



CMS & REGULATORY
COMPLIANCE STANDARDS

ARE YOU FULLY PREPARED?

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A COMPASS ONE HEALTHCARE COMPANY

OVERVIEW

Stringent CMS and regulatory standards are here. Is your Food & Nutrition Services Department ready to take the heat?

We know your main focus is on patient safety. But are you aware of the critical role that Food and Nutrition plays in helping you comply with the CMS Conditions of Participation (CoPs) and other regulatory compliance agencies, including The Joint Commission? And the potential risks and fines you face in achieving compliance to meet the standards?

NOT HAVING THE RIGHT TEAM IN PLACE CAN BE COSTLY

Your ability to understand the new requirements is critical for your success. In fact, failing to meet the CoPs may result in "immediate jeopardy" and forfeiture of Medicare and Medicaid benefits.

PROVEN EXPERTISE MAKES ALL THE DIFFERENCE

We have the training and experience to help you quickly achieve the necessary performance standards for:

- Personnel
- Nutrition Requirements
- Food Safety and Sanitation
- Operational Proficiency
- Clinical Oversight

Understanding Food & Nutrition from A to Z is what makes us leaders in the industry. **Our experts will work with your team to be 100% compliant in the following areas:**

Food Storage and Handling, including temperature control, labeling, time & date compliance and complete logs.

Food Production, including correct cooling processes, thermometer calibration, labeling, cutting board requirements and fire safety for everything from ice machines to dish washers.

Meal Preparation for patients, families, staff and retail applications.

Plus, Wellness Awareness and offerings, Clinical Nutrition Management, Disaster Planning, QAPI Planning and more.



VALIDATION DAY IS HERE. ARE YOU PREPARED?

It is no longer a matter of whether your hospital will go through a CMS validation survey, but when it will happen. Morrison Healthcare is here to help you with a total solution that includes assistance with CMS correspondence, preparing simple and effective plans of correction, satisfying state and federal regulators without overburdening your facility and advocating on your behalf in the face of any serious threats.



"...We have the expertise to help you identify and remedy many of the regulatory challenges"

Hospitals are required to be in compliance with the Federal requirements set forth in the Medicare Conditions of Participation (CoPs) in order to receive Medicare/Medicaid payment. The goal of a hospital survey is to determine if the hospital is in compliance with the CoPs set forth at 42 CFR Part 482. Certification of hospital compliance with the CoPs is accomplished through observations, interviews, and document/record reviews. The hospital survey is the means used to assess compliance with Federal health, safety, and quality standards that will assure that the beneficiary receives safe, quality care and services. ^[1]



RISKS TO HOSPITALS & HEALTH SYSTEMS

Failing to meet the new CMS standards can have dire consequences for your hospital.

Hospitals that fail to meet the CoPs or find themselves in "immediate jeopardy" will have to forfeit government funding and Medicare/Medicaid reimbursements. They will also be forced to make costly adjustments in order to achieve compliance after the fact.

FINANCIAL IMPACT IS JUST THE BEGINNING

In addition to heavy monetary damages, hospitals that fail to meet the new CMS standards could face negative publicity and in a "worse-case" scenario, even have to shut down. Keep in mind that the risks not only affect the patients and their families, but also the hospital doctors, nurses and staff as well.



"...Even a seemingly small breach in critical actions or at critical times can kill or severely injure a patient, and represents a critical or severe health or safety threat." [1]

CMS has the authority to take an enforcement action when CMS determines that a Medicare Plan either: substantially fails to comply with program and/or contract requirements, is carrying out its contract with CMS in a manner that is inconsistent with the efficient and effective administration of program requirements, or no longer substantially meets the applicable conditions of the Medicare program. Enforcement actions include:

- Civil money penalties (CMP)
- Intermediate sanctions (i.e., marketing, enrollment, payment suspensions), and
- Contract terminations

A PROVEN SOLUTION

Morrison Healthcare has a proven method of identifying problematic or at risk patient Nutrition and Food Service safety issues and resolving them. The process includes collecting data, analyzing the information and developing a Quality Assurance Performance Improvement plan (QAPI). **Features of the process may involve:**



Conducting mock surveys with Morrison regulatory experts and operators to determine what issues are most critical, and evaluate from a system perspective as to what needs immediate correction.



Creating a targeted action plan for your hospital's review.



Forming a team of 5-7 Morrison experts who will work with your team until the plan is complete and deficiencies are fully remedied.



Offering additional levels of engagement for your consideration.

Morrison has the ready resources, industry expertise and proven reputation to address your current regulatory challenges and help you achieve certification of hospital compliance. We can also provide you with Compliance Regulatory Statements from prominent hospital systems, along with Performance Improvement Measures, as examples of processes used to meet and exceed regulatory compliant metrics.

Now is the time for you to utilize our resources and benefit your organization – before it's too late.



[1] State Operations Manual, Appendix A. Survey Protocol, Regulations and Interpretive Guidelines for Hospitals.

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THE COMBINATION THAT WORKS



Morrison Healthcare and Crothall Healthcare are closely aligned and provide a seamless approach to hospital and health system clients with specialized food, nutrition and support services.

More than 300 major U.S. hospitals and health systems are utilizing the combined services of Morrison and Crothall, including Alta Bates Summit Health System, Community Health Systems, Inova Health System, Mount Sinai Health System - The Mount Sinai Hospital, Novant Health and Sentara Healthcare.

“Morrison and Crothall are experts in food, nutrition and support services. We have always worked together as sister sectors within Compass Group and are now leading clients in the direction of joint services by leveraging the strength of our specialization and expertise, side-by-side under the Compass global brand.”

- **Tim Pierce**
CEO, Morrison Healthcare

OUR SERVICES

Environmental

We are the market leader because our standardized protocols create clean, disinfected rooms that contribute to Infection Prevention and patient engagement. Crothall has the only national team of Patient Experience managers who specialize in patient satisfaction to drive HCAHPS scores and Value-Based Purchasing decisions.

Laundry & Linens

We are also the market leader in laundry processing for healthcare facilities across America. With almost 30 processing plants and hundreds of years of combined laundry experience we build cost-effective and efficient programs that optimize linen utilization.

Patient Transportation

Crothall is the PT market leader because we squeeze out precious minutes to enable clinical staff to focus on healing. We have the only national call center offering 24/7/365 service to every corner of America no matter the size of the facility. And, our Patient Experience managers create defining moments for patients to improve experiences and HCAHPS scores.

Healthcare Technology Solutions

We are the fastest growing medical and digital equipment service provider because we create Noticeable Outcomes for nurses, patients and our Clients. As an agnostic consultant we recommend and repair the best solution for every need no matter the manufacturer.

Facilities Management

Our experts maintain and optimize your plant with efficient maintenance, as well as energy & asset management. We also contribute to perceptions of clean by patients and family alike with cosmetic maintenance throughout the facility that drives HCAHPS scores.

HEAR WHAT THEY HAVE TO SAY



“Morrison Healthcare has been providing food service at Alta Bates Medical Center since December of 2011. Initially, Morrison partnered with Alta Bates in a temporary management role that expanded into a full service contract as they helped Alta Bates implement programs and standardize aspects of our food and nutrition program. I would be happy to recommend their attention to quality improvements, regulatory compliance, cost savings, and to customer service.

Morrison mobilized a team on short notice to address internal survey results and develop an action plan to implement standardized approaches and that would quickly get Alta Bates to survey readiness. Some of the measures they were instrumental in were: retail café improvements, enhanced café offerings with a redesigned menu structure, completely redesigned a patient menu adding flexibility and choice for our patients, passed CMS inspection in Feb 2012, ongoing food service training for our managers, supervisors, and staff and Morrison’s management team melds seamlessly with our own team participating in Hospital functions.

I would be happy to recommend Morrison for both short term immediate results as well as developing long term strategy and plan to bring great results in cost, quality and service to our food and nutrition department.”

Dave Lawson
Administrative Director of Support Services
Alta Bates Summit Medical Center



“Morrison has recently provided interim service to Alameda County Medical Center for May 2012 ongoing on a month to month basis to assist ACMC in a recent CMS visit that found several areas in food service that were not up to standard and could possibly result in larger infractions if not fixed immediately.

After a CMS visit at ACMC, the hospital was given several areas that needed improvement and suggested that an outside contractor such as Morrison be brought in to help implement the programs and recommendation mentioned. Areas to focus on, but not limited to, from CMS’ perspective were: overall managements of the Food and Nutrition Department, compliance with HACCP standards, labeling and Q/A procedures, inconsistent temperatures, food storage and handling, infection control and diet manual procedures.

The leadership of ACMC has been happy with Morrison’s performance thus far, and the union leadership has shown great respect to what Morrison has done and the manner in which the transition was conducted.”

Morrison Healthcare Client
Alameda County Medical Center

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- **Dave Lawson**



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