Understand healthcare facilities and organizational structure with focus on LTC.
FYI - Intentional Repeat

There is intentional repeat of some HSII course content in Nursing Fundamentals.

Repeating course content distributes learning over time and increases long term memory.

Academic and skill competence must be maintained at a very high level for direct resident care.
Think
Where do you think Nurse Aides work?

Act
Raise your hand and share your thoughts!
NAs can work in a variety of settings.

- Clinics
- Hospitals
- Psychiatric Facilities
- Rehab Centers
- LTC
- Homes for Aged
- HOME CARE
Hospitals

Provide care for individuals of all ages with a broad range of health problems
Hospitals

Services varied and extensive

• Diagnostic
• Therapeutic
• Medical
• Surgical
• Emergency
Remind me from HSII...

So what does **Diagnostic** mean?

Pertaining to the **Identification** of a medical condition or disease as determined by a physician. A statement of what is wrong with a resident.
aaaand....

So what does **Therapeutic** mean?

Pertains to treating, **fixing**, or correcting a medical or surgical problem.
So what does *Medical* mean?

- Pertaining to the science of treatment that includes drugs, diet, exercise and other non-surgical means.
Surgical...

Pertains to the treatment of injury, deformity, and disease by manual and instrumental operations.
and last but not least....

So what does Emergency mean?

Sudden occurrence of a serious and urgent nature that demands immediate attention.
STICK DIAGNOSTICS
OPEN YOUR MOUTH AND SAY AAAAAANSWER

- Diagnostic
- Therapeutic
- Medical
- Surgical
- Emergency
THINK

Consider situations that are NOT emergencies that may be considered emergencies by some people.

ACT

Raise your hand and share your thoughts! Wait to be called on.
Hospitals

Types of Care

- Acute
- Chronic
- Terminal / Palliative
OK so.....remind me

So what does **Acute** mean?

- An acute illness has a **sudden onset** from which the resident is expected to recover.
- Acute therapy is **short-term** medical treatment, usually in a hospital, for patients having an acute illness or injury or recovering from surgery.
Then…

**Chronic** means….

- A chronic illness has slow or gradual onset, for which there is no known cure, the illness can be controlled and complications prevented.
- Chronic care is medical and nursing services that focus on long-term care of people with chronic diseases or conditions, either at home or in a medical facility. It includes measures specific to the problem, as well as others to encourage self-care, promote health, and prevent loss of function.
What does **Terminal** mean?

An illness from which the resident is not expected to recover and will die. Residents with terminal illnesses are given **Palliative** (comfort) care instead of curative care.
Acute
Chronic
Terminal
Palliative

Open your mouth and say aaaaaanswer
LONG TERM CARE FACILITIES

Referred to as:

• Extended care facilities
• Skilled care facilities
• Nursing homes
• CCRC – continuing care retirement community (includes skilled nursing)
LONG TERM CARE FACILITIES

Provide healthcare services to individuals unable to care for themselves:

- elderly persons
- disabled or handicapped persons
- people with chronic illness
LTC Services Provided

- Medical
- Nursing
- Nutritional
- Recreational
- Rehabilitation
LONG TERM CARE...
HAVE WE GOT IT?
LET'S CHECK AND SEE

STICK DIAGNOSTICS

Student Name A

Student Name B
HOMES FOR THE AGED (HA)

HOMES FOR THE AGED LICENSE (HAL)

Formerly called:

• Rest home
• Assisted living
HOMES FOR THE AGED

Types:

• Family Care Home – serves 2-6 unrelated persons
• Adult Care Home – serves 7 or more unrelated persons
• Group Home – for developmental disabled adults
• Multi unit housing with services
HOMES FOR THE AGED

- Assists resident with medication administration
- Assists with personal care, dressing, or grooming
- Provides three meals a day
- Provides housekeeping
- LIMITED MEDICAL SUPERVISION
HOMES FOR THE AGED

• Licensed by

• Monitored by Adult Home Specialist within County Department of Social Services
Have we got it?
Let's check and see

What are other names for homes for the aged?
How much medical supervision is given in HAs?
What agency issues licenses to HAs?
What agency monitors HAs?

Stick diagnostics
HOME CARE AGENCIES

Provide care in the home for people needing health services, but not hospitalization
HOME CARE AGENCIES

Services provided include:

- Nursing / CNA / PCA
- Physical therapy
- Occupational therapy
- Speech therapy
- Social services
- Nutritional and food services
- Respiratory therapy
- Homemaker services
HDME CARE AGENCIES

HAVE WE GDT IT?
LET’S CHECK AND SEE

STICK DIAGNOSTICS

Student Name A

Student Name B
HEALTHCARE FACILITY
ORGANIZATIONAL STRUCTURE

- Displays chain of command
- Shows lines of authority
- Identifies health care worker’s position
- Identifies immediate supervisor
HEALTHCARE FACILITY
ORGANIZATIONAL STRUCTURE

Governing body = (Board of Directors)

• Responsible for provision of safe and adequate care at a reasonable cost
• Makes facility policies
• Delegates management to an administrator
HEALTHCARE FACILITY ORGANIZATIONAL STRUCTURE

Department heads
- Have specific areas of responsibilities
- Supervise department staff
  - Finance
  - Ancillary services
  - Nursing
Medical Director

Supervises medical staff activities

• Physicians
• Residents
• Interns
Director of Nursing and Assistant DON

- Supervises nursing staff activities
- Responsible for safe nursing care
- Registered nurses
Nursing supervisor

• Assists director of nursing
• Licensed nurse
• Assigned areas of responsibility
• Assigned to specific shift
Charge Nurse

– Has specific areas of responsibility
– Responsible for resident care in specific area
Charge Nurse

Supervises staff in specific area

• Registered nurses (RNs)
• Licensed practical nurses (LPNs)
• Nurse aides (NAs)
LTC HEALTHCARE ORGANIZATION STRUCTURE...

HAVE WE GOTTEN IT?
LET’S CHECK AND SEE

STICK DIAGNOSTICS
Federal Level

- Federal agency that works with state agencies
- Runs two national care programs
  - Medicare
  - Medicaid
Federal Level

- Helps pay for health care including nursing home care
- Sets quality standards for long term care facilities
- Nursing homes must be certified to receive Medicare and Medicaid funds
Federal Level

Nursing Home Compare for Consumers

- Five Star rating system
- Quality of care information
- Characteristics of nursing homes
LTC FACILITIES REGULATION

State Level

Two Sections of DHSR:

• **Nursing Home Licensure and Certification Section**
• **Health Care Personnel Registry Section**
Nursing Home Licensure and Certification Section

- Determines location and number of nursing homes needed in NC
- Issues licenses to nursing homes giving permission to operate and provide care
- "Surveyors" conduct inspections to find out whether the nursing home meets federal rules
  - Routine inspections take place in nursing homes that receive payment through Medicare and Medicaid every 9 to 15 months
  - Surveys take three days on average
Responsibilities of the nurse aide during the survey process

- Provide quality care
- Protect residents rights
- Provide for resident and personal safety
- Keep center clean and safe
- Conduct yourself in a professional manner
- Demonstrate good work ethics
- Follow center policies and procedures
- Answer surveyor questions honestly and completely
LTCs can be put on "SANCTION" because of:

- Substandard care
- CMP – Civil Money Penalty
CMP-Civil Money Penalty

- Fines collected as a result of nursing home violations
- Fines are redirected back in the nursing home industry to improve the quality of care
- In NC – Win A Step Up is funded by CMP
Health Care Personnel Registry SECTION

There are two branches:

1. Investigations Branch

2. Center for Aide Regulation and Education (CARE) Branch
Health Care Personnel Registry SECTION

Investigations BRANCH responsible for:

1. Health Care Personnel Registry
2. Receiving reports from health care facilities
3. Unlicensed health care worker investigations
4. Listing "Pendings" and "Findings" on the Nurse Aide I and Health Care Personnel Registries
Health Care Personnel Registry SECTION

Center for Aide Regulation and Education (CARE) BRANCH is responsible for

1. Nurse Aide I Registry, training and competency programs
2. Medication Aide Registry and competency programs
3. Geriatric Aide Registry and training
4. Feeding assistant training curriculum
5. Providing registry access and listing verification
NC New Organizational Vision Award
~NC NOVA~
http://www.ncnova.org/index.html

NC Special State License that honors excellence in the workplace for people employed by home care agencies, adult care homes, and nursing homes.
NC New Organizational Vision Award

NC NOVA facilities have the following:

1. Well trained staff, satisfied and loyal workers helping families by caring for their loved ones;
2. Stronger links among workers, residents, families, and management;
NC New Organizational Vision Award

NC NOVA facilities have the following:

3. Chances for staff to better their skills and advance their careers;

4. Stable, quality worker available now and for the future.
Nurse Aides must provide good care and comply with state and federal and regulations.
Consequences of inappropriate actions by the Nurse Aide Student or CNA

Name of the Nurse Aide will be listed on the Health Care Personnel Registry for a "pending" allegation or substantiated allegation "finding(s)".
Nursing homes and other facilities must access the NC DHSR Health Care Personnel Registry before they hire unlicensed staff. Listings include:

- Name of the Nurse Aide
- Nature of the finding or allegation
- Status of the investigation
- Listings on the NC Health Care Personnel Registry will also be listed on the National Practitioner Data Bank
NPDB-HIPDB – National Practitioner Data Bank / Healthcare Integrity and Protection Data Bank

- Nurse Aides are considered “practitioners”
- Substantiated negative “Findings” for nurse aides will appear in this national data bank!

http://www.npdb-hipdb.hrsa.gov/
Consequences of inappropriate actions by the Nurse Aide Student or CNA

Deficiencies may be cited against the LTC where the Nurse Aide is employed
Prevent Problems 😊

- Good resident care
- Given with a good heart
- Using Good standards
- Each and every day

Equals a GREAT CNA who has nothing to fear and everything to gain.
Prevent Problems 😊

WASH YOUR HANDS OF...

- PATIENT ABUSE OR NEGLECT
- DRUG DIVERSION
- FRAUD
- MISAPPROPRIATION OF PROPERTY

Or your career could go down the drain!

NATIONAL PRACTITIONER DATA BANK
• Understand healthcare facilities and organizational structure with focus on LTC.