

# PBJ quarterly check-in

*Prepping for success:  
Critical answers to PBJ questions*

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**SimplePBJ**<sup>™</sup>

**simple.**  
*a Netsmart solution*

Apr 28, 2022



# Agenda

- Current Updates
  - PHE & Waivers
  - Upcoming Five Star Updates
  - Weekend Staffing
  - Viewing Weekend Staffing in SimplePBJ
  - Turnover
  - SimplePBJ Turnover Tracker
- Submitted Questions and Best Practices
- Live Q&A

# PHE & Waivers

## Renewal of Determination That A Public Health Emergency Exists

As a result of the continued consequences of the Coronavirus Disease 2019 (COVID-19) pandemic, on this date and after consultation with public health officials as necessary, I, Xavier Becerra, Secretary of Health and Human Services, pursuant to the authority vested in me under section 319 of the Public Health Service Act, do hereby renew, effective April 16, 2022, the January 31, 2020, determination by former Secretary Alex M. Azar II, that he previously renewed on April 21, 2020, July 23, 2020, October 2, 2020, and January 7, 2021, and that I renewed on April 15, 2021, July 19, 2021, October 15, 2021, and January 14, 2022, that a public health emergency exists and has existed since January 27, 2020, nationwide.

April 12, 2022

\_\_\_\_\_  
Date

/s/

\_\_\_\_\_  
Xavier Becerra

# PHE & Waivers

- **Training and Certification of Nurse Aides.** *(Terminates on 6-6-2022 per QSO-22-15-NH & NLTC & LSC)* CMS is waiving the requirements at 42 CFR 483.35(d) (with the exception of 42 CFR 483.35(d)(1)(i)), which require that a SNF and NF may not employ anyone for longer than four months unless they met the training and certification requirements under § 483.35(d). CMS is waiving these requirements to assist in potential staffing shortages seen with the COVID-19 pandemic. To ensure the health and safety of nursing home residents, CMS is not waiving 42 CFR § 483.35(d)(1)(i), which requires facilities to not use any individual working as a nurse aide for more than four months, on a full-time basis, unless that individual is competent to provide nursing and nursing related services. We further note that we are not waiving § 483.35(c), which requires facilities to ensure that nurse aides are able to demonstrate competency in skills and techniques necessary to care for residents' needs, as identified through resident assessments, and described in the plan of care.
- **In-Service Training:** *(Terminates on 6-6-2022 per QSO-22-15-NH & NLTC & LSC)* CMS is modifying the nurse aide training requirements at §483.95(g)(1) for SNFs and NFs, which requires the nursing assistant to receive at least 12 hours of in-service training annually. In accordance with section 1135(b)(5) of the Act, we are postponing the deadline for completing this requirement throughout the COVID-19 PHE until the end of the first full quarter after the declaration of the PHE concludes.

# On the Horizon: Five-Star Staffing Updates

## Turnover and Weekend Staffing Data: What We Know So Far

- Turnover and weekend staffing data continue to be available on Care Compare
- Turnover and weekend staffing **as reported on PBJ data for January – March** will have a direct impact on the July Five-Star staffing measure

## Turnover and Weekend Staffing Data: What We Don't Know (Yet)

- The formula(s) CMS will use to incorporate these measures into the staffing calculations
- When CMS will release the next Five-Star Staffing formula in an updated Five-Star Technical User's Manual

# Weekend Staffing – Care Compare

Currently on Care Compare:

- Total number of nurse staff (PBJ job codes 5-12) hours per resident day on the weekend (Saturday and Sunday)
- Total number of RN (PBJ job codes 5-7) hours per resident day on the weekend (Saturday and Sunday)

Total number of nurse staff hours per resident per day on the weekend

↑ *Higher numbers are better*

2 hours and 58 minutes

National average: 3 hours and 16 minutes

Texas average: 2 hours and 55 minutes

Registered Nurse hours per resident per day

↑ *Higher numbers are better*

25 minutes

National average: 42 minutes

Texas average: 25 minutes

Registered Nurse hours per resident per day on the weekend

↑ *Higher numbers are better*

17 minutes

National average: 29 minutes

Texas average: 19 minutes

<https://www.cms.gov/medicare/provider-enrollment-and-certification/certificationandcompliance/downloads/usersguide.pdf>

# Weekend Staffing – Care Compare

## Calculation

- Weekend Staffing =  $\frac{\text{sum of hours on all weekend days (Saturdays and Sundays)}}{\text{sum of MDS census on all weekend days (Saturdays and Sundays)}}$

*NOTE: Only weekend days with at least one resident are included in the calculations*

- Home
- 1 Assemble Staffing Data
- 2 Validate PBJ Data
- Analyze for Issues
- Quarterly Totals
- Visualize Staffing**
  - Summary
  - ...
- ...
- Daily Staff Count
- Line Item Detail
- Pivot Table
- 3 Predict Five-Star
- 4 Submit Report
- Benchmark PBJ
- Utilities
- Settings
- Help
- Admin

Visualize Staffing - Summary

Select Date Range: 01/01/2022 - 03/31/2022

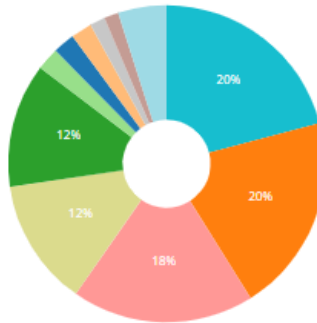
Total Staffing Hours Per Day

2022 2nd Quarter (1/1/2022 - 3/31/2022)

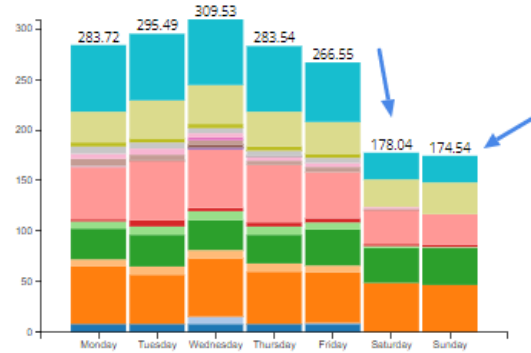
Select Job Codes (19)

- Administrator
- Medical Director
- Certified Nurse Aide
- Nurse Aide in Training
- Medication Aide/Technician
- Registered Nurse Director of Nursing
- Registered Nurse
- Licensed Practical/Vocational Nurse
- Pharmacist
- Dietitian
- Occupational Therapist
- Occupational Therapy Assistant
- Physical Therapist
- Physical Therapy Assistant
- Speech/Language Pathologist
- Other Activities Staff
- Other Social Worker
- Housekeeping Service Worker (optional)
- Other Service Worker (optional)

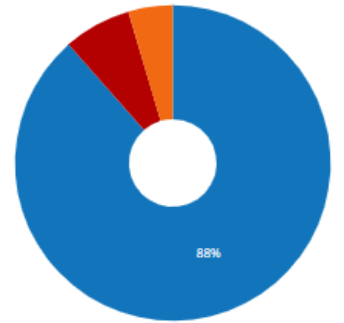
Percent Hours by Job Title



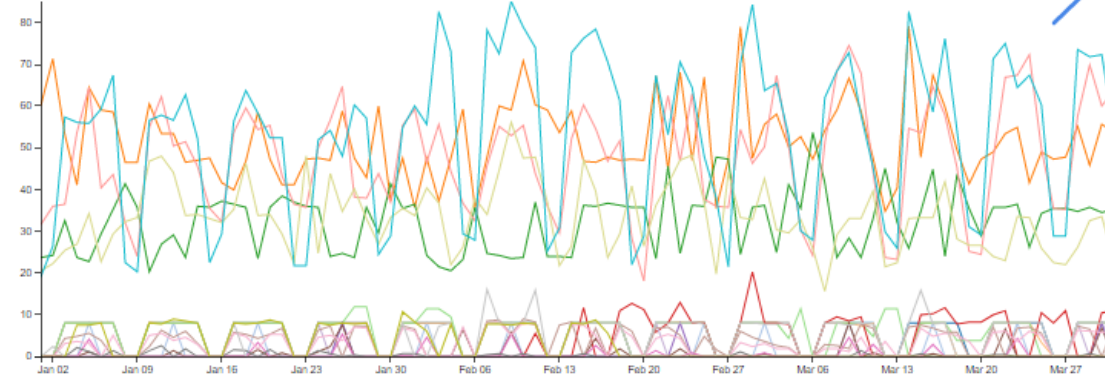
Average Hours by Weekday and Job Title



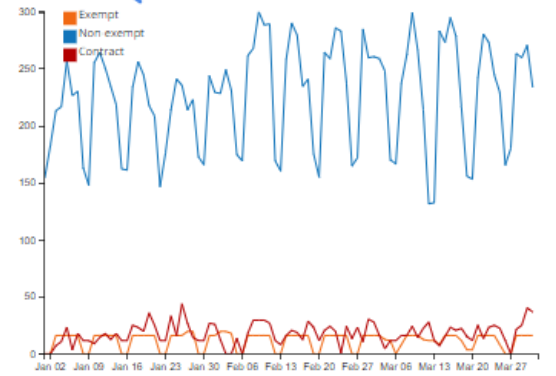
Percent Hours by Pay Type



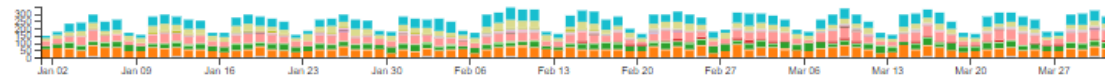
Hours Per Day by Job Title



Hours Per Day by Pay Type



Select a Date Range Below



Reset Range Print

# Viewing Weekend Staffing in SimplePBJ



# Turnover – Care Compare

Three measures are currently visible on Care Compare:

- Nursing staff (PBJ job codes 5-12) turnover – expressed as a percentage
- RN Staff (PBJ job codes 5-7) turnover – expressed as a percentage
- Administrator (PBJ job code 1) turnover – expressed as a number

## Total nursing staff turnover

↓ Lower numbers are better

60%

National average: 51.6%

Texas average: 57.6%

## Registered Nurse turnover

↓ Lower numbers are better

40%

National average: 49.8%

Texas average: 60.6%

## Number of administrators who have left the nursing home

↓ Lower numbers are better

0

National average: 1.1

Texas average: 0.8

# Calculation – Turnover

**Turnover** is identified based on **gaps in days worked**.

It is published quarterly as an **annual calculation**.

$$\text{Turnover rate} = \frac{\text{total number of employment spells that ended in turnover}}{\text{total number of eligible employment spells}}$$

(Total Nurse and RN)

*Using this specification, the maximum turnover rate is 100%*

$$\text{Turnover number} = \text{total number of administrators who left the nursing home}$$

(Administrator)

*NOTE: Both **regular employees and agency staff** are included in the turnover if they work sufficient hours to be eligible for the denominator.*

# Fundamentals – Turnover

## Key definitions:

**Employment spell** = a period of work at the facility by an individual (*a minimum of 120 hours must be worked in a 3-month period to qualify as an employment spell*)

turnover signal



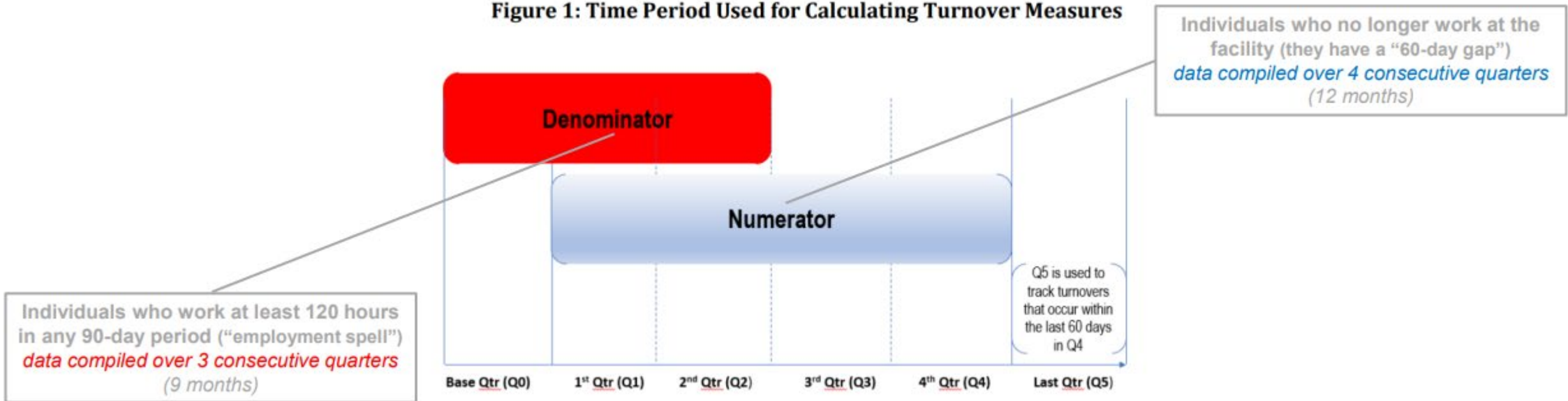
**60-day gap** = 60 consecutive days in which an individual does not work at all at the facility

**Turnover date** = The last workday prior to the start of a 60-day gap

*NOTE: Individuals who return to the nursing home after a gap of more than 60 days can have multiple “employment spells” used in the turnover calculation if they meet the eligibility requirement for subsequent employment spell(s). Essentially, they are treated as new employees.*

# Staff included – Turnover

Figure 1: Time Period Used for Calculating Turnover Measures



# SimplePBJ Turnover Tracker

ACTIVE FACILITY: REPORTING QUARTER: ? ☰ ↻

Home / Staff

Review & Modify Staff

NEED HELP? [View Manual](#)

Facility Staff **Staff Turnover** EmployeeID Linking

### Staff Turnover

Staff turnover is the percent of nursing staff or number of administrators that stop working in a facility within a given year. Low turnover indicates that facilities generally retain their staff for longer periods of time. Lower turnover is preferred because staff who work in facilities for longer periods of time may become more familiar with the residents and the facility's operating procedures.

If your staff turnover is displaying higher than expected, it could be due to changing employeeIDs. This often happens when migrating from one payroll/timekeeping system to another. In such cases, you need to link the old employeeIDs with the new ones so that you are not penalized. To do so, use our EmployeeID linking feature (tab above).

Total nursing staff turnover	60.4%
↓ Lower numbers are better	
Registered Nurse turnover	44.4%
↓ Lower numbers are better	
Number of administrators who have left the nursing home	0
↓ Lower numbers are better	

Turnover data last updated: 1/1/2022

# Submitted Question

What are the risks for an automatic one-star staffing rating?

- Gap (>4%) in hours reported vs. validated in audit = ☆
- 4 or more days in a quarter with 0 (zero) RN hours = ☆
- Failure to submit PBJ by submission deadline = ☆
  - Submission system is disabled promptly at the deadline = ☆
  - Plus all staffing ratios removed from Care Compare = ☆
- Failure to respond to an audit request = ☆
- Failure to supply requested documentation in an audit = ☆

# Submitted Question

How do I record hours for nurses who split time between PBJ job codes?

- If multiple job codes for an employee aren't pulling over automatically from your payroll software, you can edit it manually
- 1 Assemble Staffing Data > Shifts > Select Employee

Home

Assemble Staffing Data

Import New File

Manage Existing Files

Map to PBJ Codes

Staff

Shifts

Census

Validate PBJ Data

Predict Five-Star

Submit Report

Reporting Status

Benchmark PBJ

Review & Modify Shifts

Staff PBJ Filter: Included in PBJ

Staff Hours Filter: All Staff

Staff: [Dropdown]

Reporting Week: 01/02 to 01/08

Pay Type: Non-exempt (2)

Job Title: Certified Nurse Aide (10)

Pay Type	Job Title	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Staff Pay Type	Staff Job Title	0	0	3.00	8.00	8.00	8.00	
Contract (3)	Medication Aide/Tech...	0	0	5.00	0	0	0	
		0	0	8.00	8.00	8.00	8.00	0

+ Add Shift

Bulk Add

Bulk Edit

Expand	Shift Date	Reported Pay Type	Reported Job Title	Reported	Shift Hours	Excluded	Note	Creation	Pa
+	January 2022			160.00/160.00	160.00/160.00				
+	February 2022			160.00/160.00	160.00/160.00				
+	March 2022			184.00/184.00	184.00/184.00				

# Submitted Question

How will turnover parameters affect nurses who work just one or two shifts a week?

- Staff who work less than 120 hours over a 90-day period do not qualify for turnover metrics



# Submitted Question

What advice do you have for reporting shifts for staff who are unable to take meal breaks?

- Reporting meal breaks is required, even when staff members are unable to take them
- If the file does not include meal breaks, the best solution is to automatically remove them when importing the file in SimplePBJ:

Break Time Rules (Paid or Unpaid)

Disabled	Remove 30	Minutes For Shifts Longer Than or Equal To	7.00 Hours
Disabled	Remove 30	Minutes <b>More</b> for Shifts Longer Than or Equal To	13.00 Hours

# Submitted Question

What advice do you have for reporting pool staff and how are they affected by the turnover calculation?

- PBJ measures are provider-centric, and the same is true for turnover calculations
- Staff members will need to work at least 120 hours in a 90-day period for a single facility to be eligible for the turnover denominator
- If they meet that criteria, and then do not have shifts at that facility for 60 days, they will be included as a turnover calculation

# Submitted Question

How are agency staff affected by the turnover metric?

- Unfortunately, ALL pay types are eligible for turnover calculations
- However, not all agency staff will qualify, due to the 120 hours/90 days requirement
- With turnover staffing now, it is critical to keep EmployeeIDs consistent from quarter to quarter
- If there are issues with multiple Employee IDs, use the Employee ID Linking tool

# Submitted Question

I have 2 Employee IDs for some of my staff. How do I merge them in CMS?

- Submit an EmployeeID Linking file!

The screenshot displays the SimplePBJ web application interface. At the top, it shows 'ACTIVE FACILITY:' and 'REPORTING QUARTER: 2022 3rd Quarter (4/1/2022 - 6/30/2022)'. The left sidebar contains a navigation menu with items like 'Assemble Staffing Data', 'Import New File', 'Manage Existing Files', 'Map to PBJ Codes', 'Staff', 'Shifts', 'Census', 'Validate PBJ Data', 'Predict Five-Star', 'Submit Report', 'Reporting Status', 'Benchmark PBJ', 'Utilities', 'Settings', 'Help', and 'Admin'. The 'Staff' item is circled in blue. The main content area is titled 'EmployeeID Linking' and contains a text box explaining the process: 'CMS is aware of situations when a facility needs to change the employee ID for one or more of its staff. In order to maintain the reporting of an employee's hours through an employee ID change, they have added a method to link an employee's old employeeID to a new one. For more information, please see: [Changing Employee Identifiers in the Payroll-Based Journal \(PBJ\) System](#). To create an employeeID Linking PBJ file, please download the template below. Open the template and add a row for each employeeID that needs to be linked in the CMS PBJ. Be sure to leave the top header row in the template file and save as a CSV. Once done, upload the completed document using the form button below. Doing so will generate a new CMS PBJ XML file. **Please note:** the CMS PBJ linking file can only contain employeeIDs that have already submitted data--this includes both the old EmployeeID and the new EmployeeID. Also, this linking file must be created for, and uploaded to, the latest quarter for which you have submitted data. If you have submitted data for the next quarter, please change reporting quarters above before uploading the template.' Below the text box, there is a 'Download SimplePBJ EmployeeID Linking Template' button and a file selection area with a 'Choose File' button and 'No file chosen' text. At the bottom, there is an 'Upload Completed EmployeeID Linking Template' button.

# SimplePBJ™

## Your one-stop shop for PBJ success

Assemble, validate and submit your PBJ

Predict Staffing Five-Star ratings

Submit PBJ reports with one click

Benchmark results against other facilities

[REQUEST DEMO](#)



# Live Q&A



# Thank you for attending!

Recording and handouts available at:

<https://www.simpleltc.com/webinar-registration-pbj-quarterly-check-in-q2-2022/>