

Meeting Summary – NM Nursing Facility HCQS Redesign Operational Workgroup

Date: August 28, 2025

New Members & Project ECHO Introduction

- New members and Project ECHO team (Melanie Lopez, Nitin Budhwar) were welcomed.
- Project ECHO's role: education, best practices, training for nursing facilities. Not required under new program but strongly encouraged.
- Discussion about reaching frontline staff (CNAs, nurses, med techs) through options like lunch-and-learns.

Structural Measure Meetings

- Upcoming sessions on infection prevention, patient experience, and behavioral health care coordination.
- Strong registration so far – 142 people for the first session, 46 for 9/19, and 20 for 9/25.
- Facilities must ensure required staff (e.g., admin, DON, infection control) attend.
- The Association raised concerns about facilities having vacancies in positions that are required to attend the structural measure meetings and asked if corporate staff could fill in temporarily.
- HCA stated that if facility level positions are vacant, facilities must notify Rayna Fagus – rayna.fagus@hca.nm.gov in writing with details and interim coverage. Discussion on potentially creating a standardized reporting form/process for vacancies.
- Association reported providers expressed concern over the requirement for use of cameras during the structural measure meetings.
 - Net Health clarified that cameras are not available on the Go to Webinar platform for attendees, so engagement will be expected and monitored in other ways (e.g., poll questions, Q&A, etc.).
- Association requested dates be scheduled soon for Q4 structural measures with consideration to time of day (afternoon preferred) and multiple options.

Program Description Update

- Clarification that updated dementia diagnosis codes (ICD-10) for high acuity bed days are now included in the revised program description.
- Facilities asked whether dashboard will provide detailed breakdowns of residents qualifying for high-acuity status.

- Net Health confirmed facility-level visibility to high-acuity days will be built into the application, though rollout may be phased.

Facility Engagement

- Concern raised that many facility-level leaders (admins, DONs, MDS coordinators) are unaware of Net Health's solutions/tools as reported to Net Health and HCA during the NMHCA conference.
- Facilities and Association explained that corporate staff often manage these tools and relay information to facilities, which may explain the low direct engagement.
- Net Health emphasized the importance of facility-level engagement for sustained quality improvement.
- Discussion acknowledged that some organizations use alternative software; Net Health tools are optional, not required.
- Net Health is committed to providing education, communication, and training to improve adoption and awareness of the solutions that are provided as part of the program.
- There was discussion on the level of detail facilities will share.

Action Items and Closing Notes

- Project ECHO will play an advisory and educational role, though participation is voluntary.
- Structural measure sessions are drawing strong attendance; facilities must ensure required staff are represented.
 - Facilities are required to provide information about facility vacancies and temporary role coverage to Fagus Rayna.
 - Association and facilities asked for standardized process to handle facility vacancies with respect to structural measure meeting requirements.
 - HCA and Net Health will work on scheduling the structural measure meetings for Q4.
- Revised program description now reflects accurate ICD-10 dementia codes to capture high-acuity bed days.
- Net Health will offer training to ensure facility-level leaders are aware of and engaged with the solutions provided to support quality outcomes.
- Net Health will focus on ensuring all facilities have the necessary contacts and users set up for the HCQS solution, with further discussions planned for the next meeting.

- Net Health is continuing to review how to handle facilities without a five-star rating (health inspection score).

Meeting adjourned with thanks and encouragement for ongoing engagement.