreeintennessee>



# Culture of Safety Center Initiative

- Qsource is working to complete another CMP-funded project in Tennessee.
- Through CMP funding, Qsource can deliver services and innovative programs at no cost to your facility.
- Qsource recently completed a four-year CMP-funded project in Tennessee. During the project, 170 nursing homes participated in intensive regional quality improvement collaboratives focused on increasing resident safety and quality of life. All the participating facilities completed a Performance Improvement Project (PIP) and improved outcome measures on their QAPI topic.
- **Learn More and Sign Up Here: <https://www.qsource.org/cmp-initiatives-tennessee>**

# Questions?

# Thank you for joining us!