

**Physical Restraints in Nursing Homes:
The Exception Not the Rule, Part I**

Centers for Medicare & Medicaid Services (CMS)
Satellite Broadcast and Webcast

Friday August 3, 2007

Time frames (1:00-2:00 PM) EDT/EST

PLEASE ADJUST TIMES FOR YOUR TIMEZONE

This satellite broadcast and Webcast will provide for Federal and State surveyors, as well as nursing home providers and the public, a discussion concerning several aspects of surveying for physical restraints in nursing homes. The show includes a review of CMS policy guidance and a discussion about coding the physical restraint section of the MDS, the use of Quality Indicators, and a recap of a recent memo addressing physical restraint issues.

Objectives

After viewing this program, participants will be able to:

- Understand the definition of a physical restraints and how to identify whether a device is a physical restraint for an individual resident;
- Understand answers to frequently asked questions about restraint use, including: Are restraints illegal? May a surveyor dictate to a facility what device is least restrictive? and Do signed consent forms from residents or family members protect a facility from being cited a deficiency for inappropriate restraint use?
- Understand how the MDS section P4 regarding restraint use is to be completed and describe the most common coding errors for this section?
- Understand how the quality indicators are calculated and can be used by a facility.
- Understand where to locate the most recent CMS memo regarding physical restraint use in nursing homes.

Target Audience

CMS staff, State survey agency staff, Quality Improvement Organization staff, and nursing home staff.

Moderator:

Jeane Nitsch, MS, MSW, LCSW-C
Health Insurance Specialist, Division of Nursing Homes
CMS

Participants:

Thomas Hamilton
Director, Survey and Certification Group
CMS

Alfreda Walker, MSN, RN
Branch Manager, Survey & Certification Review Branch
CMS/DSC Region IV Atlanta

Ann M. Spenard, MSN, RN,C
Project Manager, Long Term Care
Qualidigm

Edward Mortimore, PhD
Technical Director, Division of Nursing Homes
CMS

Registration and Viewing Instructions

Individual and Site registration is available today. To obtain CEUs for viewing the training program, you must go to the CMS website. For individual and site registration and viewing instructions go to: <http://cms.internetstreaming.com>

Continuing Education Units (CEUs)

The Centers for Medicare & Medicaid Services has been reviewed and approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET). To obtain CEUs for viewing the training program you must go to the CMS website <http://cms.internetstreaming.com> .

Webcast Information

This program will have a taped Webcast and will be available for viewing up to one year following August 3, 2007 at <http://cms.internetstreaming.com>

Satellite Technical Specifications

This broadcast will be available on C and Ku Digicipher bands. Specific satellite technical specifications will be available at <http://cms.internetstreaming.com> or can be obtained by calling 1-800-401-9387.

Handouts

There are no handouts for this broadcast.

Agenda**Physical Restraint Use in Nursing Homes:
The Exception Not the Rule, Part I****Multimedia Satellite Broadcast
August 3, 2007**

On August 3, 2007 1:00-2:00 p.m. EDT, the Centers for Medicare & Medicaid Services will broadcast a 60 minute presentation via satellite and Internet. The show highlights some of the frequently asked questions regarding surveying for physical restraint use in nursing homes. In addition to surveyors, the show should be of particular interest to nursing home staff, members of the Quality Improvement Organizations, and the public.

This program is mandatory for Federal and State LTC Surveyors and Supervisors

Presenters and Topics

Time	Topic	Presenter	Format
1:00-1:05	Welcome	Thomas Hamilton	Videotaped
1:05-1:10	Introduction to Show	Jeane Nitsch- Moderator	
1:10-1:25	Review of the definition of physical restraints. Review survey issues related to physical restraint use in nursing homes.	Alfreda Walker	
1:25-1:35	Review of how to code the MDS section P4 and frequent coding errors in this section.	Ann Spenard	
1:35-2:45	Review of the quality indicator for physical restraint use in nursing homes.	Ed Mortimore	

		Video clips of how one facility uses the quality indicators.	
1:45-2:00	Review of recent CMS memo regarding restraint use in nursing homes. Review of upcoming Part II Broadcast. Closing	Jeane Nitsch - Moderator	

Bios

Jeane Nitsch, MS, MSW, LCSW-C (Moderator) works in the Division of Nursing Homes at the Centers for Medicare & Medicaid Services. Her primary role is the development and implementation of national policies for nursing homes in areas such as physical and chemical restraints use, abuse and neglect, and other quality of life issues pertaining to survey and certification. Prior to coming to CMS in 1998, she worked as the Director of Admissions and Social Work in a hospital-based Sub-acute unit. Her experience has primarily been in nursing homes, as well as continuing care retirement communities, and assisted living facilities. Ms. Nitsch earned a Master of Social Work degree specializing in Aging from the University of Maryland School of Social Work, and she holds a Master of Science degree in Health Care Management from the University of Maryland University College. She is currently finishing her Juris Doctor degree at the University of Maryland School of Law.

Alfreda Walker, MSN, RN, has 30 + years’ experience in a variety of health care settings, with an emphasis in administration and management. This diversified experience has encompassed over 20 years in long term care, in addition to experience in acute care, home health care and education. In the area of long-term care, Alfreda has held positions as Director of Nursing Services, Total Quality Director, Educator and Consultant. She has been with CMS since January 1998. Alfreda has an undergraduate nursing degree from Purdue University and a Master of Science in Nursing Administration from the Medical College of Georgia. She became Branch Manager for the Survey Branch in December 2003.

Ann M. Spenard MSN, RN,C, is Clinical Coordinator to the National Nursing Home Quality Initiative and senior clinician and manager of the data verification project for the MDS, otherwise known as, DAVE2, for Qualidigm. Throughout her 24-year career, Ann served as Surveyor for The Joint Commission on Accreditation of Health Organizations in Illinois, worked in an Emergency Department, then as a compliance coordinator in Long Term care and as a Director of Nursing. Ann is also founder and president of Healthcare Consultation & Education Resources, Inc., where she provides consultation and education on issues of Long Term Care and Geriatrics. Ann holds a Master of Science in Nursing Administration from Sacred Heart University and a Post Masters Certificate in Nursing Administration from Villanova University.

Edward Mortimore, Ph.D. has been with CMS for 17 years. He currently leads a team of data analysts in the Survey and Certification Group at CMS's Baltimore, MD office. He holds a Ph.D. in epidemiology from the University of Maryland and a Master's degree in social work from the University of Chicago

TECHNICAL FACT SHEET

DATE: August 3, 2007

TEST TIME: 12:30 – 1:00 p.m. EST
11:30 – 12:00 p.m. CST
10:30 – 11:00 a.m. MST
9:30 – 10:00 a.m. PST

PROGRAM TIME: 1:00 – 2:00 p.m. EST
12:00 – 1:00 p.m. CST
11:00 – 12:00 p.m. MST
10:00 - 11:00 p.m. PST

WEBCAST TROUBLESHOOTING

NUMBER: 703-812-8816

SATELLITE TROUBLE NUMBER:

410-786-3618

CMS Digital Network: Channel 712

Individuals and Sites outside of the CMS satellite network who wish to set up a site for this program or view this broadcast via webcast should go to [http:// cms.internetstreaming.com](http://cms.internetstreaming.com) to register. Handouts can also be found at that website.

Satellite Coordinates

Analog C-Band: IA5 (Formerly Telstar 5: T5 or T1) 97° West				
Transponder	Polarization	Channel	Downlink Freq.	Audio
7	vertical	97	3840 MHz	6.2/6.8

Guidance for Locating Downlink Sites

In general, there are 2 major formats for satellite transmission - digital and analog. CMS uses both analog and digital formats, CMS's Digital network is a closed network which can only be viewed by its ten regional offices and several State survey agencies in regions VIII, IX, and X. The Digital format that CMS uses is called Digicipher. CMS is also capable of transmitting and receiving programs in KU-band and C-band analog. Ku-band and C-band have been in use for many years, can be received by thousands of 'steerable' analog dishes nationwide. C-band is the oldest transmission signal and the most widely used. NOTE: This is NOT 'video conferencing,' which is carried by telephone lines.

Locating an Analog Downlink Site

Potential Analog Downlink Sites: There are thousands of steerable analog downlink dishes nationwide at public schools, colleges, libraries, hotels, television stations, restaurants, private residences, etc. A few calls should locate one near you.

Here are some places to start calling:

- **Your Local Cable and Satellite Television Provider:** Contact your local cable/satellite television distributor, which is probably listed under "Television -- Cable & Satellite." Ask to speak with the programming staff and inquire about their willingness to simulcast the broadcast on your area's public access channel. Advise them that this broadcast is free of charge. Satellite television distributors may be able to provide you with a list of public institutions such as libraries, community centers, health care centers, and public schools that subscribe to their services. You may also wish to contact your local public TV station and ask that they download and air the program on their station.
- **Public Libraries:** Larger public libraries are a good place to check for satellite downlink facilities. Check library listings in the local government section of the blue pages of your local telephone directory.
- **Educational Institutions:** Universities, community colleges, and large public high schools often have satellite downlink capabilities.
- **Hotels and Business Centers:** Large hotels that frequently host conventions in business districts, may be able to receive satellite broadcasts. These hotels may charge a fee for viewing.
- **Health Care Facilities:** Many hospitals and health maintenance organization (HMO) offices have satellite reception capabilities.
- **Copy Centers:** Commercial office supply centers may also have satellite capabilities.

What Information Do I Need to Give the Site Contact Person?

When you contact an analog site, you will need to give the contact person the satellite coordinate information. The coordinates for the broadcast should be made available from the Central Office contact approximately 30 days prior to the broadcast.

Here is the information you will need to provide:

- Transmission Type:
- Satellite:
- Orbital Location:
- Transponder:

- Polarity:
- Downlink Frequency:
- Satellite Help Hotline:
- Broadcast Schedule:
- Test Signal:
- Broadcast Title:

Reserving a Downlink Site

You will need to know what to ask the person who answers the phone, who may or may not be the best person at that organization to help.

If the facility has an analog satellite:

You are interested in viewing a satellite C-band and/or KU band analog broadcast and you understand that this facility may have that capability. You should have the satellite coordinates for reference. Some satellite dishes can't be pointed to all satellites.

You should also ask:

- If the facility can receive the broadcast, is the viewing room open to the public and not reserved for another use at the time of the broadcast?
- If the viewing room is available, how many people will it hold, and is there any fee for its use?
- Will the facility let you phone or fax your questions in to a toll free number?
- You should point out that this broadcast is open to the public and employees of the hosting facility with an interest in the topic are welcome.
- As a courtesy, you should offer the hosting facility a list of the people who will attend.
- Are there any special arrangements necessary for entry to the site?
- It is your responsibility to arrange for sign language interpretation if you anticipate that individuals with hearing impairments will attend.

If you find a site, you should be prepared to perform as site coordinator.

Typically, site coordinators will:

- Locate a suitable location.
- Promote the event locally.
- Direct individuals to register if necessary
- Download material (e.g., sign-in sheet, evaluation, participant guide) if available
- Ensure that participants sign in on the day of the event.
- Distribute copies of the participant guide and handouts to participants the day of the broadcast.
- Assist participants with the use of the distance learning equipment.
- Receive instructions from the broadcast director regarding any activities they may be asked to facilitate.
- Encourage active participation in event activities.
- Record the broadcast for office use.
- Encourage participants to complete the evaluation form available at <http://cms.internetstreaming.com>