

## Health Care Association of Michigan

APPLICATION DEADLINE: March 26, 2010 • UPS/FED EX TO: 7413 Westshire Dr., Lansing, MI 48917

# 2010 Calvin H. Monfils Facility Excellence Award

## AWARD OVERVIEW

- ⇒ One original application for the Calvin H. Monfils Facility Excellence Award **and six copies** must be postmarked no later than March 26, 2010.
- ⇒ Only HCAM facility members, in good standing, are eligible to apply for this award.
- ⇒ The winner(s) of this award will be featured at the Awards & Recognition Luncheon at the Soaring Eagle Casino & Resort in Mt. Pleasant.
- ⇒ Participating facilities will receive a follow-up letter, including the selection committees overall comments after all applications have been reviewed and the recipient has been selected.

## SELECTION PROCESS

- ⇒ A minimum of four individuals representing administrators from the five HCAM regions and the winning administrator from the previous year comprise the committee that will review all applications. All decisions of the selection committee are final.
- ⇒ It is the applicant's responsibility to submit sufficient documentation to substantiate the criteria referenced in Sections I, II and III of this award application. A summary page with supporting documentation is vital at the beginning of each requirement.
- ⇒ The applicant's failure to submit sufficient documentation for a criterion referenced in Sections I, II and III will result in forfeiture of the points allocated to that criterion.
- ⇒ Sections I, II and III must be submitted in their entirety for consideration.

### **STAGE ONE:**

- ⇒ Section I of all eligible applications will be reviewed and a score for this section will be awarded.
- ⇒ Applications earning a minimum of 20 points will move on to stage two of the application process.
- ⇒ Applications failing to earn a minimum of 20 points will not be eligible for stage two of the application process.

### **STAGE TWO:**

- ⇒ Sections II and III of all eligible applications will be reviewed and scores for these sections will be awarded.
- ⇒ Applications earning a minimum of 60 points for Sections I, II and III will move on to stage three of the application process.
- ⇒ Applications failing to earn a minimum of 60 points for Sections I, II and III will not be eligible for stage three of the application process.

### **STAGE THREE:**

- ⇒ Eligible facilities will undergo an on-site evaluation and a score for Section IV will be awarded.

## AWARD CRITERIA

### **SECTION I: Best Practices Summary & Reports (25 points)**

*Sufficient documentation is required in each of the following areas (provide a two-year history, except for the quality indicator reports):*

- ⇒ In 500 words or less, explain what activities are in place to promote person centered care, i.e., quality initiatives or best practices (5 points)
- ⇒ Annual licensure & certification inspection reports and grids (5 points)
- ⇒ Fire Marshal inspection reports (4 points)
- ⇒ Complaint investigation reports, including 2567s (4 points)
- ⇒ Summary of civil penalties/enforcement remedies (4 points)
- ⇒ Most recent quality indicator reports with explanations (3 points)

### **SECTION II: Facility Operations (25 points)**

*Sufficient documentation is required in each of the following areas:*

- ⇒ Detailed descriptions of innovative resident care services (6 points)
- ⇒ Strategic plan & attainment of short- & long-term goals (4 points)
- ⇒ Resident activities (3 points)
- ⇒ Staff development & special services provided for staff (3 points)
- ⇒ Employee turnover (3 points)
- ⇒ Legislative involvement (3 points)
- ⇒ Innovative building/property features that enhance quality of life (3 points)

### **SECTION III: Internal & External Relationships (25 points)**

*This section measures the satisfaction of the various groups with which your facility has relationships. Documentation of their involvement or level of satisfaction throughout the year may include letters of recommendation, examples of media exposure, results of a facility-initiated survey and/or similar testimonials. Sufficient documentation is required in each of the following areas:*

- ⇒ Residents (5 points)
- ⇒ Families/Responsible parties (5 points)
- ⇒ Employees (5 points)
- ⇒ Medical Director/attending physicians (5 points)
- ⇒ Community organizations (5 points)

### **SECTION IV: On-Site Evaluation (25 points)**

*The on-site evaluation will include, but is not limited to, each of the following areas:*

- ⇒ Quality of life (5 points)
- ⇒ Quality of care (4 points)
- ⇒ Resident Council (4 points)
- ⇒ Human resources (4 points)
- ⇒ Food services (4 points)
- ⇒ Environmental services (4 points)

# Calvin H. Monfils Facility Excellence Award Scoring Sheet (Stage One)

**Applicant:** Please complete the facility profile below and then utilize all three pages of this scoring sheet as the cover pages to your original application. Copies of all three pages of this scoring sheet should also be used as the cover pages to all six copies of your application that must be submitted for purposes of scoring by the selection committee.

## **FACILITY PROFILE**

Facility Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_

Administrator: \_\_\_\_\_

Telephone: (\_\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

Medicare Certified: \_\_\_\_\_ Medicaid Certified: \_\_\_\_\_ Home for the Aged: \_\_\_\_\_ Other: \_\_\_\_\_ Beds: \_\_\_\_\_

**Applicant:** Information below this line is for your reference only. Members of the selection committee will award points on this scoring sheet during the selection process. You will receive a follow-up letter, as well as a copy of this scoring sheet, after all applications have been reviewed, points have been awarded and the recipient(s) has been selected.

## **SECTION I: AGENCY REPORTS**

- ⇒ Section I of all eligible applications will be reviewed and a score for this section will be awarded.
- ⇒ Applications earning a minimum of 20 points will move on to stage two of the application process.
- ⇒ Applications failing to earn a minimum of 20 points will not be eligible for stage two of the application process.
- ⇒ It is the applicant's responsibility to submit sufficient documentation to substantiate the criteria referenced in this section.
- ⇒ The applicant's failure to submit sufficient documentation for a criterion referenced in this section will result in forfeiture of the points allocated to that criterion. Partial points may be awarded at the discretion of the selection committee.
- ⇒ Points in this section are deducted for each deficiency based upon the scope and severity of the F-tags and K-tags, as well as the number above the state average.

***Sufficient documentation is required in each of the following areas (provide a two-year history, except for the quality indicator reports)***

**Best practices summary** \_\_\_\_\_ / 5 points

Summary explanation of what practices are in place to promote person centered care.

**Annual licensure & certification inspection reports** \_\_\_\_\_ / 5 points

Include 2567s for annual standard survey and all revisit surveys. Include Informal Deficiency Dispute Resolution (IDDR) results.

**Fire Marshal inspection reports** \_\_\_\_\_ / 4 points

Include 2567s for annual survey and any complaint surveys.

**Complaint investigation reports, including 2567s** \_\_\_\_\_ / 4 points

Identify the number of complaints and surveys, whether substantiated or not, for the past 12 months and distinguish how many are facility-reported incidents. Include 2567s for all complaint surveys and revisits, including facility-reported incidents. Facility should include an explanation for extraordinary circumstances.

**Summary of civil penalties/enforcement remedies** \_\_\_\_\_ / 4 points

Include all enforcement letters where the facility received fines/enforcement actions/penalty orders. Facility should include a summary or explanation, if desired.

**Most recent quality indicator reports only** \_\_\_\_\_ / 3 points

Include most recent quality indicator report with an explanation if an area is flagged.

**SECTION I SUB-TOTAL: \_\_\_\_\_ / 25 points**

# Calvin H. Monfils Facility Excellence Award Scoring Sheet (Stage Two)

- ⇒ Sections II and III of all eligible applications will be reviewed and scores for these sections will be awarded.
- ⇒ Applications earning a minimum of 60 points for Sections I, II and III will move on to stage three of the application process.
- ⇒ Applications failing to earn a minimum of 60 points for Sections I, II and III will not be eligible for stage three of the application process.
- ⇒ It is the applicant's responsibility to submit sufficient documentation to substantiate the criteria referenced in these sections.
- ⇒ The applicant's failure to submit sufficient documentation for a criterion referenced in these sections will result in forfeiture of the points allocated to that criterion. Partial points may be awarded at the discretion of the selection committee.

## **SECTION II: FACILITY OPERATIONS**

*Sufficient documentation is required in each of the following areas:*

**Innovative resident care services** \_\_\_\_\_ / 6 points  
Evidence that the facility is providing services beyond the requirements.

**Strategic plan & attainment of short- & long-term goals** \_\_\_\_\_ / 4 points  
Written documentation illustrating action steps and progress notes.

**Resident activities** \_\_\_\_\_ / 3 points  
Evidence that meaningful programs are offered for all residents both in and out of the facility. In addition, evidence that residents continue to participate in community events and projects.

**Staff development & special services provided for staff** \_\_\_\_\_ / 3 points  
Evidence that the facility offers unique or special training for all staff members.

**Employee turnover** \_\_\_\_\_ / 3 points  
Documentation of the facility's employee turnover for the last three years.

**Legislative involvement** \_\_\_\_\_ / 3 points

**Innovative building/property features that enhance quality of life** \_\_\_\_\_ / 3 points

**SECTION II SUB-TOTAL:** \_\_\_\_\_ / 25 points

## **SECTION III: INTERNAL & EXTERNAL RELATIONSHIPS**

*This section measures the satisfaction of the various groups with which your facility has relationships. Documentation of their involvement or level of satisfaction throughout the year may include letters of recommendation, examples of media exposure, results of a facility-initiated survey and/or similar testimonials. Sufficient documentation is required in each of the following areas:*

**Residents** \_\_\_\_\_ / 5 points  
Evidence that residents enjoy living at the facility, value relationships with staff and feel involved with their outside community, as well as explanation of why the facility should receive this award.

**Families/Responsible parties** \_\_\_\_\_ / 5 points  
Evidence that resident/loved one is in good hands, families/responsible parties are involved with the facility (i.e. family council, volunteering) and families/responsible parties perceive the facility as a valuable part of the community, as well as explanation of why the facility should receive this award.

**Employees** \_\_\_\_\_ / 5 points  
Examples of why the facility is employer of choice, examples of employee assistance/enrichment opportunities, perception of employee relationships with residents, other employees and management, and explanation of why the facility should receive this award.

**Medical Director/attending physicians** \_\_\_\_\_ / 5 points  
Evidence that facility provides good care, consults with physician as necessary and is an important part of the healthcare continuum, as well as explanation of why the facility should receive this award.

**Community organizations** \_\_\_\_\_ / 5 points  
Evidence that the facility contributes to the community and that staff participates in outside organizations. In addition, examples of the community's perception of the facility and why the facility should receive this award.

**SECTION III SUB-TOTAL:** \_\_\_\_\_ / 25 points

**OVERALL SCORE FOR SECTIONS I, II & III:** \_\_\_\_\_ / 75 points

# Calvin H. Monfils Facility Excellence Award Scoring Sheet (Stage Three)

- ⇒ Eligible facilities will undergo an on-site evaluation and a score for Section IV will be awarded.
- ⇒ Applications earning a minimum of 20 points for Section IV will be considered for the Calvin H. Monfils Facility Excellence Award.
- ⇒ Applications failing to earn a minimum of 20 points for Section IV will not be eligible for the Calvin H. Monfils Facility Excellence Award.
- ⇒ Points will be awarded based upon a tour of the facility, as well as interviews with residents and staff. Partial points may be awarded at the discretion of the selection committee.

## **SECTION IV: ON-SITE EVALUATION**

*The on-site evaluation will include, but is not limited to, each of the following areas:*

### **Quality of life**

\_\_\_\_\_ / 5 points

- ⇒ Evidence that resources/services/activities are available or provided.
- ⇒ Evidence that residents are participating in and enjoying activities.
- ⇒ Evidence that residents are encouraged to make their own choices.

### **Quality of care**

\_\_\_\_\_ / 5 points

- ⇒ Evidence of positive staff interaction with residents.
- ⇒ Evidence that quality improvement/assurance measures are active and providing results.

### **Resident Council**

\_\_\_\_\_ / 4 points

- ⇒ Review Resident Council minutes.
- ⇒ Meet with the President and/or officers.

### **Food services**

\_\_\_\_\_ / 4 points

- ⇒ Evidence that food service delivery is catered to the individual as much as possible.
- ⇒ Pleasant and appetizing dining atmosphere.

### **Environmental services**

\_\_\_\_\_ / 4 points

- ⇒ Evidence that the facility is clean, odor free and sanitary.
- ⇒ As much as possible, the facility is non-institutional.

### **Human resources**

\_\_\_\_\_ / 3 points

- ⇒ Evidence of staff appreciation and employee satisfaction.

**SECTION IV SUB-TOTAL: \_\_\_\_\_ / 25 points**

**OVERALL SCORE FOR SECTIONS I, II, III & IV: \_\_\_\_\_ / 100 points**