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FYI – Updates

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VIRGINIA MDS CHANGES – Update

The change to Section S and the quarterly assessment form discussed in last month's FYI has been put on hold for the time being. The State RAI Manager will provide guidance on future changes as they become finalized.

Coding in Section M – on 9/20/04 we received guidance from Judy Wilhide that you may now code for pressure relieving and pressure reduction devices in Section M/5 a and b. The use of egg crate mattresses is still excluded when coding for these sections. Remember that Medicaid requires documentation of use of such devices within the 7-day look back period when coding for the use of either of these items and their use should be included within the comprehensive care plan.

MDS Training

VHCA will sponsor a 2-day MDS workshop on December 1st and 2nd at the Koger Center South. This program is designed for both administrators and members of the interdisciplinary team.

Residents' Right to Vote

§483.10 *Residents Rights F 151* states, "The resident has the right to exercise his or her rights as a resident of the facility and as a citizen or resident of the United States." Becoming a temporary or permanent resident in a nursing home, of necessity, carries numerous real and/or perceived losses. The right to vote in the November elections need NOT be one of them. It's not too early to plan how you will assist your residents in exercising and celebrating their rights as citizens. Many nursing homes plan a variety of interesting activities around the pre-election campaign and the events of Election Day. Discussion about past elections also provides an opportunity for remembering and reminiscing.

Coaching

In this era of increasing shortages in nursing personnel, many organizations realize that, in order to effectively staff for the present *and* the future, they must invest more intentionally in the development of the human resources currently available to them. Enter *COACHING*. In this proven approach to management, the coach/supervisor/manager asks, "How can I enhance my employee's opportunities for success?" In his Coaching for Improved Work Performance (ISBN 0-07-135293-7), Ferdinand Fournies reports on research showing that most performance gaps relate to a lack of understanding about WHY employees do not perform to standard. He offers a list of 16 reasons drawn from his research. The next time you face a "performance gap," pause before counseling or disciplining and seek to identify the REASON behind the performance concern.

1. They don't know what they're supposed to do.
2. They don't know how to do it.
3. They don't know why they should do it.
4. They think they are doing it (lack of feedback).
5. There are obstacles beyond their control.
6. They think it will not work.
7. They think their way is better.
8. They think something is more important (priorities).
9. There is no positive consequence to them for doing it.
10. There is a negative consequence to them for doing it.
11. There is a positive consequence to them for not doing it.
12. There is no negative consequence to them for not doing it.
13. Personal limits (capacities).
14. Personal problems.
15. Fear (they anticipate future negative consequences).
16. No one could do it.



Facilitating Quality Health Systems Thru Care and Compliance