



# Dane County Department of Human Services 2018 Performance Scorecard – BPHCC (Badger Prairie Health Care Center)

5.5.2020



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	2017 Status	2018 Status	2018 At a Glance
<b>Well-Being</b>					
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. <sup>1</sup>	20.9% or less (WI avg. 2018)	27.7%	15.5%	
	Percent of short-stay residents who had an outpatient emergency room visit. <sup>2</sup>	11.7% or less (WI avg. 2018)	7.0%	11.7%	
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. <sup>3</sup>	5.9% or less (WI avg. 2018)	5.0%	2.7%	
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. <sup>4</sup>	3.1% or less (WI avg. 2018)	2.2%	4.7%	
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	68% full-time 59% part-time (WI avg.) <sup>6</sup>	100% full-time 76% part-time	100% full-time 79% part-time	

Measure	Indicator	Goal	2017 Status	2018 Status	2018 At a Glance
overall competence and confidence of staff, while building strong bonds between residents and caregivers.	for at least one year. <sup>5</sup>				
	Absenteeism rate among Certified Nursing Assistants (C.N.A.). <sup>7</sup>	3% or less <sup>8</sup>	16.0%	13.0%	
	Percent of total work days with unscheduled absences (call-ins) among Certified Nursing Assistants (C.N.A.) <sup>9</sup>	To be determined	2.7%	2.1%	
	Number of work days with unscheduled absences (call-ins) among Certified Nursing Assistants (C.N.A.) <sup>10</sup>	Decrease from prior year	616	470	
BPHCC complies with all Federal and State nursing home rules.	Number of federal regulations deficiencies. <sup>11</sup>	Less than the average number of citations for WI for nursing homes with 100-199 beds (8.2 in 2017) (9.7 in 2018)	3	3	
<b>Independence</b>					
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. <sup>12</sup>	3.5% or less (WI avg. 2018)	1.8%	2.7%	
Maintain residents in the least restrictive setting possible.	Percent of residents with a new admission to Mendota or Winnebago Mental Health Institute. <sup>13</sup>	5% or less	5 3.4%	3 2.2%	
	Percent of residents discharged to community settings.	To be determined	73% <sup>14</sup>	67% <sup>15</sup>	

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<sup>1</sup> 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. 2017 data period is 1.1.2017 – 12.31.2017. For 2017, the Wisconsin average was 20.1%. 2018 data period is 1.1.2018 – 12.31.2018. For 2018, the Wisconsin average was 20.9%. Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 10 January 2019 and 29 July 2019.

<sup>2</sup> Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , 10 January 2019 and 29 July 2019. 2017 data period is 1.1.2017 – 12.31.2017. For 2017, the Wisconsin average was 13.1%. 2018 data period is 1.1.2018 – 12.31.2018. For 2018, the Wisconsin average was 11.7%.

<sup>3</sup> 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, 15 May 2018, and 23 May 2019. 2017 period is 1.1.2017 – 12.31.2017. 2018 period is 1.1.2018 – 12.31.2018.

<sup>4</sup> 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 and 15 May 2018. 2016 period is 1.1.2016 – 12.31.2016. 2017 period is 1.1.2017 – 12.31.2017.

<sup>5</sup> Wisconsin Department of Health Services, *Consumer Information Report for Nursing Homes Summary 2017 and 2018 – Badger Prairie Health Care Center*. Available on-line: <https://www.dhs.wisconsin.gov/guide/cir.htm> , accessed 16 May 2018 and 23 May 2019.

<sup>6</sup> Based on Wisconsin average for 2016 and 2017 across all nursing homes. Retention rate for FTE CNAs was 67% in 2017 and 69% in 2018. For part-time CNAs, it was 58% in 2017 and 59% in 2018.

<sup>7</sup> 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, or pending Workmen's Comp. 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 2017, the 16.03% call-in rate represented 616 days.

<sup>8</sup> Nicholas G. Castel and Jaime C Ferguson-Rome, "Influence of Nursing Home Absenteeism on Nursing Home Quality," *The Gerontologist*, August 2015, available on-line: <https://academic.oup.com/gerontologist/article/55/4/605/578688> accessed 21 May 2018. This research study found that while an average of rate of 9.2% for nurse aide absenteeism was reported in the prior week across 3,941 nursing homes, that at 2.5% absenteeism rate or higher, quality of care was impacted when examining measures such as: pressure sores, pain management, physical restraint, and catheter use.

<sup>9</sup> Badger Prairie Health Care Center, 2018 and 2017 C.N.A. attendance spreadsheets maintained by Paula Kolb, Scheduling Clerk II. Total scheduled work days and days with a call-in for each payroll period were calculated then totaled for the annual payroll period. A day was considered a scheduled work day if the spreadsheet for the payroll period had the C.N.A. scheduled to work on any shift (AM, PM, or NOC) or any unit (1A, 1P, 1N, 2A, 2P, 2N, etc.). Payroll period 1 typically starts in mid-December. The percent of total work days with unscheduled absences (call-ins) among Certified Nursing Assistants (C.N.A.) is the payroll year total number of work days with a call-in divided by the total number of work days in that payroll year times 100. For 2018, there were 470 work days with a call-in out of 22,412 possible work days for a percent of 2.1. In 2017, there were 616 work days with a call-in out of 22,736 possible work days for a percent of 2.7.

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<sup>10</sup> Badger Prairie Health Care Center, 2018 and 2017 C.N.A. attendance spreadsheets maintained by Paula Kolb, Scheduling Clerk II. The days with a call-in for each payroll period were calculated then totaled for the annual payroll period. Payroll period 1 typically starts in mid-December.

<sup>11</sup> Wisconsin Department of Health Services, *Consumer Information Report for Nursing Homes Summary 2017 and 2018 – Badger Prairie Health Care Center*. Available on-line: <https://www.dhs.wisconsin.gov/guide/cir.htm> , accessed 16 May 2018 and 23 May 2019.

<sup>12</sup> Centers for Medicare and Medicaid Services (CMS), Medicare Compare, Medicare.Gov, Available on-line: <https://www.medicare.gov/nursinghomecompare/search.html> , accessed 15 May 2018 and 23 May 2019. 2017 period is 1.1.2017 – 12.31.2017. 2018 period is 1.1.2018 – 12.31.2018.

<sup>13</sup> 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 Kozue Bush, Accountant. Three of 134 residents in 2018 and five of 146 residents in 2017 had a subsequent admission during the year to one of the two State institutes.

<sup>14</sup> Badger Prairie Health Care Center. Information from Jean Katzer, Social Worker. In 2017, there were 15 discharges for reasons other than death, 11 (73%) of which were to community settings, including adult family homes, community-based residential facilities (CBRF), supported apartments, Hospice, and home.

<sup>15</sup> Badger Prairie Health Care Center. Information from Pamela Slonin, Social Services. In 2018, there were 6 individuals discharged for reasons other than death, 4 (67%) of which were to community settings, including adult family homes, apartments, and the hospital.