

DATE: October 1, 2019

TO: Medicaid Nursing Facility (NF) Providers
TennCare Health Plans

FROM: Gretchen Napier
Assistant Deputy Chief of Quality, Accountability and Innovation
TennCare Long-Term Services and Supports (LTSS)

CC: Tennessee Health Care Association
QuILTSS Stakeholder Group
Patti Killingsworth, Chief of LTSS
William Aaron, Chief Financial Officer
Zane Seals, Deputy Chief Financial Officer
Indrani Ray, Director of LTSS Value-Based Purchasing
Salah Shaikh, Statistical Research Specialist, LTSS Value-Based Purchasing

SUBJECT: QuILTSS #12 Staff Training Points

The purpose of this memo is to provide IMPORTANT and TIME-SENSITIVE information regarding specific requirements for the QuILTSS #12 submission process. The measurement period for QuILTSS #12 is January 1 – December 31, 2019.

In this memo, we will clarify expectations that facilities will be required to meet in order to qualify for Staff Training points in QuILTSS #12. As you may recall, in order to receive the maximum 5 points available under the Staffing/Staff Competency in the area of Staff Training, your leadership and your staff will participate in an online orientation course about the new QuILTSS Workforce Development training program. As a way to familiarize the field with this new educational opportunity, members of your leadership team will have the opportunity to participate in a one-hour orientation to The QuILTSS Institute and its workforce development program during the month of October. All 100% of each facility's leadership team must complete the orientation during October. During November and December, you will have the opportunity to invite your employees to participate in the orientation course, as well. Because Leadership buy-in is such a critical part of the success of any training effort, completion of the orientation by Leadership is a threshold measure that must be fully accomplished to receive any points for this measure. Points will be awarded based on completion of the orientation by Leadership and the applicable % of a facility's staff.

Where Do Participants Access the Orientation Course?

Beginning on Tuesday, October 1, 2019, the Orientation course will be available on The QuILTSS Institute website at www.quiltss.org. The website and video will not launch before this date. From the QuILTSS Institute home page, participants will be able to easily navigate to the orientation course. Once a participant has clicked on the course, the individual will be prompted to enter basic identifying information, including the full name of your nursing facility. It is imperative that participants enter the full and complete name of your facility so you may receive credit for their participation.

Who Is Considered “Leadership”?

Leadership will be considered as all individuals with FLSA-exempt status, provided they directly supervise others. Someone who is FLSA-exempt but does NOT supervise others, is not considered Leadership for purposes of this measure. Leadership shall complete the orientation during the month of October. All other employees, including both full-time and part-time, will be considered “staff” for this purpose only and shall complete the orientation in November and December.

What Information Will I Need to Provide with the QuILTSS #12 Submission?

When it is time to submit your QuILTSS #12 submission, you will be required to submit the names of individuals labeled as “leadership” in your facility, using the definition above. Additionally, you will need to provide the names of non-leadership employees during the month of November and December. Please use the QuILTSS Institute [Staff Training Validation Tool](#). The tool is also located on the TennCare website at <https://www.tn.gov/tenncare/long-term-services-supports/value-based-purchasing.html> under Nursing Facility QuILTSS. The excel file will be submitted via Formstack. A submission memo will be sent out with the link to the Formstack once the submission period ends for QuILTSS 12, which is on 12/31/2019.

How Will Points Be Awarded?

Points will be awarded as follows:

- Leadership plus greater than 80% of your staff completes QuILTSS Institute Orientation will be awarded **5 points**.
- Leadership plus greater than 60-79% of your staff completes QuILTSS Institute Orientation will be awarded **4 points**.
- Leadership plus greater than 40-59% of your staff completes QuILTSS Institute Orientation will be awarded **3 points**.
- Leadership plus greater than 20-39% of your staff completes QuILTSS Institute Orientation will be awarded **2 points**.
- Leadership completes QuILTSS Institute Orientation will be awarded **1 point**.
- Leadership does **not** complete QuILTSS Institute Orientation will be awarded **0 points**.

Questions regarding QuILTSS, including the Quality Framework, quality measures, point values, and performance benchmarks, submission process and schedule of QuILTSS submissions, should be directed QuILTSS@tn.gov. Questions about The QuILTSS Institute or the online orientation course should be directed to Melissa Walker at melissa@quiltss.org.