

2019 TennCare QuILTSS Resident, Family & Employee Survey Timeline

Milestone	To be completed by
<p>Complete the online Survey Sign-up Agreement</p> <p>https://nrchealth.com/wp-content/uploads/2018/12/TennCare-QuILTSS-Survey-Sign-up-Agreement.docx</p> <p><i>*Please be sure to include your bulk counts of cognitive residents and employees- we will use these numbers to determine the number of resident and employee surveys that will be shipped to your facility</i></p> <p>Email completed document to: tmcostello@nrchealth.com</p>	<p>December 21, 2018</p>
<p>Kick-off webinars hosted by NRC Health:</p> <p>*Participation in one of these webinars is Mandatory for the TennCare QuILTSS Initiative.</p> <p>Tuesday Dec 18th 2:30 pm CT/3:30 ET -Register below:</p> <p>https://cc.readytalk.com/registration/#/?meeting=iz052i9jx2qw&campaign=t3y4diuwgk43</p> <p>Wednesday Dec 19th 10:00 am CT/11:00 ET -Register below:</p> <p>https://cc.readytalk.com/registration/#/?meeting=fi72pon3qejo&campaign=1dgpkltg2ub8</p> <p>Wednesday Dec 19th 1:30 pm CT/2:30 ET -Register below:</p> <p>https://cc.readytalk.com/registration/#/?meeting=popkdr9qn8rf&campaign=sdzi05m57ar3</p> <p>Thursday Dec 20th 9:30 am CT/10:30 ET - Register below:</p> <p>https://cc.readytalk.com/registration/#/?meeting=yzr8r6mkemqn&campaign=wfh8aa6z612z</p> <p>*Participation in one of these webinars is Mandatory for the TennCare QuILTSS Initiative. If you are not able to join at any of these times, please register and you will be sent a recording of the webinar that you must login to:</p>	

<p>Resident / Family Data file due</p> <p>*Instructions on how to submit your data file will be covered in the Kick-off webinar</p>	<p>No later than:</p>
<p>Provide data file of resident and family names</p> <ul style="list-style-type: none"> • Long-Stay Resident surveys: All residents that have a BIMS of 8 or above and have lived in the skilled nursing center for at least 100 days as of January 25, 2019. Use the data file template to provide resident names (resident surveys will be shipped in bulk to facility with each resident’s name on the envelope) • Long-Stay Family Surveys: One family member/responsible party for each resident that has lived in the nursing center for at least 100 days as of January 25, 2019 should receive a survey. Use the data file template provided to submit family mailing address. 	<p>January 4, 2019</p>
<p>Provide number of full and part time employees to NRC Health (on the data file)</p> <ul style="list-style-type: none"> • Employee surveys: Every employee should receive a survey. Include all full- and part-time employees. (Employee surveys will be shipped in bulk to facility with anonymous envelopes) 	<p>January 4, 2019</p>
<p>Facilities notify family members, employees, and residents of upcoming surveys and dates</p> <p>*Survey champion creates implementation plan and communicates it to all stakeholders</p>	<p>January 7, 2019</p>
<p>NRC Health mails family surveys to the address provided on the data file</p> <p>NRC Health mails bulk survey packages of resident and employee surveys to the administrator’s attention</p> <p>Resident and Employee surveys will be shipped in separate packages (on the same day)</p> <p>*Please distribute surveys as soon as possible”</p>	<p>January 23, 2019</p>

Facility staff ensures all completed surveys are sealed and mailed to NRC Health for processing	February 11, 2019
Surveys due back to NRC Health	February 15, 2019
Individual Facility Reports available online	February 22, 2019
Reports Webinar hosted by NRC Health: Please attend one of these times	To be completed by: Friday, March 8, 2019
Friday March 1, 9:30 am CT/10:30 ET - Register below:	
https://nrchealth.com/TennCareMarchOption1	
Tuesday March 5, 10:00 am CT/11:00 ET -Register below:	
https://nrchealth.com/TennCareMarchOption2	
Tuesday March 5, 1:30 pm CT/2:30 ET -Register below:	
https://nrchealth.com/TennCareMarchOption3	
Wednesday March 6, 2:00 pm CT/3:00 ET -Register below:	
https://nrchealth.com/TennCareMarchOption4	
*Participation in one of these webinars is Mandatory for the TennCare QuILTSS Initiative. If you are not able to join at any of these times, please register and you will be sent a recording of the webinar	

Questions? If you have any questions about the survey timeline, contact Teresa Costello tmcostello@nrchealth.com or call 800.388.4264