



HEALTH CARE  
A U T H O R I T Y



# ASSISTED LIVING FACILITY UPDATE 2024

*INVESTING FOR TOMORROW, DELIVERING TODAY.*

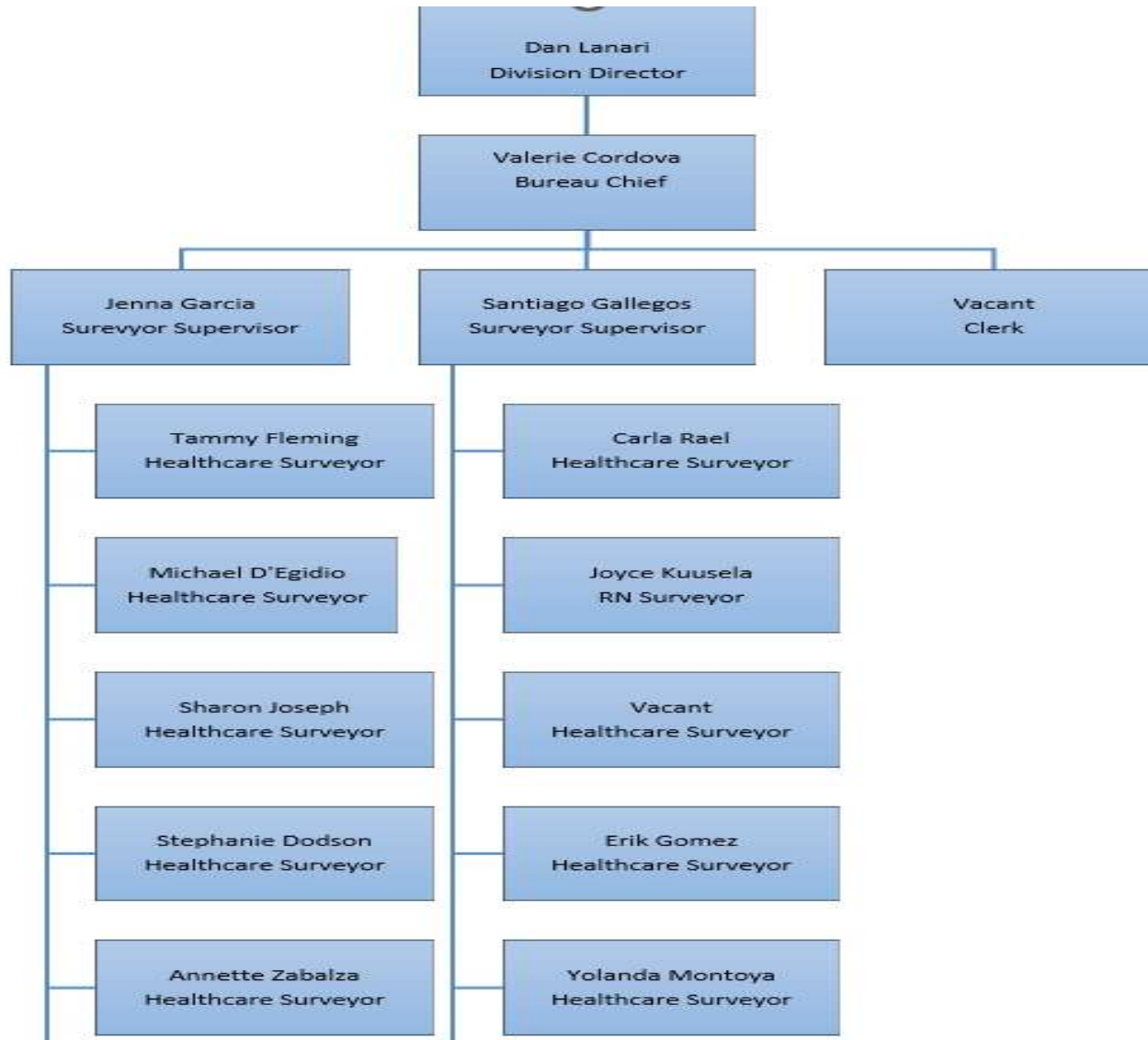
# LICENSED OVERSIGHT BUREAU

DAN LANARI – DHI DIRECTOR

VALERIE CORDOVA – BUREAU CHIEF

JENNA GARCIA – SURVEYOR SUPERVISOR

SANTIAGO GALLEGOS – SURVEYOR SUPERVISOR



## NEWLY CREATED BUREAU \* AREAS OF FOCUS

- Complaint Driven
- Cross Training
- Consist Survey Process
- Efficiency Onsite & Offsite
- Quality Citations
- Comprehensive Complaint Investigations
- Exceptional Survey Experience



## LICENSED OVERSIGHT FACILITIES

- 214 Assisted Living Facilities
- 26 Adult Day Cares
- 3 Boarding Homes
- 3 Crisis Triage Centers



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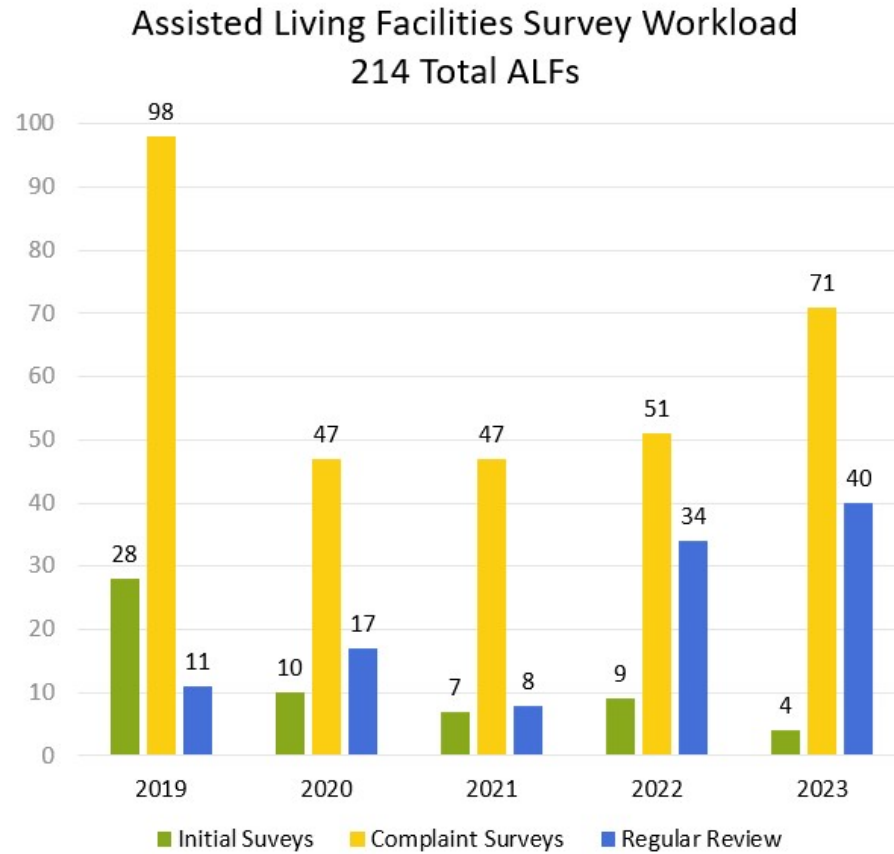
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## ONSITE ASSISTED LIVING FACILITY SURVEY DATA

- Complaint Only Surveys - 36
- Initial Only Surveys - 12
- Regulation Review and Complaint Surveys - 22
- Deficiencies Cited - 308
- Complaint Investigations Conducted - 61
- Average Onsite Survey Time – 42.00hrs.
- Survey reports submitted within 10 days – 51%



# SURVEY WORKLOAD 2019 THRU 2023



## TOP DEFICIENCIES CITED

0032 - Reporting of Incidents	26
0034 - Custodial Drug Permits	22
0036 - Nutrition	20
0038 - Housekeeping Services	20
0033 - Resident Rights	19
0035 - Medication	19
0026 - Individual Service Plan	18
0016 - Staff Qualifications	15
0042 - Maintenance of Building and Grounds	15
0063 - Fire Extinguishers	13
0017 - Staff Training	12
0025 - Resident Evaluation	11
0059 - Windows	11
0065 - Fire Drills	10
0020 - Admissions and Discharge	9





# CLASS A \* CLASS B \* CLASS C \* DEFICIENCIES DEFINED

- **"Class A deficiency" means:**

- (1) any abuse or neglect of a patient, resident, or client by a facility employee or for which the facility is responsible which results in death, or serious physical or psychological harm; or
- (2) any exploitation of a patient, resident, or client by a facility employee or for which the facility is responsible in which the value of the property exceeds \$1,500; or
- (3) a violation or group of violations of applicable regulations, which results in death, serious physical harm, or serious psychological harm to a patient, resident, or client.

- **"Class B deficiency" means:**

- (1) any abuse or neglect of a patient, resident, or client by a facility employee or for which the facility is responsible; or
- (2) any exploitation of a patient, resident, or client by a facility employee or for which the facility is responsible in which the value of the property exceeds \$100, but is less than \$1,500; or
- (3) a violation or group of violations of applicable regulations which present a potential risk of injury or harm to any patient, resident or client.

- **"Class C deficiency" means:**

- (1) a violation or a group of violations of applicable regulations as cited by surveyors from the licensing authority which have the potential to cause injury or harm to any patient, resident or client if the violation is not corrected; or
- (2) any exploitation of a patient, resident, or client by a facility employee in which the value of the property was less than \$100.



# CIVIL MONETARY PENALTIES (CMP)

## **3 Assisted Living Facilities Fined \$19,800**

### **Class B Deficiency \* Facility Fined \$9,000**

The facility failed to ensure that residents with wounds received needed treatments only by licensed nurses and/or qualified medical professionals and had the right to communicate privately and freely with any person regarding allegations of abuse and/or neglect.

### **Class B Deficiency \* Facility Fined \$7,200**

The facility failed to ensure that residents were free from being verbally and/or physically abused by staff, neglected due to the staff not responding to the residents' needs and exposed to germs or bacteria due to lack of gloves and personal care wipes.

### **Class B Deficiency \* Facility Fined \$3,600**

The facility failed to ensure that residents were free from emotional and verbal abuse by staff.



# NEW HEALTH CARE AUTHORITY REGULATION

- **TITLE 8            SOCIAL SERVICES**
- **CHAPTER 370 OVERSIGHT OF LICENSED HEALTHCARE FACILITIES AND COMMUNITY BASED WAIVER PROGRAMS**
- **PART 14            ASSISTED LIVING FACILITIES FOR ADULTS**
- 
- **8.370.14.1            ISSUING AGENCY:** New Mexico Health Care Authority.
- [8.370.14.1 NMAC - N, 7/1/2024]
- 



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# STATE REGULATION FOR REPORTING REQUIREMENTS

**8.370.9 NMAC-** This regulation establishes standards for **licensed health care facilities** to institute and maintain an incident management system and employee training program for the reporting of allegations of abuse, neglect, misappropriation of property and injuries of unknown origin.

## **Duty to Report:**

- **(2)** All licensed health care facilities shall report abuse, neglect, exploitation, and injuries of unknown origin or other reportable incidents to the bureau within a 24-hour period, or the next business day when the incident occurs on a weekend or holiday.
- **(3)** All licensed health care facilities shall ensure that the reporter with direct knowledge of an incident has immediate access to the bureau incident report form to allow the reporter to respond to, report, and document incidents in a timely and accurate manner.

5 day Follow up Investigative Summary Report  
NMAC 8.370.9.10 (C)

Facility follow up investigation is due within 5 business days.

- **Facilities should also review the Incident Management Guide for All Licensed Health Care Facilities 2024**



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# REPORTABLE INCIDENT

## 8.370.9.7 V. Reportable incident –

Possible abuse, neglect, exploitation, injuries of unknown origin and other events but not limited to:

- Falls which cause injury
- Unexpected death
- Elopement
- Medication error which causes or is likely to cause harm
- Failure to follow a doctor's order or an ISP
- Any other incident which may evidence abuse, neglect, or exploitation.
- Environmental Hazards: Water, Electricity, etc.



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## FACILITIES/AGENCY EXPECTATIONS

- Improve operational systems/update care plans
- Establish and maintain an incident management system which emphasizes the principles of prevention and staff involvement.
- Train staff regularly on how to respond to, report, and document reportable incidents in a timely and accurate manner. (documentation of training)
- Be transparent with IR and 5-day follow-up
- Use DOH-DHI as a resource
- All licensed health care facilities shall post 2 or more posters, to be furnished by the division, in a prominent public location which states all incident management reporting procedures, including contact numbers and internet addresses. (facilities with 60 or more should have 3 posters)



# HEALTH CARE AUTHORITY CONTACT INFORMATION

- WEBSITE:
- [HTTPS://WWW.HCA.NM.GOV/DIVISION-OF-HEALTH-IMPROVEMENT](https://www.hca.nm.gov/division-of-health-improvement)
- HOTLINE: 1-800-752-8649
- FAX: 1-888-576-0012
- Email: [Incident.Management@hca.nm.gov](mailto:Incident.Management@hca.nm.gov)



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Headmaster is honored to be approved by the New Mexico Health Care Authority to offer Certified Nurse Aide Testing and Registry Services to the New Mexico Health Care Community.

We look forward to working with everyone involved with Certified Nurse Aide Training, Testing and Registry Services in New Mexico!

**See below: NEW New Mexico Nurse Aide Candidate Handbook available. Effective for testing beginning July 2024. Download it to your smart device!**

Candidates	Training Programs - Test Sites	TEST ADMINISTRATION SERVICES ENTITY (TASE)   RN TEST OBSERVER	Contacts
<b>TestMaster Universe (TMU)®</b> New Mexico TMU® Login  <b>New Mexico Candidate Handbook</b> Effective July 2024 Download it to your smart device!  <b>Knowledge Exam Instructions</b>  <b>Remotely Proctored Knowledge Exam Instructions</b>  <b>Skill Test Instructions</b>	<b>Requesting a Login for TMU®</b> Instructor Login Request  Mock Skills Effective August 2024  How to Complete a Student's Training  How to Incomplete a Student's Training <i>(candidates who do not successfully complete training)</i>  How to Pay Testing Fees <i>(for Training Programs and Sponsoring Facilities)</i>  Training Program Reports <i>(Accessing and Understanding)</i>	<b>TASE-RN TEST OBSERVER APPLICATION</b>  <b>RN TEST OBSERVER/TEST SITE EQUIPMENT LIST</b> (Referenced in the TASE-RN Test Observer Application) Print and keep a copy for your reference.  <b>OTHER TASE-RN TEST OBSERVER FORMS</b> (Attachment A documents referenced in the TASE-RN Test Observer Application)  Test Administration Services Agreement Form <b>TASE FORM 1505NM</b> (Referenced in the TASE-RN Test Observer Application)	Please feel free to contact us if you have questions, concerns, or suggestions about our service. We value the feedback we receive from everyone involved in the New Mexico Nurse Aide training, testing, and certification process.  <b>D&amp;S Diversified Technologies - HEADMASTER</b> Naomi Wolfe Program Manager PO Box 6609 Helena, MT 59604  TESTING Questions Toll Free Phone: 888-401-0462 Fax: 406-442-3357  REGISTRY Questions Phone: 888-401-0462  newmexico@hdmaster.com
<b>TestMaster Universe (TMU)® How To Guides CANDIDATES</b> <i>(please refer to the Candidate Handbook for more information)</i> How to Sign In to Your Account and Forgot Your Password/Reset Your Account  How to Complete your Account  How to Schedule or Reschedule for a Test Event  How to Renew your Certification in TMU	<b>Test Sites</b> <b>TEST SITE AGREEMENT APPLICATION</b> Test Site Agreement Form (Referenced in the Test Site Agreement Application)  <b>TEST SITE EQUIPMENT LIST</b>  <b>Fluid Intake Cups</b> FLUID INTAKE CUP ORDER FORM		

# WELCOME HEADMASTER

The State of New Mexico has transitioned to a new vendor for our Certified Nurse Aide Registry.

No more paper applications or paper payments

Everyone needs an active email address for their profile.

Certified Nurse Aide

Training Programs

Employers



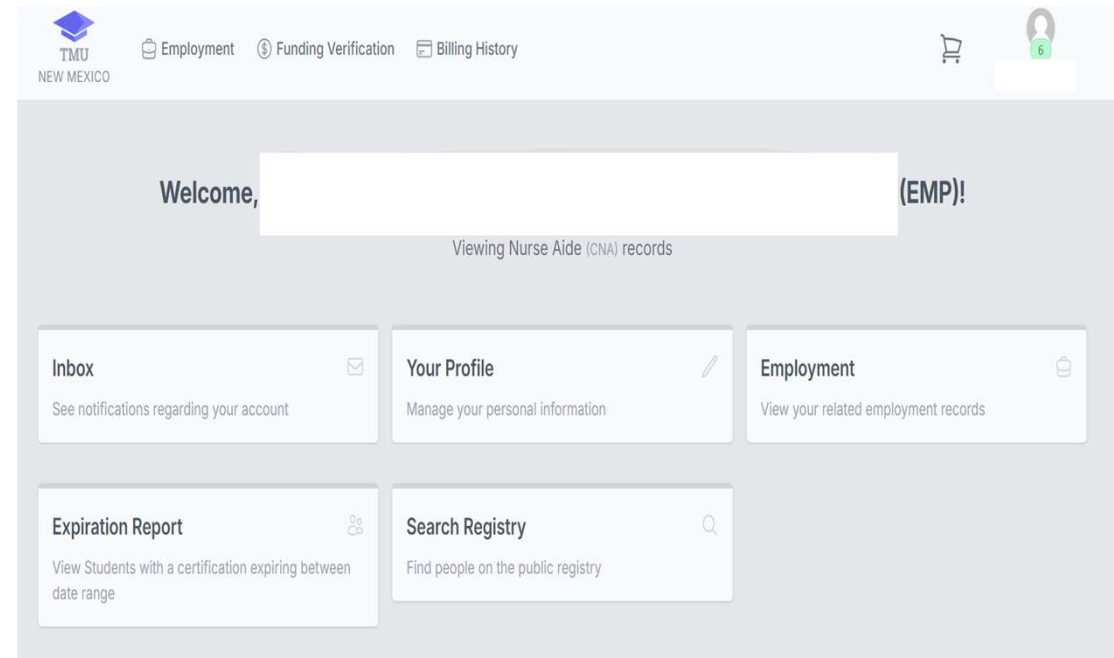
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# EMPLOYER PROFILE

- Every active employer in the registry has an employer profile.
  - Update facility information
  - Search the public NM Nurse Aide Registry
  - Generate reports on CNAs set to expire in a specific timeframe
  - Verify your staffs' employment



TMU  
NEW MEXICO

Employment Funding Verification Billing History

Welcome, [redacted] (EMP!)

Viewing Nurse Aide (CNA) records

**Inbox** See notifications regarding your account

**Your Profile** Manage your personal information

**Employment** View your related employment records

**Expiration Report** View Students with a certification expiring between date range

**Search Registry** Find people on the public registry



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# EMPLOYMENT VERIFICATIONS

- As an employer that employs CNAs, you will need to provide a point of contact for employment verifications.
  - Name
  - Title
  - Contact number
  - Email address
  
- Only one point of contact per employer however alternative contacts for notification only.

PERSON	DATE OF HIRE	STATUS	VERIFIED	
[REDACTED]	03/08/2024	Pending	Verify	[Edit] [Delete]
[REDACTED]	03/08/2024	Pending	Verify	[Edit] [Delete]
[REDACTED]	03/08/2024	Pending	Verify	[Edit] [Delete]
[REDACTED]	08/01/2016	Pending	Verify	[Edit] [Delete]
[REDACTED]	08/19/2016	Pending	Verify	[Edit] [Delete]



## EMPLOYMENT VERIFICATIONS – CONT.

- As an employer, you are verifying that the employee worked as an employee or contracted employee at least 8.00 hours between the dates of hire noted by the employee.
  - Please note the term “contracted employees”
    - If you employ agency CNAs, they most likely will use your facility to verify their employment.
    - Staffing agencies are not approved employers in the registry and cannot approve their own staff.

**Employment**

PERSON

CERTIFICATION

EMPLOYER  
 (EMP)

START DATE                      END DATE  
                     

STATUS \*

I verify that  has worked as an employee or contracted employee at least 8.00 hours between 07/23/2011 and 08/31/2024

[Complete Verification](#)





ONCE YOU HAVE VERIFIED YOUR STAFF'S EMPLOYMENT, THEIR CERTIFICATION WILL AUTOMATICALLY BE RENEWED FOR ANOTHER 2 YEARS.



IF YOU HAVE NOT ALREADY, PLEASE REACH OUT TO THE CNA REGISTRY & TRAINING COORDINATOR, VIA EMAIL AT [PAMELA.PREDIKA@HCA.NM.GOV](mailto:PAMELA.PREDIKA@HCA.NM.GOV) WITH INFORMATION ON YOUR FACILITY'S POINT OF CONTACT AS SOON AS POSSIBLE.

THANK YOU



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