



Dane County Department of Human Services 2016 Performance Scorecard – BPHCC (Badger Prairie Health Care Center)

4.2.2018



Goal met or exceeded.



Work in progress.

DCDHS Mission: To provide effective services that support well-being, independence, diversity, and community safety.

Measure	Indicator	Goal	2015 ¹ Status	2016 Status	2016 At a Glance
Well-Being					
Safely manage acute changes in residents' clinical conditions without transferring the resident to a hospital thereby avoiding the trauma and risks associated with such a transfer.	Percent of short-stay residents who were re-hospitalized after admission to BPHCC. ²	20.3% or less (WI avg.)		24.2%	
	Percent of short-stay residents who had an outpatient emergency room visit. ³	12.4% or less (WI avg.)		9.5%	
Reduce the incidence of pressure ulcers, therefore avoiding pain, infection, and other complications thus resulting in increased resident quality of life.	Percent of long-stay residents with pressure ulcers. ⁴	4.4% or less (WI avg.)		2.4%	
Reduce the incidence of urinary tract infections, therefore avoiding other complications, such as cognitive issues, thus resulting in increased resident quality of life.	Percent of long-stay residents with a urinary tract infection. ⁵	4.1% or less (WI avg.)		3.0%	
Maintain stable staffing in order to benefit from the experience and knowledge that staff gain over time, increasing the	Retention rate for Certified Nursing Assistants (C.N.A.). This is the percent of C.N.A. staff employed	69% full-time 57% part-time (WI avg.) ⁷	100% full-time 74% part-time	100% full-time 79% part-time	

Measure	Indicator	Goal	2015 ¹ Status	2016 Status	2016 At a Glance
overall competence and confidence of staff, while building strong bonds between residents and caregivers. (Payroll Calendar)	for at least one year. ⁶				
	Absenteeism rate among Certified Nursing Assistants (C.N.A.). ⁸	To be determined	15.2%	15.6%	
BPHCC complies with all Federal and State nursing home rules.	Number of federal regulations deficiencies.	Less than the average number of citations for WI for nursing homes with 100-199 beds (11.1 in 2015) (10.7 in 2016)	6 ⁹ (2015)	8 ¹⁰ (2016)	
Independence					
Keep residents safe from falls that can compromise their mobility and independence.	Percent of long-stay residents experiencing one or more falls with major injury. ¹¹	3.4% or less (WI avg.)		3.6%	
Maintain residents in the least restrictive setting possible. (Calendar year)	Percent of residents with a new admission to Mendota or Winnebago Mental Health Institute. ¹²	5% or less	5 3.3%	2 1.3%	
	Percent of residents discharged to community settings. ¹³	To be determined	10 55.6%	12 92%	
Community Safety					
Residents are safe from verbal or physical aggression from other residents. (Calendar year)	Percent of residents who were targets of resident-on-resident aggression. ¹⁴	To be determined	20.9%	38.3%	
	Percent of residents who were targets of resident-on-resident physical aggression.	To be determined	6.5%	12.1%	
	Percent of residents who were targets of	To be determined	10.5%	25.5%	

Measure	Indicator	Goal	2015 ¹ Status	2016 Status	2016 At a Glance
	resident-on-resident verbal aggression.				

¹ The Federal Fiscal Year (FFY) for 2015 runs October 1, 2014 – September 30, 2015. For FFY 2016, the dates are October 1, 2015 – September 30, 2016.

² A short-stay resident is one who has an episode where the cumulative days in the facility is less than or equal to 100 days at the end of the target period. Current period is 10.1.2015 – 9.30.2016. Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 17 April 2017.

³ Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 17 April 2017. Current period is 10.1.2015 – 9.30.2016.

⁴ Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 17 April 2017. Current period is 10.1.2015 – 9.30.2016.

⁵ A long stay resident is one whose cumulative days in the facility is greater than or equal to 101 days at the end of the target period. Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 17 April.2017. Current period is 10.1.2015 – 9.30.2016.

⁶ Wisconsin Department of Health Services, *Consumer Information Report for Nursing Homes Summary 2015 – Badger Prairie Health Care Center*. Available on-line: <https://www.dhs.wisconsin.gov/publications/p00971-2969-15.pdf> , accessed 25 April 2017.

⁷ Based on Wisconsin average for 2015 and 2016 across all nursing homes. Retention rate for FTE CNAs was 69% in both 2015 and 2016. For part-time CNAs, it was 55% in 2015 and 59% in 2016.

⁸ Badger Prairie Health Care Center, 2016 C.N.A. attendance spreadsheet maintained by Paula Kolb, Scheduling Clerk II. Absenteeism is based on call-ins. Reasons not included in calculating the absenteeism rate were: FMLA, Workmen’s Comp, Union, Restricted Duty, Discipline, Admin LEA, In-service, BVL, Layoff. Rate = Number of C.N.A.s who call in during the pay period divided by the total number of C.N.A.’s on the payroll who worked one (1) or more days during the pay period. This was calculated for each period then averaged for the annual payroll calendar. Payroll period 1 typically starts in mid-December. In 2015, the 15% call-in rate represented 602 days. In 2016, the 15.6% call-in rate represented 646 days.

⁹ Wisconsin Department of Health Services, *Consumer Information Report for Nursing Homes Summary 2015 – Badger Prairie Health Care Center*. Available on-line: <https://www.dhs.wisconsin.gov/publications/p00971-2969-15.pdf> , accessed 25 April 2017.

¹⁰ Wisconsin Department of Health Services, *Consumer Information Report for Nursing Homes Summary 2016 – Badger Prairie Health Care Center*. Available on-line: <https://www.dhs.wisconsin.gov/publications/p00971-2969-16.pdf> , accessed 21 August 2017.

¹¹ Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 17 April.2017. Current period is 10.1.2015 – 9.30.2016.

¹² Dane County Department of Human Services. Cross tabs of Badger Prairie Health Care Center census data submitted by Betty Marshall, Accounting Assistant and Mendota Mental Health Institute and Winnebago Mental

Health Institute detail worksheets maintained by Laura Yundt, Accountant. Five of 149 residents in 2016 and two of 153 residents in 2016 had a subsequent admission during the year to one of the two State institutes.

¹³ Badger Prairie Health Care Center. Information from Jean Katzer, Social Worker. In 2015, there were 18 discharges for reasons other than death, 10 (55.6%) of which were to community settings, including adult family homes, community-based residential facilities (CBRF), supported apartments, and home. In 2016, there were 13 discharges for reasons other than death, 12 (92%) of which were to community settings.

¹⁴ Badger Prairie Health Care Center, Resident Aggression spreadsheets submitted by Director of Nursing, Dee Heller. In 2016, there were 149 (unduplicated) residents and 105 incidents of resident-on-resident aggression with 57 (38.3%) unique victims. 38 (25.5%) residents were targets of verbal abuse and 18 (12.1%) were targets of physical aggression. In 2015, there were 153 (unduplicated) residents and 59 (38.6%) incidents of resident-on-resident aggression with 32 (20.9%) unique victims. 16 (10.5%) residents were targets of verbal abuse and 10 (6.5%) were targets of physical aggression.