

# New Generations

Fall 2014

<http://health.mo.gov/seniors/nursinghomes/providerinfo.php>

## MUSIC & MEMORY<sup>SM</sup>

### Special Offer

*By Sam Plaster, State Culture Change Coordinator*

New York Social Worker Dan Cohen first shared the origins of the award-winning documentary “Alive Inside” at the 2011 Pioneer Network Conference in St. Charles, Mo. The film chronicles Cohen’s struggles to bring personalized music to nursing home residents. Cohen showed a short version of the film, known as the “Henry video,” which has logged more than 8,000,000 Internet views and can be seen at [www.musicandmemory.org](http://www.musicandmemory.org).

Cohen’s journey began with a simple question: Would he be able to continue to enjoy his iPod and personalized play list if he were to move into a nursing home? He discovered that most nursing home residents do not have the opportunity to listen to personalized music, so he set out to change that. He quickly learned that personalized music has an incredible power to reawaken many residents shut out from the world by dementia, mental illness and other physical challenges.

Cohen started a nonprofit organization, MUSIC & MEMORY<sup>SM</sup>. He arranged for a filmmaker to follow him for a day. But one day turned into three years and the result was “Alive Inside.”

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# Music and Memory

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Photo by Michael Rossato-Bennett, 2012

## 2012 Pioneer Network Conference



When Cohen appeared next at the 2012 Pioneer Network Conference in Jacksonville, Fla., the Department of Health and Senior Services wanted to bring him and “Alive Inside” to Missouri. But we had to wait until the film completed its festival circuit. We did, however, foster a relationship with Cohen and were able to help facilitate some Missouri homes participating in the MUSIC & MEMORY<sup>SM</sup> training program.



## Earlier this Year

Earlier this year, we learned that “Alive Inside” had won the Sundance Film Festival’s Audience Award for Best U.S. Documentary. We felt the time was finally right to bring Dan and the film to Missouri, and we collaborated with Primaris, MC5 (Missouri’s Culture Change Coalition) and the St. Louis Chapter of the Alzheimer’s Association to do so. After much planning, Dan arrived in Missouri on June 10 and began his whirlwind tour across the state. The first showing occurred June 11 at Des Peres 14 Cine in Greater St. Louis, the second June 12 at Lake Ozark Eagles’ Landing 8 Cine, and the third June 13 at BigTime Cinema in Bethany. More than 500 individuals saw the documentary and attended a question-and-answer session with Cohen.



Due to an outpouring of interest, MUSIC & MEMORY<sup>SM</sup> offered its Certified Care Home training program to Missouri long-term care homes for the reduced rate of \$600—\$400 off the normal rate. Many homes have taken advantage of this offer.

Though our “Alive Inside” events are over, much more awaits. Theaters released the documentary in July and it is now available through Netflix. Training DVDs are also being developed by MUSIC & MEMORY<sup>SM</sup> for future use.

# Music and Memory

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## Free MUSIC & MEMORY<sup>SM</sup> Incentive Offered Through MC5

Long-term care homes that have initiated personalized music programs report many benefits. Therefore, MC5 wants to further incentivize participation in the MUSIC & MEMORY<sup>SM</sup> certification program by covering the \$600 fee for up to 40 organizations that serve individuals with dementia or mental illness. Participating nonprofit organizations will also receive a free starter kit that includes iPods (new and used), headphones, AC adapters, and iTunes gift cards. The contents of the starter kits vary depending on the number of homes participating, incoming donations and grant funding to the MUSIC & MEMORY<sup>SM</sup> program.

As a Certified MUSIC & MEMORY<sup>SM</sup> Care Home, you and your professional team of caregivers will learn best practices for how to set up and manage a system for providing a personalized playlist for any resident or client. You will learn to create an iTunes library, efficiently manage many playlists, handle equipment and security concerns, integrate personalized digital music into your daily care plans, and evaluate the program's effectiveness.

Visit [www.momc5.com](http://www.momc5.com) to view complete details and the application process to take advantage of this offer.

*Glenn Miller*



# Housing a Second Business in Your Facility

By Kathryn Wolfe, *Exceptions & Second Business*  
Chairperson, Section for Long-Term Care Regulation



**P**roviders: Do you allow a business to utilize space within your licensed long-term care facility? That business might include outpatient therapy services, child day-care centers, physicians' offices, independent living apartments or a home health agency. If so, you will need to obtain Section for Long-Term Care Regulation (SLCR) approval if that "second business" is not necessary for the administration of your licensed facility.

## SLCR Approval Means

SLCR approval means a facility has permission to utilize space for a second business. Such approval does not constitute "licensure" for that second business. You must adhere to any statutory or regulatory requirements to operate such a business.

Approvals are time-limited. Make sure you are in compliance with the applicable regulations:

- **19 CSR 30-85.032 (48)**, relating to our intermediate care and skilled nursing care facilities, states: *"Only activities necessary to the administration of the facility shall be contained in any building used as a long-term care facility except as follows:*
  - (A) Related activities may be conducted in buildings subject to prior written approval of these activities by the Department of Health and Senior Services. Examples of these activities are home health agencies, physician's office, pharmacy, ambulance service, child day care, food service, and outpatient therapy for the elderly or disabled in the community."*
- **19 CSR 30-86.032 (3)**, relating to our residential care and assisted living facilities, states: *"Only activities necessary to the administration of the facility shall be contained in any building used as a long-term care facility except as follows:*
  - (A) Related activities may be conducted in buildings subject to prior written approval of these activities by the Department of Health and Senior Services (hereinafter—the department). Examples of these activities are home health agencies, physician's office, pharmacy, ambulance service, child day care and food service for the elderly in the community."*

SLCR's second-business approval should not be mistaken as approval for a facility to utilize its certification provider number to bill for second-business services. Facilities should seek assistance from their fiscal intermediary to determine which services are reimbursable.

## To Apply for or Renew a Request for a Second Business

Please find the "Instructions for Second Business Request" form at:

<http://health.mo.gov/seniors/nursinghomes/providerinfo.php>. Each document is listed in alphabetical order. If you have questions, please contact Kathryn Wolfe at [Kathryn.Wolfe@health.mo.gov](mailto:Kathryn.Wolfe@health.mo.gov), or call the Regulation Unit at 573-526-8520.

# Exception Requests to Long-Term Care Regulations

By Kathryn Wolfe, Exceptions & Second Business Chairperson, Section for Long-Term Care Regulation



Do you have or need an exception to a long-term care regulation?

## DHSS May Grant Exceptions

The Department of Health and Senior Services “*may grant exceptions for specified periods of time to any rule imposed by the department if the department has determined that the exception to the rule would*

*not potentially jeopardize the health, safety, or welfare of any residents of a long-term care facility*” (19 CSR 30-82.010 (4)). The department can only grant exceptions to licensure requirements established in rules imposed by the department. The department cannot grant exceptions to requirements established by state statute or federal regulations. Exception approvals are time-limited. Make sure you are in compliance.



## Examples of an Exceptions Request:

- If you install a wireless nurse call system that is not in accordance with all the required elements listed in 19 CSR 30-85.012 (124), you will need to apply for an exception to that regulation. The regulation applies to both existing and new intermediate care and skilled nursing facilities.
- If you remove a required nurses’ station (work area) that no longer complies with 19 CSR 30-85.012 (47), you will need to apply for an exception to that regulation. The exception could also affect regulation 19 CSR 30-85.012 (37), regarding location of resident room doors more than 140 ft. from the nurses’ station and the dirty utility room.
- If you convert a required “central” bathroom into a storage room, office, etc., and the new space no longer complies with 19 CSR 30-85.012 (52), you will need to apply for an exception to that regulation. The exception could also affect regulations 19 CSR 30-85.012 (54) and 19 CSR 30-85.032 (21), regarding the aggregate number of tubs or showers, and regulation 19 CSR 30-85.012 (51), regarding training or handicap toilets per nursing unit.

Before renovating your facility, please contact the Section for Long-Term Care Regulation’s Engineering Consultation Unit at 573-526-8524, or its Regulation Unit at 573-526-8520, to learn when an exceptions request is required.

A facility operator or owner may request an exception to a long-term care regulation. If you wish to apply for or renew an exception request, a copy of the “Instructions for Exceptions Request” form is at:

<http://health.mo.gov/seniors/nursinghomes/providerinfo.php>. Each document is listed in alphabetical order.

If you have any questions, please contact Kathryn Wolfe at [Kathryn.Wolfe@health.mo.gov](mailto:Kathryn.Wolfe@health.mo.gov), or call 573-526-8520.

# Long-Term Care Facility Application for Medicare & Medicaid

By Tracy Niekamp, Manager, Licensure and Certification Unit

**C**ertified nursing facilities must complete the Long-Term Care Facility Application for Medicare and Medicaid (CMS-671) at every annual resurvey. At the time of the annual resurvey, the survey team leader provides the administrator with the application and instructions for its completion. The application and instructions are also accessible at <http://go.cms.gov/1uqOgZq>.



## To avoid common errors when completing the application:

- Fill out the form completely; answer every question. Print all numbers and other information legibly.
- Facility staffing hours should only be reported for care provided in certified beds. If a facility is distinct part (not fully certified), then staffing hours for the non-certified beds should not be reported.
- Ensure all three boxes in each staffing category are completed under Column A, Services Provided. Enter a Y for Yes, or N for No.
- Do not enter any information in the gray boxes.
- If there are no staffing hours to report under Columns B, C and D, leave the box blank - do not enter zeros in every blank box.
- Enter all hours in whole numbers. Do not use decimals or fractions.
- Staffing hours provided by hospice staff or private duty staff (not hired and paid for by the facility) should NOT be included.
- Report actual hours worked (reference timesheets, electronic time records or calendar notes).
- Salaried employees should report the actual hours they work.
- The form must be signed.

It is very important to report data accurately on the application. The Centers for Medicare & Medicaid Services (CMS) uses this data for calculation of staffing hours on Nursing Home Compare and the star ratings. This information is available on line, <http://www.medicare.gov/nursinghomecompare/search.html>.

This coming year, CMS will require Missouri to conduct Minimum Data Set (MDS) Focused Surveys that will be sampled to verify the staffing data self-reported by a nursing home during the most recent recertification survey.

If you have any questions regarding completing the Long-Term Care Facility Application for Medicare and Medicaid (CMS-671), please speak to the survey team leader during the survey, or contact Tracy Niekamp in the Licensure and Certification Unit at [Tracy.Niekamp@health.mo.gov](mailto:Tracy.Niekamp@health.mo.gov) or 573-526-8522.

A photograph of a stage with red curtains. A spotlight is shining on the floor in the foreground, creating a bright greenish-yellow glow. The text "Resident Spotlight" is written in a white, glowing, sans-serif font, arched across the top of the image.

# Resident Spotlight

**D**

o you have a special resident to nominate for *Resident Spotlight*?

*Resident Spotlight* will feature a resident who has a special talent, lived an adventurous life, given back to his or her community or experienced another type of accomplishment. Nominations will be reviewed and selected by the Section for Long-Term Care Regulation. Facilities should ensure that all privacy policies are followed. All written submissions are subject to editing and approval by the Office of Public Information. Please contact Leslie Sebastian at [Leslie.Sebastian@health.mo.gov](mailto:Leslie.Sebastian@health.mo.gov), or 573-526-8514, to receive a nomination form.

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P.O. Box 570, Jefferson City, MO, 65102, and is distributed to all Missouri long-term care facilities. Suggestions for future articles may be sent to [Leslie.Sebastian@health.mo.gov](mailto:Leslie.Sebastian@health.mo.gov), or you may call (573) 526-8514.

