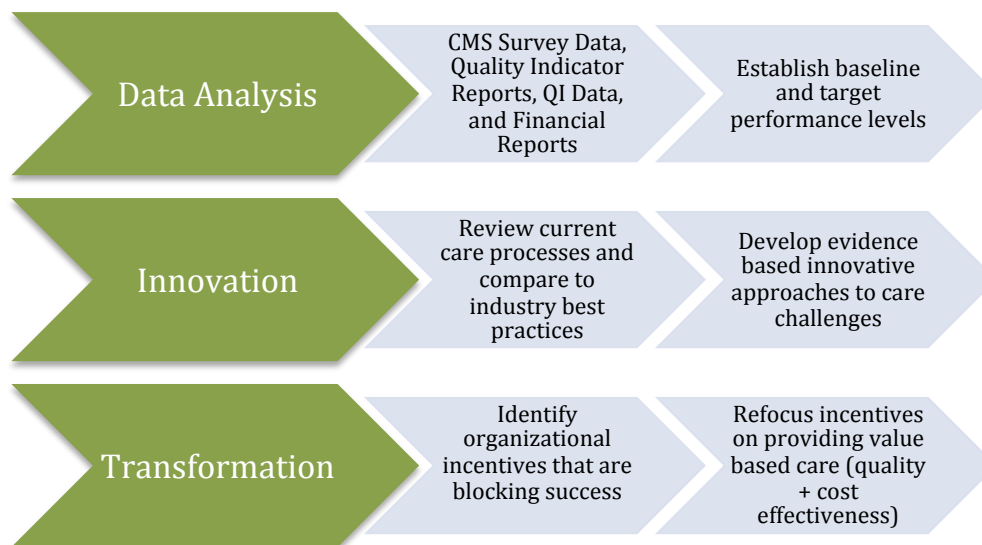


## Team Approach to Nursing Home Performance Improvement

Innovations for Quality Living and The Tomaino Group have partnered to support skilled nursing facilities and other long-term care providers that find themselves challenged with clinical or financial performance issues that are keeping them from being successful. This may become apparent because of difficulties with regulatory surveys, increased patient or family complaints, difficulty attracting patients because of poor reputation, undesired clinical outcomes, or financial losses.

Our approach to performance improvement engagements follows our consulting formula of data analysis, innovation, and transformation.

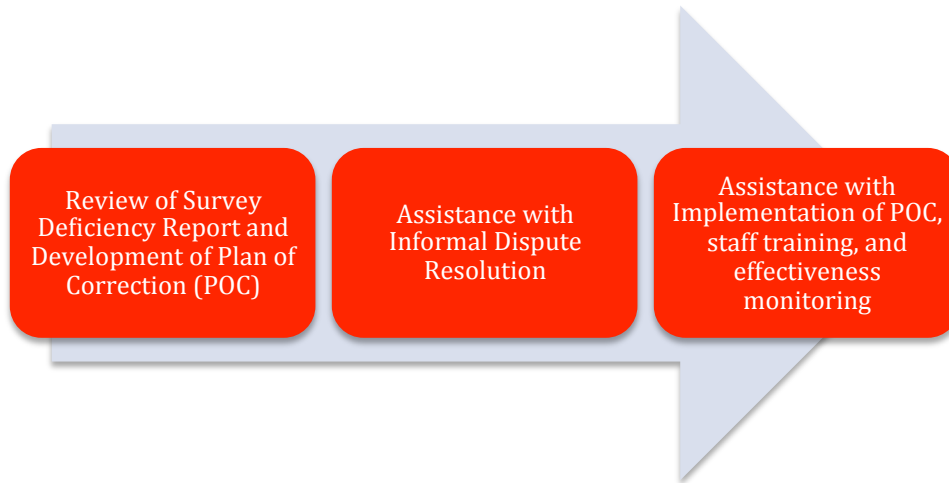
- Step 1 involves collecting clinical and financial performance data and identifying problem areas and establishing target benchmarks for improved performance.
- Step 2 involves mapping of current care delivery processes and comparing to industry best practices, and then establishing new evidence based care process innovations to meet patient needs within limitations of revenue resources.
- Step 3 involves transforming the organization in order to ensure continued success. This is accomplished by identifying current organization incentives that don't match desired goals, and replacing them with incentives that focus on value based care-- quality outcomes achieved through cost effective care.



When necessary, we assist with development and implementation of plans of corrective action that meet regulatory requirements, and can provide ongoing monitoring if required.

## Crisis Management

Even the best performing organizations can run into regulatory compliance difficulties. When this occurs, we provide rapid intervention and support to supplement your resources for timely and effective implementation of a plan of corrective action and re-achievement of compliance with conditions of participation in Medicare and Medicaid. This includes review of the statement of deficiencies, preparation of plan of corrective action, discussion of possible informal dispute resolution opportunities and preparation of appeal if appropriate, and assisting with implementation of plan of correction and successful re-survey.



To discuss how *Innovations for Quality Living* and *The Tomaino Group* can together assist your organization achieve its desired improved performance contact Joe Tomaino at 914-772-1552 or Barbara Speedling at 917-754-6282. We are available 7 days a week and "after hours" to discuss urgent needs.

## Joseph Tomaino, Managing Director

As a chief executive officer, chief nursing officer, consultant, and educator, Joseph Tomaino has worked with provider organizations and payers across the United States as an architect of value based care—improving clinical effectiveness along with efficient use of resources. Tomaino uses data to understand populations being served and the effectiveness of organizations, then applies



innovative design of structures and programs to improve their performance, and finally helps them to transform themselves to operate successfully in managed care and accountable care reimbursement environments. This process involves both improving the current portfolio of the organization, eliminating those programs that do not add value under accountable care, and adding or acquiring programs, which address unmet needs.

Most recently, Joseph was Chief Executive Officer of the Continuing Care Division of a major multi-hospital health system and was responsible for organizations with a total of \$280 million a year in revenue. His major accomplishments in this role included leading the system's application and approval as an awardee conveyer of Model 2 CMS Bundled Payment Initiative, guiding the assimilation of a struggling independent home health agency into a system supported by a \$4.1M

Vital Access Provider Grant, and successful application for \$3.1M in HEAL funding for a cross-continuum pediatric ventilator program. He also successfully consolidated two home care agencies and achieved savings of \$1.3M and implemented a redesigned care model resulting in improved utilization and profitability.

In addition to his employed roles, Tomaino has served on the board of directors of Westchester Medical Center, a tertiary academic medical center, and of HEALTHIX, a regional health information exchange. He also served on the executive management committee of Long Island Health Network, a clinically integrated multi-hospital network.

Tomaino holds a Masters of Science degree in nursing administration from College of New Rochelle, a Bachelors of Science in Nursing Degree from the Catholic University of America. He has served on the graduate faculty of Pace University, The College of New Rochelle, and Columbia University where he also served as Assistant Dean of the School of Nursing.

For each engagement, The Tomaino Group puts together a team of experienced professionals with the skills to engage different components of the organization needing improvement.

### **Barbara Speedling, Quality of Life Specialist**

Barbara Speedling, Quality of Life Specialist, is a quality management consultant who provides education and training on a national level to community, residential and long-term care service providers in the development of programs and services to meet a broad range of special needs. Guidance is offered in maintaining regulatory compliance and improving the quality of care and quality of life of individuals with Alzheimer's disease and related dementia, mental illness, brain injury and complex psychosocial needs.



In keeping with the core values of person-centered care, Barbara works closely with providers to evaluate and develop individualized approaches to the behavioral and psychosocial needs of their clients. Built on the belief that quality of life will be defined differently for each individual, this approach offers a fresh perspective on assessment and care planning for those with special needs and challenging behavior.

As an educator on meeting the psychosocial and behavioral challenges of varied populations, Barbara has earned a reputation for helping caregivers to think differently about the people they care for. Over time, she has applied her understanding of human behavior to education and training programs designed to support leadership and organizational development, cultural intelligence and empathetic approaches to care and treatment.

In conjunction with her clinical work, Barbara assists clients in achieving and maintaining regulatory compliance in all areas relative to quality of life and behavioral health. This involves the development of policy and procedure, the provision of staff education and training and quality monitoring and performance improvement. Guidance and assistance is also provided in responding to regulatory

citations, including development and implementation of survey plans of correction and quality monitoring to sustain compliance.

Barbara began her career in long-term care working in recreation therapy in an intermediate care facility in Ohio that provided services to both pediatric and adult residents with cognitive, intellectual and psychiatric needs. She later began specializing in the development of environments and programs for people diagnosed with Alzheimer's disease, mental illness and those with complex psychosocial needs.

Her experience spans admissions, marketing and public relations, patient advocacy, quality management and community outreach. She has helped many facilities develop specialized programs and environments designed to overcome a broad range of psychosocial challenges.

In addition to her professional involvement, Barbara is a resource to families in her community, volunteering her time and talents to caregiver education and support. Through her affiliation with local artists and musicians in her native Queens, NY, Barbara also arranges therapeutic music, dance and wellness programming for seniors in her local community to enhance their quality of life.

## Contact Info

**Joseph Tomaino, Managing Director**

**The Tomaino Group**

Email: [joe@tomainogroup.com](mailto:joe@tomainogroup.com)

Phone: 914-772-1552

Web: [www.tomainogroup.com](http://www.tomainogroup.com)

**Barbara Speeding, Quality of Life Specialist**

**Innovations for Quality Living**

Email: [Bspeerling@aol.com](mailto:Bspeerling@aol.com)

Phone: 917-754-6282

Web: [www.innovationsforqualityliving.com](http://www.innovationsforqualityliving.com)