

CONSUMER COMMISSION ON THE ACCREDITATION OF HEALTH SERVICES, INC.

NURSING HOME PROJECT

Better than 10% of the New York City population is age 65 or older. With age comes the increasing need for institutional care to alleviate the problems of aging and illness. In the New York City area, there are approximately 23,000 nursing home beds in facilities run for profit, not-for-profit and government agencies. To date, there is no GUIDE available to the aged, their friends or relatives to assist in the selection of an appropriate and acceptable nursing home.

The Commission plans to develop a GUIDE TO NURSING HOMES IN THE NEW YORK METROPOLITAN AREA that will provide the public with information about the quality, costs and acceptability of care rendered in the approximately 150 nursing homes in the New York City area.

Phase I

The Commission plans to continue its exploratory work in the development of a GUIDE TO NURSING HOMES. The work done to date shows the critical need for the development of a GUIDE and the need to develop a patient questionnaire and on-site survey procedure which will identify critical areas of nursing home care. During this phase, the Commission will:

- develop criteria that can be used to evaluate the programs, staff, facilities and differences in present nursing home operations;
- develop a questionnaire that will profile each nursing home program, staff and facilities; and
- develop an on-site survey questionnaire with procedures that will assist a survey team in its evaluation of nursing homes.

Phase II

The Commission plans to send the questionnaire to nursing homes in the New York City area and conduct follow-up meetings where necessary to obtain a complete response to the questionnaire. The Commission plans to:

- conduct on-site surveys of each nursing home using the developed criteria and survey procedures to obtain first hand information about nursing homes.

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-compile the information collected from the questionnaire and on-site evaluation form and outside agency reports to develop a complete GUIDE TO NURSING HOMES. Each nursing home will be rated as highly acceptable, acceptable or unacceptable.

It is projected that this project will take approximately six months.

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GUIDE TO NURSING HOMES

BUDGET

Project Director (part time)	\$ 2,000
Nursing Home Coordinator	6,500
Research Associate	6,000
Editor ($\frac{1}{4}$ time)	4,000
Secretary ($\frac{1}{4}$ time)	1,250
Consultants (professionals and consumers familiar with nursing home operations)	2,500
Rent	500
Telephones	175
Supplies	125
Printing and Postage (GUIDE TO NURSING HOMES IN THE NEW YORK METROPOLITAN AREA)	2,000
Miscellaneous (subscriptions, travel and conference costs)	250
Reproduction (Fed.State and City agency records)	<u>2,000</u>
Total	<u>\$ 27,300</u>

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HIP STUDY

The Health Insurance Plan of Greater New York is a pre-paid group practice plan providing comprehensive medical services to nearly 750,000 people in New York City and Long Island.

Two years ago, HIP established a policy to create consumer councils at each of its 27 affiliated medical groups. These consumer councils were created to monitor certain aspects of health care services delivered by HIP to its subscribers. The impact of these consumer councils on the quality, availability and costs of medical services rendered by HIP is directly related to their ability to obtain information about the services covered by the HIP policy, the persons involved in delivering this service, and the facilities and institutions used by the HIP medical group.

The Commission plans to undertake a study of HIP to provide the needed information on the HIP physician population and ancillary staff (physical therapists, technicians, nurses, etc.), the facilities used by HIP including the hospitals where the physicians practice and the medical group centers. The Commission will establish criteria to evaluate the medical centers and staff and rate each medical center as highly acceptable, acceptable or unacceptable.

This project will be divided into two phases. The first phase will include the development of a liaison with the HIP subscribers and staff to develop criteria. The identification of criteria to evaluate HIP medical groups, the development of a Guide Manual to assist the consumer councils in the monitoring of services provided at the HIP affiliated medical groups and institutions used by HIP physicians will also be completed in this phase.

In phase two, the Commission will assist the HIP consumer councils in the use of the Guide to monitor HIP medical centers, and develop a quarterly report on HIP medical groups showing their compliance with standards and overall rating as highly acceptable, acceptable or unacceptable.

This program will be under the overall direction of the Project Director who will supervise the activities of the HIP Consumer Council Coordinator and the Research Associate. The Coordinator will work closely with the HIP Department of Consumer Affairs to organize the consumers around this program and develop the Guide Manual.

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The Research Associate will be responsible to collect information on HIP including the HIP subscriber policy and HIP medical group contract. And, in addition, will collect information on the 1,100 HIP physicians, 27 medical groups and their subscenters and hospitals and nursing homes used by HIP physicians and patients. The Research Associate will also prepare a profile of the HIP physician population and medical group centers.

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HIP STUDY BUDGET

Project Director (part time)	\$ 4,000
Consumer Council Coordinator	13,000
Research Associate	12,000
Editor ($\frac{1}{4}$ time)	4,000
Secretary ($\frac{1}{4}$ time)	2,500
Consultants (professionals and consumers familiar with prepaid group practice plans)	5,000
Rent	1,000
Telephones	350
Supplies	250
Printing and Postage (HIP Consumer Council Guide Manual to Monitor Medical Group Services)	250
Miscellaneous (subscriptions, travel, conference costs)	<u>400</u>
Total	<u>\$ 42,750</u>