



Webinar Presentation

Providing Nursing Home Care

Housekeeping

- Go-to-Webinar Control Panel
 - Minimize if it covers slides
- Audio
 - Use computer speakers OR
 - You may select "Use Telephone" in the control panel
 - Toll: +1 (646) 307-1722
 - Webinar ID: 687-312-198
 - Access Code: from your email
 - Audio PIN: shown in the "Audio Setup" box of your control panel
 - Raise hand if you can hear us
 - All viewers are muted
- Will address Q&A at end, but type any time



2

Housekeeping

- Handouts for this webinar available at www.ColoradoMESA.org
 - Sign in
 - Go to Events, Upcoming Webinars
- Archive will be posted on Monday
 - Sign in
 - Go to Classroom, Webinar Archives



3

Intro to The Colorado M.E.S.A Initiative

- The Colorado M.E.S.A. Initiative
 - Medicare Experts / Senior Access
 - Be adept at Medicare coding & documentation so you are paid fairly for work
 - Be comfortable serving patients with dementia & other geriatric syndromes
- A collaboration:
 - Funded by The Colorado Health Foundation, The Kaiser Permanente Foundation, and Caring for Colorado
 - Alzheimer’s Association, Colorado Chapter
 - Senior Care of Colorado/IPC

4



Mike Lockwood, PA

- Graduated from University of Nebraska and MS from Troy State University
- Served in the Navy
- One of the first certified physician assistants
- Served as a hospital CEO
- Worked in geriatric medicine since 1995



5



Shelly Thomas, CPC

- MESA Education Coordinator
- With Senior Care of Colorado practice since 2001
 - Built in-house billing department
 - 60+ providers
 - Virtually 100% Medicare
- CPC from American Academy of Professional Coding
- BS in Healthcare Administration with minor in Gerontology



6



Today's Webinar

- Tips and techniques for working in nursing homes
 - Collaborating with facility staff
 - Taking time with nursing home patients
 - Managing time and logistics
 - Complying with regulatory visits
 - Accessing documentation and coding essentials

7



Clarifying the Nomenclature

- Blanket term, "Nursing Home"
 - Long Term Care
 - Rehab
 - SNF

8



Caring for Older Adults in Nursing Homes

(For more detail, watch our archived webinar, "Making the Most of Your Time with Seniors")

The Team Approach

- It takes a village to provide the best care
- Who is on the team?
 - *The patient!*
 - Family members
 - Professional teams
 - Facility staff (LTC, SNF, AL, hospice)
 - Colleagues (MD, DO, NP, PA, LCSW)
 - Primary care and specialists
 - Your staff members
- Coordinating a team of different personalities and agendas takes skill and finesse

10



The Team Approach: Facility Staff

- Communicate, communicate, communicate!
- Many players involved
 - Must get relevant information from everyone
 - DON, dietician, LCSWs/therapists, PT
 - CNAs are key
 - They spend the most time with patients
 - Especially with demented patients
 - Make them feel important
 - Nurses are key
 - When making any changes (e.g., meds), important to discuss with them
 - Take their perspective into account (vs. physician's academic bias)

11



The Team Approach: Colleagues

- The physician/non-physician provider (“NPP”) relationship
 - Must establish trust and articulate expectations
 - Every relationship is different
 - The NPP will likely have to flex to meet the physician’s schedule, practice patterns, etc.
- Specialists
 - Establish open lines of communication

12



Senior Patients Need More Time

- One of the greatest challenges for busy providers
- Cannot sacrifice good care due to time limitations
- Don't be too busy to make a personal connection with the patient
- At the same time, must practice good boundaries
 - Be able to gently and diplomatically focus, direct, and END the conversation

13



Senior Patients Need More Time

- The good news is: In a SNF/LTC setting, you may have more time to spend with each patient

– *Become an expert at time-based billing!*

- Watch the archived webinars and training videos on the MESA website

14



Working in Facilities = Diversity

- Each clinician will have a different style and approach
- Needs and cultures at each facility will vary
- Rural vs. urban settings much different
- Bottom line is to cover all of the key issues at each facility efficiently and effectively

15



Working in Facilities: Two Approaches

- One Approach:
 - Round all nurses' stations before starting
 - See most urgent patients first
 - See non-urgent patients
 - Keep a record of seen
 - The next time visit, give a higher priority to the patients not seen before
- Alternate Approach:
 - Cover the facility geographically
 - Deal with one unit at a time
 - But treat very sick patients first

16



Working in Facilities: Regulatory Visits

- Regulatory visits
 - Patient must be seen once a month
 - Considered timely if performed within 40 days (doesn't have to be done exactly on the same day each month)
 - This is how facilities are evaluated, so they will stay on top of you about this!
 - Split visits between doc and NPP
 - Physician can delegate every other monthly visit to a midlevel provider
 - Don't let all regulatory visits get backed up to the last day of the month

17



Working in Facilities: Tuck-in Visits

- Patients admitted to a skilled nursing bed must be seen by a physician within 72 hours
- If the patient needs immediate care and the physician is not available, a midlevel provider may see the patient (tuck-in visit)
 - Billed as a subsequent visit
 - Physician must see the patient within 72 hours to do the history and physical

18



Working in Facilities: Miscellaneous

- You may not have time to make all the calls you'd like
 - Get help from nursing staff and other resources
- Often unexpected situations and surprises
 - Flexibility and sense of humor are helpful!

19



Coding and Documentation for Nursing Home Visits

Coding and Documentation Training

- MESA Coding and Documentation Resources
 - Live Workshops
 - Check the website for upcoming workshops
 - Webinars
 - E&M Fundamentals
 - Time Based Billing
 - Annual Wellness Visits
 - More!
 - Training Videos

21



Q&A

- If you would like to ask any questions, please type them into the "Questions" box in your Go-to-Webinar control panel now.



22



MESA Website

- Reminder to use resources on www.ColoradoMESA.org
- Sign in to access
- *New resources for Annual Wellness Visits just posted!!*
- Webinar archives and handouts
- Videos
- Documents and links
- Discussion forum
 - Ask any questions that weren't answered today

23



Next Webinar

- Friday, June 1, at 12:15
- Shelly Thomas, CPC, on Understanding PECOS, the Medicare Provider, Enrollment, Chain, and Ownership System
- Go to our website to sign up now www.ColoradoMESA.org

24



©2012 Senior Care of Colorado/PC and the Colorado Health Foundation. All Rights Reserved. The content of this presentation has been created by Senior Care of Colorado/PC ("SCOC"), in collaboration with the Alzheimer's Association Colorado Chapter ("AACC"), through grants from the Colorado Health Foundation ("CHF"), the Kaiser Permanente Foundation, and Caring for Colorado. The content is the property of the Colorado Health Foundation. Third parties are expressly prohibited from using this content in exchange for compensation.

Disclaimer. The Colorado M.E.S.A. Initiative does not provide legal advice regarding Medicare coverage or reimbursement matters. Viewers of this presentation and participants in The Colorado M.E.S.A. Initiative project agree to indemnify and hold SCOC, AACC, and CHF harmless for any loss or damage arising in the performance of services and/or provision of information under The Colorado M.E.S.A. Initiative. In no event shall SCOC, AACC, nor CHF be liable for any indirect, special, or consequential losses or damages suffered by any viewer of this presentation, any participant in The Colorado M.E.S.A. Initiative, or any third party.
