

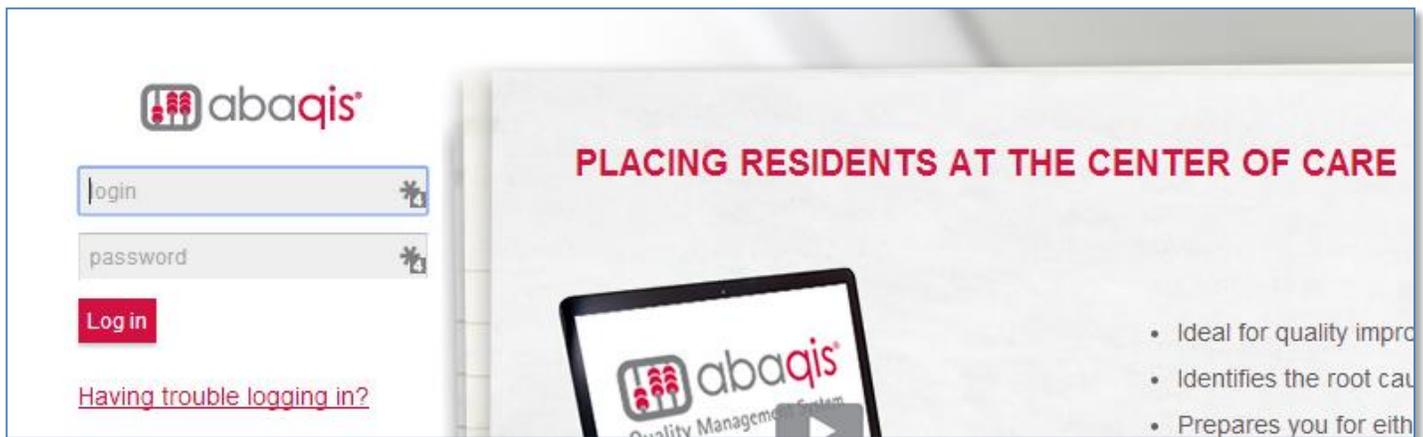
The abaqis Implementation Handbook

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- Section 2: Guidelines for Using abaqis Stage 1 in Quality Assurance
- Section 3: abaqis Implementation Plan
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Section 1: How to Access Your abaqis Account

Your abaqis account administrator will assign you a login name and password. Your password is case sensitive, must be at least 10 characters long, and must include at least one number and one letter. To log in, open www.abaqis.com in your Internet browser.

Your Login: _____ Your Password: _____



If you have trouble logging in:

Click "Having trouble logging in?" on the login page to receive an e-mail that provides a link to reset your password. This functionality is only available for users whose e-mail addresses have been entered in their abaqis profile.

Contact your abaqis account administrator for any of the following needs:

- You are unable to log in after using the "Having trouble logging in?" link.
- You need access to one or more facilities that aren't in your facility list.
- You need additional access to abaqis (e.g., to run reports, create assessments or manage users).

My abaqis account administrator: _____

Phone: _____

E-mail: _____

Contact client support for all questions about using abaqis. Call toll-free **866-922-8655**, click on the abaqis "Support/Feedback" link within abaqis or send an e-mail to **abaqis_support@providigm.com**.

Section 2: Guidelines for Using abaqis Stage 1 in Quality Assurance

The guidelines in this document provide a framework for using abaqis in a continuous quality improvement process. Sample sizes and frequency can be adjusted to fit your resources and QA programs.

Admission Sample

The admission sample is designed to assess residents during the period following admission or readmission to the facility. The admission record review should be completed for all 30 residents in the admission sample.

Census Sample

The Census Sample assesses current residents in the areas of Quality of Care and Quality of Life. abaqis provides the ability to create a randomly generated sample of 40 residents, the minimum sample required to statistically measure rates for Quality of Care and Quality of Life Indicators (QCLIs) across all residents in the facility. These rates are compared with CMS thresholds to determine if in-depth compliance investigations are warranted.

Suggested abaqis QA Cycle

Frequency	Action
Initial assessment	Conduct Stage 1 assessments
Each time a care area triggers (exceeds threshold)	Determine root cause and develop a corrective action plan
After implementing corrective action	Monitor effectiveness of corrective action
Per your QA cycle	Conduct a new QA cycle

Section 3: abaqis Implementation Plan

Introduction

abaqis provides the standard QIS assessments with the Quality of Care and Quality of Life indicators (QCLIs). In many instances these assessments can replace, or be integrated with, clinical and record reviews that are currently performed in your QA process. Using abaqis should save you time by focusing QA resources on areas with significant improvement opportunities and areas of non-compliance that have the highest likelihood of in-depth investigations during a QIS survey.

You do not need to conduct all assessments in a single week, nor do you have to assign them to a single staff member. Facilities often use different staff members over an extended period, whether upon initial implementation or when using abaqis in an ongoing quality improvement process. With a little experience, you can reduce the time required so that, on average, no assessment takes longer than 20 minutes.

In facilities that employ a dedicated QA staff member, that person can manage the abaqis system completely. Facilities that don't have dedicated QA resources can delegate assessment responsibility among several staff members. abaqis provides each facility the ability to add an unlimited number of users with different levels of access, making assignments easy to manage. Multi-facility chains may use regional or corporate QA staff exclusively to operate abaqis, while many choose to combine corporate monitoring with facility-level assessments.

Users with the proper permissions can run and review reports at any time. Facilities can schedule weekly, monthly or quarterly report reviews for continuous quality improvement.

The abaqis implementation plan consists of the following steps:

- Step 1: Choose abaqis Manager
- Step 2: Define QA Cycle
- Step 3: Upload MDS
- Step 4: Create Census and Admission Sample
- Step 5: Make Stage 1 Assignments
- Step 6: Complete Stage 1 Assessments
- Step 7: Review abaqis Reports
- Step 8: Use Stage 2 to Identify Root Causes

Step 1: Choose abaqis Manager

Decide who will be the abaqis system manager. This person will oversee the abaqis QA process to ensure assessments are completed and reports are used for corrective action.

abaqis Manager(s): _____

Step 2: Define QA Cycle

Determine your QA cycle for abaqis. How often is the facility going to look at the abaqis reports and take corrective action? We suggest a quarterly QA cycle.

Your abaqis QA cycle: _____

Step 3: Upload MDS

Begin by uploading MDS submissions for the past six months. abaqis residents are automatically created and updated by MDS uploads. We recommend you keep your resident information current by uploading your MDS records as often as possible.

See "MDS Upload" on the abaqis Help page for more information.

Step 4: Create Census and Admission Sample

Go to the Random Samples screen to create a randomly-generated census sample and admission sample. If a sample resident is discharged during completion of Stage 1 assessments for this QA cycle and no assessments have completed for the resident, replace the discharged resident in the census sample on the Random Samples screen.

See the abaqis Help page for more information about Random Sampling.

Step 5: Make Stage 1 Assignments

Use this table to determine which staff members will conduct your Stage 1 assessments. Dividing up this work ensures that no one staff member spends on average, more than 20 minutes a day collecting QA data. Time may vary depending on the complexity of the individual assessment. Paper assessments typically require more time to complete.

Assessment	Average Duration (minutes)	Assigned Staff
Resident Interview	20	<ul style="list-style-type: none"> • Social Services • Activities • Nursing Staff
Family Interview	10-15	<ul style="list-style-type: none"> • Social Services
Resident Observation	10-15	<ul style="list-style-type: none"> • Social Services • Activities • Nursing Staff
Staff Interview	5-10	<ul style="list-style-type: none"> • DON • Nurse Manager • Administrator
Census Sample Record Review	10	<ul style="list-style-type: none"> • Licensed Nursing Staff
Admission Sample Record Review	5	<ul style="list-style-type: none"> • Licensed Nursing Staff

Fill out the form below with your staff assignments for each type of assessment. Utilize staff who have the expertise or skill sets to conduct the specific type of assessment assigned.

Resident Interview	Resident Observation	Family Interview

Staff Interview	Census Review	Admission Review

Step 6: Complete Stage 1 Assessments

Complete a set of abaqis Stage 1 assessments for each resident in your census sample. Complete an Admission Sample Record Review for each resident in your admission sample.

Admission Sample

1. From the Main Assessments page go to Census and Admission Sample Assessments and select the current sample from the filter menu.
2. Complete an Admission Sample Record Review for each resident that has an empty circle in the Adm. Sample column.

Stage 1 Assessments

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Filter

Sample 4 04/2014:07/2014 Show Discharged

Complete
 Incomplete
 Not started for selected sample
 Not required for selected sample

17 of 40 Census Residents Completed 27 of 30 Admission Residents Completed 17-Apr-2014 - 17-Jul-2014

◆ Name	◆ Room	Assess	Resident Int.	Family Int.	Staff Int.	Resident Obs.	Census Rev.	Adm. Sample
Acord, Art	A-101	<input type="button" value="NEW"/>	○	○	○	○	○	○
Allen, Bob	A-301	<input type="button" value="NEW"/>	● <u>02-Jul-2014</u>	● <u>22-May-2014</u>	○	● <u>08-May-2014</u>	● <u>21-Jun-2014</u>

Census Sample

Complete the abaqis Stage 1 assessments for each resident that has an empty circle in the Census Assessments columns.

Stage 1 Assessments

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Filter: Sample 4 04/2014:07/2014 Show Discharged

Complete
 Incomplete
 Not started for selected sample
 Not required for selected sample

17 of 40 Census Residents Completed 27 of 30 Admission Residents Completed 17-Apr-2014 - 17-Jul-2014

Name	Room	Assess	Resident Int.	Family Int.	Staff Int.	Resident Obs.	Census Rev.	Adm. Sample
Acord, Art	A-101	<input type="button" value="NEW"/>	○	○	○	○	○	○
Allen, Bob	A-301	<input type="button" value="NEW"/>	● 02-Jul-2014	● 22-May-2014	○	● 08-May-2014	● 21-Jun-2014
Bacon, Francis	A-302	<input type="button" value="NEW"/>	● 02-Jul-2014	● 20-Jun-2014	● 02-Jun-2014	● 12-May-2014	● 18-Jun-2014

Step 7: Review abaqis Reports

Review abaqis Stage 1 reports to determine which care areas have triggered and which residents provided negative responses. Filter by sample to exclude assessments outside your QA cycle. You may also include resident groups in the report by checking the box next to the applicable resident group(s).

Quality scores represent the percentage of residents without negative responses. Scores in red indicate care areas that have triggered for Stage 2. Yellow scores represent care areas in danger of triggering, while green represents care areas relatively safe from triggering. Upon selecting a care area, click the "View" button next to each resident to see the resident's assessment.

These reports also feature the "Save & Print" button for generating a PDF version of the report.

Assessment Reports

Assessment reports display quality scores for each care area. Your priority for corrective action starts with the quality scores in the red zones. The following report is part of the Resident Interview report.

Resident Interview Report

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Filter

Random Sample

Three Month Cycle

Start Date

2013-03-29

Resident Groups

End Date

2013-06-29

[Run Report](#) [Remove Filter](#)

[Save & Print](#)

Report Filter:

- Dates: 3/29/2013 - 6/29/2013
- Random Sample: **Three Month Cycle**
- Resident Group(s): **None**

Residents included: 20

+	Abuse (QP253)	95
+	Activities (QP208)	75
	ADL, ROM, Cleanliness and Grooming, Positioning (QP256)	90
	Admission, Transfer, and Discharge Review (QP250)	100
+	Choices (QP234)	65
+	Dental (QP254)	95
	Dignity (QP212)	95

View residents who provided negative responses by clicking the links for each care area and QCLI on the report.

Click "View" next to each resident to see the resident's complete assessment.

Residents With Flagged Assessments				
<ul style="list-style-type: none"> QCL: QP234 - Choices (Resident Interview) 				
Report Filter: ⓘ <ul style="list-style-type: none"> Dates: 3/29/2013 - 6/29/2013 Random Sample: Three Month Cycle Resident Group(s): None 				
Name	Identifier	Room Number	Assessment Date(s)	Flagged Areas
Bell, Alexander	*****1101	A-100	5/22/2013	Bedtime, Bath frequency VIEW
Curie, Marie	*****1102	A-101	5/22/2013	Bath frequency VIEW
Edison, Thomas	*****1105	A-103	5/22/2013	Bath frequency, Bath type VIEW
Kies, Mary	*****1110	B-105	5/22/2013	Bath type VIEW
Turing, Alan	*****1118	A-112	5/22/2013	Bath frequency VIEW
Whitney, Eli	*****1121	A-114	5/22/2013	Bath frequency VIEW
Wright, Wilbur	*****1122	A-116	5/22/2013	Waking, Bath frequency VIEW

Summary Report

The Summary by Care Area Report lists each care area and the status of the contributing data sources.

Report Filter: ⓘ	
<ul style="list-style-type: none"> Dates: 3/29/2013 - 6/29/2013 Random Sample: Three Month Cycle Resident Group(s): None 	
Assessments included: 145	
Report	
<ul style="list-style-type: none"> Abuse <ul style="list-style-type: none"> Resident Interview Family Interview Resident Observation Accidents <ul style="list-style-type: none"> Resident Observation Staff Interview Activities <ul style="list-style-type: none"> Resident Interview Family Interview Resident Observation 	

View residents who provided negative responses by clicking the care area links.

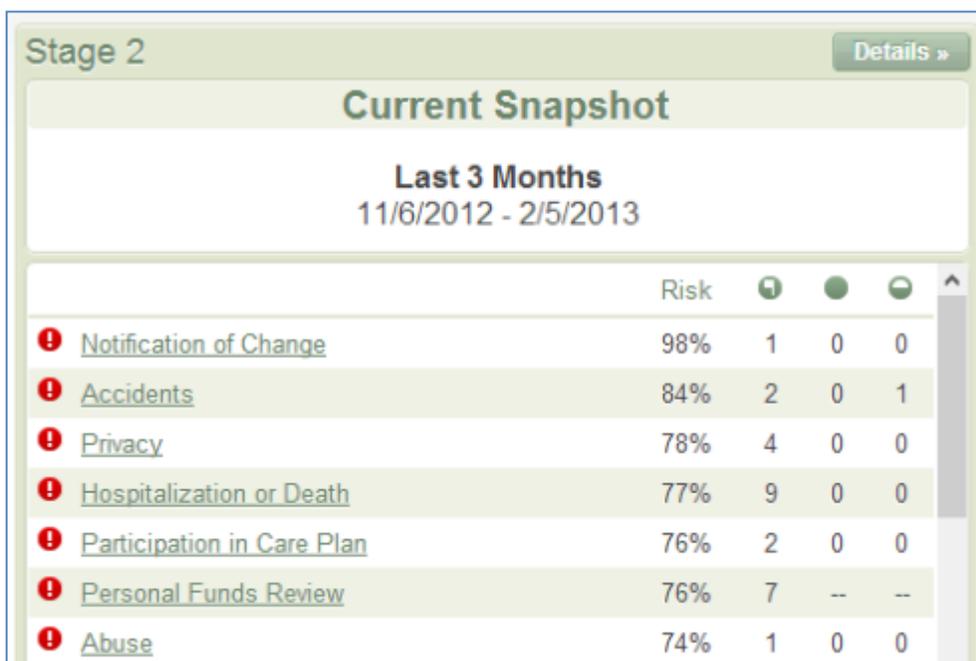


Click the "View" button next to a resident to see the resident's complete assessment.



Step 8: Use Stage 2 to Identify Root Causes

You can perform in-depth investigations of triggered care areas by creating a Stage 2 snapshot with the start and end dates of your Stage 1 Assessments. Your responses in Stage 2 will uncover root causes and identify potential Ftag deficiencies. With this information you can create a plan for taking corrective action.



Section 4: Guidelines for Post Acute Care (PAC) Quality

abaqis uses PAC assessments to gather pertinent information about hospital readmissions which is then available in the PAC Quality Reports.

Complete PAC assessments upon entry and discharge

You can filter the PAC Assessments list to show only residents who are ready to assess. When checked, the filter displays residents with an entry or discharge in the last 100 days that has not been completed.



Post Acute Care Assessments
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Show only residents ready to assess ⓘ

- Entries and Discharges
- Entry
- Discharge

Search

Complete
 Incomplete
 Not Started
 Not Discharged

Name	Room	Entry	Discharge	ER Transfer
Breed, Allen	A-307	● 12-May-2014	○ 16-May-2014	NEW
Elion, Gertrude	A-401	○ 10-Apr-2014	NEW

Complete ER Transfers as they occur

You can create ER Transfers at your own discretion and as often as necessary. Uncheck "Show only residents ready to assess" and search for the resident to display all stays. Enter the ER Transfer by clicking New.



Show only residents ready to assess ⓘ

allen Search Show All

Complete
 Incomplete
 Not Started
 Not Discharged

Name	Room	Entry	Discharge	ER Transfer
Allen, Bob	A-301	● 23-Jun-2014	NEW

Who completes PAC assessments?

The PAC assessments can be completed by nursing staff or medical records.

Entry Assessment	Discharge Assessment	ER Transfer

Section 5: Webinar Training Sessions

Providigm offers the following webinar training sessions.

Using abaqis for Quality Assurance

The Quality Indicator Survey (QIS) is being rolled out nationally. Whether your state has implemented the QIS or not, you can successfully utilize the QIS process to create a robust quality assurance (QA) program in your facility using abaqis. Although the QIS was designed for surveyors to conduct the federal survey, the two-stage quality assessment tools that are used in the QIS provide the basis for a comprehensive long-term care facility QA system.

The abaqis system will be most beneficial if used throughout the year, not just at survey time. If used correctly, these tools can help a nursing home assess its residents' quality of care and quality of life using structured information reported by residents, residents' families, staff members, as well as information obtained through observation and record review.

This web training session reviews how the abaqis system can be used to:

- Utilize the QIS Stage 1 methodology to comprehensively assess your facility's compliance with federal regulations.
- Reveal where your facility has a high likelihood of being out of compliance with regulations according to statistical thresholds determined by CMS.
- Gain insight into compliance with respect to policy, procedure, assessment, care planning, and provision of care utilizing the QIS Stage 2 investigation concepts.
- Understand compliance at the facility level as guided by the QIS facility-level task protocols.

Implementation Planning

Each facility conducts QA activities differently and may use abaqis in different ways. This web training session provides a framework for using abaqis in a continuous quality improvement process.

- Learn to successfully use abaqis for QA without overwhelming your staff.
- Review strategies for division of labor and work assignment ensuring that no one person will spend more than 20 minutes a day collecting data.
- Learn to use the Resident Group function for work assignment.

Stage 1 Assessment Review

This web training session provides an overview of tips and insights for conducting the Stage 1 assessment for your facility.

Stage 1 Report Analysis

In an industry dealing with budget and staff cuts, it is important to use the time that you do have effectively. abaqis reporting helps you to prioritize where you spend your QA time, drill down to the root cause of issues and develop specific corrective actions that will impact your compliance.

This web training session will walk you through how to use abaqis reporting to your advantage, including how to

- Use Stage 1 assessment reports to determine root causes, and
- Use the Risk Analysis report to prioritize QA activities.

Post Acute Care (PAC) Quality

- Learn how to track and manage your acute care readmissions so that you can reduce them.
- Learn to use robust reporting on your nursing home's readmission rate to market your facility to your hospital and managed care partners.

Stage 2 Initial Training

This web training session overviews getting started with Stage 2, including how to:

- Create and navigate the Stage 2 Snapshot.
- Use the tools available for investigation of the triggered care areas (Critical Element Pathways and Guidance to Surveyors) and navigate them within abaqis.
- Utilize the components necessary for a thorough investigation (assessment, care planning and provision of care).

Stage 2 Investigations and Reporting

Stage 2 is an in-depth investigation into the care areas that have exceeded the allowable percentage of negative answers as determined by CMS. This web training session was developed by Master QIS Trainers and covers the following topics:

- What surveyors are looking for in your assessments, care planning, and provision of care.
- Use of the following Stage 2 investigation tools to identify systemic issues in your facility: Critical Element Pathways, Guidance to Surveyors and Non-Mandatory Facility-Level Tasks.
- Use of Stage 2 Reporting for assigning corrective actions to staff.

Facility-Level Tasks, Mandatory and Non-Mandatory Investigations

The facility-level tasks are an important assessment tool for your facility's compliance. This web training session will provide you guidance in conducting these investigations, including:

- Kitchen Observation
- Dining Observation
- Sufficient Nursing Staff
- Medication Administration
- Medication Storage
- Resident Council Representative Interview
- QAA Review
- Infection Control & Immunization Review
- Unnecessary Drug Review
- Admission Transfer and Discharge Review
- Abuse Prohibition Review
- Environmental Observations
- Personal Funds Review
- Liability Notice and Beneficiary Appeal Rights Review
- QIS Extended Survey

Customized Web Training Sessions

In addition, Providigm trainers are happy to conduct customized web training sessions to meet your needs. To request a customized web training session, contact abaqis Client Support at 866-922-8655, click on the abaqis "Support/Feedback" link within abaqis or email abaqis_support@providigm.com.