

January 31, 2020

**VIA EMAIL**

THE OHIO DEPARTMENT OF MEDICAID  
50 Town Street, Suite 400  
Columbus, Ohio 43215

Email: *NFCMP@medicaid.ohio.gov*

**RE: SNFClinic Quarterly Report  
November 20, 2019 through December 31, 2019**

Attached please find the initial quarterly report for CMP Grant Contract #20-014, ODM #G-2021-04-0289, SNFClinic, for the period November 20, 2019 through December 31, 2019 (Initial Quarter).

Please review the attached information and contact me directly with any questions or input regarding this information. We look forward to working with you and other members of your team as we move forward with this project.

Respectfully Submitted,



Benjamin Meeker, Esq.  
Long-Term Care Consultants, LLC

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**Initial Report November 20, 2019 through December 31, 2019**  
**SNFClinic**  
**Performance Requirements Progress Report**

1. During the initial month and a half of the SNFClinic project, Long-Term Care Consultants, LLC (“LTCC”) focused on the onboarding of the five (5) facilities which had provided letters of interest in the project, submitted with the proposal. The schedule included in Attachment A reflects the progress to date regarding the onboarding process which consists of the following:
  - a. Obtaining and uploading all relevant information to enroll the staff (clinical, administrative and support staff) into the SNFClinic “Users” module.
  - b. Providing the administration of each enrolling facility with an in-depth instructional session which more fully explains the capabilities, features and content of SNFClinic along with further explaining the expected outcomes and overall goals of the CMP program.
  - c. Provide participating facilities with regarding the information and process required to complete The Nursing Home Survey- long-Stay Resident Instrument developed by Consumer Assessment of Healthcare Providers Systems (CAHPS).
2. LTCC began to gather past survey information on participating facilities during the months of November and December 2019 in order to develop the baseline information required to accomplish the projected outcomes contained within the application including:
  - a. An increase in resident satisfaction and person-centered care
  - b. A reduction in survey deficiencies
  - c. Improvement in the scope and severity of survey tags
  - d. Improvement in compliance

In future quarterly reports, LTCC will have data sufficient to measure improvements in these areas.
3. LTCC continues to add information and resources to the software database during the months of November and December 2019. Emphasis has been placed on expanding the database related to the “Assessments” and the “What If” modules. Our clinical consultant continues to prepare and review information which can expand and improve both the knowledge and skills set of facility personnel to better serve the resident population.
4. Given that this is the initial quarterly report for the project and the registration process and issuance of the purchase order for the project was completed during the quarter covered under this report with the funds being received in mid-December, 2019 for the

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State fiscal year ended June 30, 2020, there were no funds disbursed by December 31, 2019 in connection with the project. All funds remained in the checking account of LTCC as of December 31, 2019.

5. Please see Attachment A for information on facility onboarding that took place during the relevant quarter as well as survey results collected on said facilities.

# **ATTACHMENT A**

**SNF Clinic**  
**Listing of Participating Facilities**  
**CMP Grant Contract 20-014**  
**ODM #G-2021-04-0289**

**Updated as of December 31, 2019:**

<b>Facility Name</b>	<b>Date Software Made Available</b>
<b>Facilities Included with Grant Proposal:</b>	
Canton Christian Home	12/4/19
Crestmont North	11/15/19
Crystal Care Center - Coal Grove	12/4/19
Stow Glen Retirement community	12/3/19
Westpark Neurology and Rehabilitation Center	11/15/19

Federal Provider Number	Provider Name	Provider State	Survey Date	Survey Type	Deficiency Prefix	Deficiency Tag Number	Deficiency Description	Scope Severity Code	Correction Date
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	657	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	D	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	600	Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.	K	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	F	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	580	Immediately tell the resident, the resident's doctor, and a family member of situations (injury/decline/room, etc.) that affect the resident.	D	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	D	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	835	Administer the facility in a manner that enables it to use its resources effectively and efficiently.	E	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	D	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	698	Provide safe, appropriate dialysis care/services for a resident who requires such services.	D	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	867	Set up an ongoing quality assessment and assurance group to review quality deficiencies and develop corrective plans of action.	E	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	K	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	610	Respond appropriately to all alleged violations.	K	1/22/19
366300	CANTON CHRISTIAN HOME	OH	12/19/18	Health	F	757	Ensure each residents drug regimen must be free from unnecessary drugs.	D	1/22/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	F	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	684	Provide appropriate treatment and care according to orders, residents preferences and goals.	D	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	623	Provide timely notification to the resident, and if applicable to the resident representative and ombudsman, before transfer or discharge, including appeal rights.	D	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	657	Develop the complete care plan within 7 days of the comprehensive assessment; and prepared, reviewed, and revised by a team of health professionals.	D	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	582	Give residents notice of Medicaid/Medicare coverage and potential liability for services not covered.	E	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	F	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	644	Coordinate assessments with the pre-admission screening and resident review program; and referring for services as needed.	D	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	695	Provide safe and appropriate respiratory care for a resident when needed.	E	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	688	Provide appropriate care for a resident to maintain and/or improve range of motion (ROM), limited ROM and/or mobility, unless a decline is for a medical reason.	E	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	926	Have policies on smoking.	C	9/25/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	732	Post nurse staffing information every day.	C	9/29/19
365875	CRESTMONT NORTH NURSING HOME	OH	8/29/19	Health	F	640	Encode each residents assessment data and transmit these data to the State within 7 days of assessment.	D	9/29/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	756	Ensure a licensed pharmacist perform a monthly drug regimen review, including the medical chart, following irregularity reporting guidelines in developed policies and procedures.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	692	Provide enough food/fluids to maintain a resident's health.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	656	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	880	Provide and implement an infection prevention and control program.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	557	Honor the resident's right to be treated with respect and dignity and to retain and use personal possessions.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	881	Implement a program that monitors antibiotic use.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	661	Ensure necessary information is communicated to the resident, and receiving health care provider at the time of a planned discharge.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	607	Develop and implement policies and procedures to prevent abuse, neglect, and theft.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	686	Provide appropriate pressure ulcer care and prevent new ulcers from developing.	G	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	791	Provide or obtain dental services for each resident.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	761	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	757	Ensure each residents drug regimen must be free from unnecessary drugs.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	609	Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	636	Assess the resident completely in a timely manner when first admitted, and then periodically, at least every 12 months.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	865	Have a plan that describes the process for conducting QAPI and QAA activities.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	814	Dispose of garbage and refuse properly.	F	8/30/19

366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	725	Provide enough nursing staff every day to meet the needs of every resident; and have a licensed nurse in charge on each shift.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	551	Give the resident's representative the ability to exercise the resident's rights.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	760	Ensure that residents are free from significant medication errors.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	804	Ensure food and drink is palatable, attractive, and at a safe and appetizing temperature.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	921	Make sure that the nursing home area is safe, easy to use, clean and comfortable for residents, staff and the public.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	685	Assist a resident in gaining access to vision and hearing services.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	578	Honor the resident's right to request, refuse, and/or discontinue treatment, to participate in or refuse to participate in experimental research, and to formulate an advance directive.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	684	Provide appropriate treatment and care according to orders, residents preferences and goals.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	G	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	919	Make sure that a working call system is available in each resident's bathroom and bathing area.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	867	Set up an ongoing quality assessment and assurance group to review quality deficiencies and develop corrective plans of action.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	745	Provide medically-related social services to help each resident achieve the highest possible quality of life.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	610	Respond appropriately to all alleged violations.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	641	Ensure each resident receives an accurate assessment.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	842	Safeguard resident-identifiable information and/or maintain medical records on each resident that are in accordance with accepted professional standards.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	803	Ensure menus must meet the nutritional needs of residents, be prepared in advance, be followed, be updated, be reviewed by dietician, and meet the needs of the resident.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	759	Ensure medication error rates are not 5 percent or greater.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	688	Provide appropriate care for a resident to maintain and/or improve range of motion (ROM), limited ROM and/or mobility, unless a decline is for a medical reason.	G	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	567	Honor the resident's right to manage his or her financial affairs.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	908	Keep all essential equipment working safely.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	690	Provide appropriate care for residents who are continent or incontinent of bowel/bladder, appropriate catheter care, and appropriate care to prevent urinary tract infections.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	868	Have the Quality Assessment and Assurance group have the required members and meet at least quarterly	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	810	Provide special eating equipment and utensils for residents who need them and appropriate assistance.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	679	Provide activities to meet all resident's needs.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	558	Reasonably accommodate the needs and preferences of each resident.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	755	Provide pharmaceutical services to meet the needs of each resident and employ or obtain the services of a licensed pharmacist.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	655	Create and put into place a plan for meeting the resident's most immediate needs within 48 hours of being admitted	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	883	Develop and implement policies and procedures for flu and pneumonia vaccinations.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	758	Implement gradual dose reductions(GDR) and non-pharmacological interventions, unless contraindicated, prior to initiating or instead of continuing psychotropic medication; and PRN orders for psychotropic medications are only used when the medication is ne	G	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	677	Provide care and assistance to perform activities of daily living for any resident who is unable.	E	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	801	Employ sufficient staff with the appropriate competencies and skills sets to carry out the functions of the food and nutrition service, including a qualified dietician.	F	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	687	Provide appropriate foot care.	D	8/30/19
366202	CRYSTAL CARE OF COAL GROVE	OH	6/24/19	Health	F	602	Protect each resident from the wrongful use of the resident's belongings or money.	D	8/30/19
366278	STOW GLEN HEALTH CARE CENTER	OH	2/22/19	Health	F	761	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	D	4/12/19
366278	STOW GLEN HEALTH CARE CENTER	OH	2/22/19	Health	F	812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	F	4/12/19
366278	STOW GLEN HEALTH CARE CENTER	OH	2/22/19	Health	F	584	Honor the resident's right to a safe, clean, comfortable and homelike environment, including but not limited to receiving treatment and supports for daily living safely.	D	4/12/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	684	Provide appropriate treatment and care according to orders, residents preferences and goals.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	610	Respond appropriately to all alleged violations.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	914	Provide bedrooms that don't allow residents to see each other when privacy is needed.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	578	Honor the resident's right to request, refuse, and/or discontinue treatment, to participate in or refuse to participate in experimental research, and to formulate an advance directive.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	689	Ensure that a nursing home area is free from accident hazards and provides adequate supervision to prevent accidents.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	925	Make sure there is a pest control program to prevent/deal with mice, insects, or other pests.	F	1/2/19

365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	761	Ensure drugs and biologicals used in the facility are labeled in accordance with currently accepted professional principles; and all drugs and biologicals must be stored in locked compartments, separately locked, compartments for controlled drugs.	E	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	550	Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.	E	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	641	Ensure each resident receives an accurate assessment.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	656	Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.	D	1/2/19
365796	WESTPARK NEUROLOGY AND REHABILITA'	OH	10/3/18	Health	F	812	Procure food from sources approved or considered satisfactory and store, prepare, distribute and serve food in accordance with professional standards.	F	1/2/19