



CABINET FOR HEALTH
AND FAMILY SERVICES

**Kentucky Health and Human Services Delivery Task Force
Nursing Home Inspections/Surveyor Staffing**

Inspector General Adam Mather

Secretary Eric C. Friedlander

August 22, 2023

Causes for Survey Delays

- Annual surveys suspended during COVID-19 until November 2021
- Increased facility closures
- Higher number of deficiencies cited at immediate jeopardy level
- Vacancy rates

- Currently working to bring surveys that are outside of the minimum required timeframes into compliance

Vacancy Rates Explained

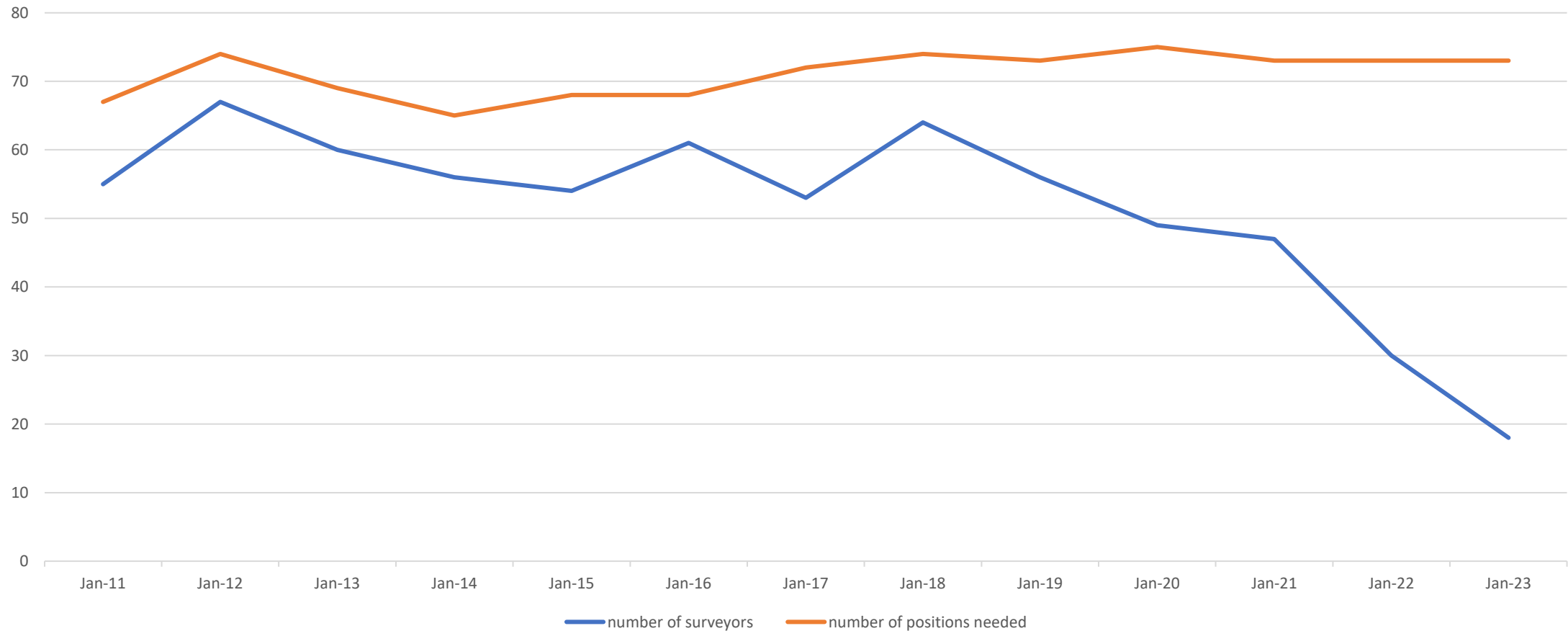
- Individuals have left these positions due to:
 - Retirement – many due to the pandemic
 - Jobs outside of state government
 - Insufficient salary and benefits; and lack of wage increases (for over 10 years)
 - Heavy workload
 - Unsatisfactory assignments, practices, policy
 - Challenging work:
 - At least 1 year to train to become certified to survey LTC and 3 years to become proficient at it
 - Long hours
 - Travel (away from family)
 - Required to work nights and weekends
 - Difficult to compete with healthcare entities

OIG Nursing Turnover and Registers

January 1, 2023 - August 1, 2023

OIG Nursing Classification	Average Number of Nursing Positions	Turnover Percentages	Personnel Registers	Hired
Nurse Consultant/Inspector	73	19.23%	14	6
OIG Nurse Regulator	5	0% (all vacant)	4	0

Surveyor Staffing Numbers: January 2011-January 2023



Solutions

- Wage increases for current nurse surveyors with the establishment of a special entrance rate, effective June 16, 2023
- Creation of a nurse career ladder
 - Nurse regulator job series I – IV, effective August 16, 2023
 - Allows licensed practical nurses (LPNs) to be hired and promoted with the surveyor role
- New recruitment rate to increase applicants and caliber of applicants; hires from December 2022 through August 1, 2023:
 - Contract licensed practical nurses: 5
 - Contract registered nurses: 12
 - Life Safety Code: 1
 - Nurse consultant/inspector: 9
- Hired survey agency in 2021 to assist with completing surveys
 - In August of 2022 increased contract from \$900,000 to \$1.8M in order to complete more surveys
- Working on contract modification for contracted agency train new team members
- Hired Medisource to recruit contract nurses, who can then be hired permanently
- Working with the Centers for Medicare and Medicaid Services (CMS) and a consulting group to identify potential areas of improvement
- Developed a plan to prioritize recertifications for facilities with higher complaints and past history of higher than average citations

Questions??

