

**State Veterans' Homes (SVH) Corrective Action Plan
(Western Nebraska Veterans Home - May 22-24, 2023)**

Important: Attestation by the SVH leadership, including the SVH nurse leader, of actions to assure timely completion of goals and establishment of oversight to assure continued improvement in areas identified for correction. The Corrective Action Plan (CAP) should include input from all levels of staff and affected resident(s), as is applicable and appropriate, impacted by the issue identified. This CAP is intended to become a source towards Quality Assessment and Assurance.

State the Issue Identify the Regulation and Findings	Address how corrective action will be accomplished for those residents found to be affected by the deficient practice (Actions should align with Quality Assessment and Assurance fundamentals)	Address how the SVH will identify other residents having the potential to be affected by the same deficient practice	Address what measures will be put into place or systemic changes made to ensure that the deficient practice will not recur	How does the SVH plan to monitor its performance to make sure that solutions are sustained (Actions should align with Quality Assessment and Assurance)	Proposed Completion Date (i.e. when corrective action will be fully implemented and sustained)
<p>§ 51.43(a) (1)-(2) Drugs and medicines for certain veterans</p> <p>(a) In addition to the per diem payments under §51.40 of this part, the Secretary will furnish drugs and medicines to a State home as may be ordered by prescription of a duly licensed physician as specific therapy in the treatment of illness or injury for a veteran receiving nursing home care in a State home if—</p> <p>(1) The veteran:</p> <p>(i) Has a singular or combined rating of less than 50 percent based on one or more service-connected disabilities</p>	<p>The member identified had a medical diagnoses and medication record review completed by the DON, pharmacist, and primary physician to ensure that only the correct medications were billed for the eligible service-connected disability.</p>	<p>By 7/12/23, WNVH Health Information Management will review all Veterans to ensure eligibility for qualifying VA benefits.</p>	<p>By 7/12/23, the Administrative Programs officer and the Pharmacist will receive education on new review processes utilized in determining Veteran's qualifying benefits through the VA.</p> <p>When a veteran is admitted to the SVH and is already in receipt of qualifying benefits through the VA, verification of benefits will be completed utilizing the County Veterans Service Office, State Service Office staff and Tyler Technologies (TVB).</p> <p>Upon notification from County Veterans Service office and State Service Office that Veteran benefit eligibility has changed to such degree as to disqualify them for this service, the business office will notify the Revenue Manager and Pharmacist of the change and remove them from the verification list provided to pharmacy. The same process will be completed for any Veteran who is not receiving benefits upon admission, but qualifies for them later.</p> <p>Verification will be completed upon member admission to the facility and notification from CVSO and State Service Office, that Veteran's benefit eligibility has changed.</p> <p>WNVH Business Office staff will then send a list</p>	<p>WNVH Business Office will complete an audit of billings provided by Revenue Manager monthly x 3 months starting 7/31/23.</p> <p>Audits will be completed before any invoices are submitted to the VA for reimbursement.</p> <p>QA Committee will track and trend audit results to determine that corrective actions result in systemic improvements.</p>	<p>11/1/23</p>

<p>and needs the drugs and medicines for a service-connected disability; and</p> <p>(ii) Needs nursing home care for reasons that do not include care for a VA adjudicated service-connected disability; or</p> <p>(2) The veteran:</p> <p>(i) Has a singular or combined rating of 50 or 60 percent based on one or more service-connected disabilities and needs the drugs and medicines; and</p> <p>(ii) Needs nursing home care for reasons that do not include care for a VA adjudicated service-connected disability.</p>			<p>of those members who have been eligible for VA benefits to Revenue Manager, Pharmacist and staff involved with billing to the VA.</p>		
<p>§ 51.210 (h) Use of outside resources.</p> <p>(1) If the facility does not employ a qualified professional person to furnish a specific service to be provided by the facility, the facility management must have that service furnished to residents by a person or agency outside the facility under a written agreement described in paragraph (h)(2) of this section.</p> <p>(2) Agreements</p>	<p>On 3/28/23, the Administrator issued a request addressed to the Black Hills Health Care Systems (BHHCS) regarding Western Nebraska Veterans' Home (WNVH) request to enter into a Mental Health Sharing Agreement with BHHCS. The member identified during the survey in need of mental health services received the needed care through the VA Mental Health Service (via telehealth).</p>	<p>All members medical records were reviewed to identified similar situations and all members in need of mental health (MH) services during the shared agreement preparation interim phase had received the needed care through the VA Mental Health Service (via telehealth).</p>	<p>On 4/12/23, the Administrator received the BHHCS's letter signed by their Medical Center Director confirming that they received our request and they will be working on creating a shared agreement in collaboration with the VA Midwest Health Care Network and VISN 23 Geriatrics and Extended Care Leaders. In the meantime and per BHHCS's letter, all members needing mental health services will receive it through their specialized mental health service unit.</p> <p>In addition to this plan, WNVH has a signed contract with local mental health service providers. The availability of these services will be communicated to all residents in need of mental health services and to all new admissions.</p>	<p>The Administrator will inquire with BHHCS once per quarter of the drafting status of the MH shared agreement. The administrator or designee will monitor monthly x 3 months that all residents in need of mental health services had received timely the needed service.</p>	<p>1/5/24</p>

<p>pertaining to services furnished by outside resources must specify in writing that the facility management assumes responsibility for— (i) Obtaining services that meet professional standards and principles that apply to professionals providing services in such a facility; and (ii) The timeliness of the services.</p> <p>(3) If a veteran requires health care that the State home is not required to provide under this part, the State home may assist the veteran in obtaining that care from sources outside the State home, including the Veterans Health Administration. If VA is contacted about providing such care, VA will determine the best option for obtaining the needed services and will notify the veteran or the authorized representative of the veteran.</p>					
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- This Corrective Action Plan is to be electronically submitted to the Pod-specific National SVH Program Manager for Quality and Oversight