

**2013 KAHCF Spring Education Conference**

**Session #12**

**Making "Cents" for a Wound Care Program**

**Speaker: Chuck Gokoo**

**4/17/2013**

**KBN: 5-0002-707-045-1217**

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Thank you for your cooperation.***



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***Making "Cents" for a Wound and  
Ulcer Care Program***

***Chuck Gokoo MD, CWS  
Chief Medical Officer  
American Medical Technologies***

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### Overview and Objectives

Discuss reimbursement challenges, and risks associated with chronic wounds

Identify regulatory mandates and current wound prevention and treatment guidelines

Identify components of a wound management program meeting the regulatory and current standards of care guidelines and contributes to business goals

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### Issues

#### Public Awareness and Perception

- Facility acquired ulcers
  - Sign of poor care
- Concern over inappropriate therapies or treatments
  - Not Standards of Care
- Use of specialty equipment
  - Prevent ulcers development
- All Ulcers
  - Begin in the nursing home
  - Are preventable
  - Caused by pressure only



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### Issues

#### Guilt, Fear, Anger

- Family members responsible for placement
- Fear of medical emergency or death of a loved one
- Ability to rationalize and lay blame at someone or something else



#### Defensiveness, Anger, Confrontation

- Threat
- Fear - subpoena for deposition
- Named as a defendant



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### Issues

#### Difficult Family

##### Internet

##### “Watch out for the family”

- Highly emotional
- Overprotective
- Overly involved
- Unrealistic expectations
- Insistence on aggressive care
- Coalition (take sides)



##### Cultural, social groups, ages, economic positions

##### Do not understand or misinterpret information

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### Issues

#### Legal Impact

≥17 million lawsuits related to PrUs/year

17,000 PrU lawsuits related to long term care

Second most common claim after wrongful death

-Greater than falls or emotional distress

Individual settlement range

-\$50,000 - \$5,000,000\*

28 out of 30 plaintiff verdicts and settlements in PrU lawsuits

-The average compensation ~ \$1,000,000\*\*

\*Pressure Ulcer Facts, Bridges Corporation, (www.Guideone.com)

\*\*http://www.medicalnewstoday.com, March 11, 2006




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### Skilled Nursing Facility

#### Reimbursement

##### Special Care Low

2+ skin care treatments and one of the following:

- Two or more Stage II PrUs
- One or more Stage III/IV PrUs
- Two or more venous/arterial ulcers
- One Stage II PrU and venous/arterial ulcers

1+ skin care treatments and one of the following

- Foot infections
- Diabetic foot ulcer
- Open lesion of foot

##### Clinically Complex

Surgical wounds

≥1 treatment

Burns




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## Wound Care Program

### Barriers to Success

- ↘ Facility staff
  - Education level of care provider
  - Training program
- ↘ Errors in documentation
  - Notes written after the fact
  - Altered notes
  - Breakdown in communication results in errors
- ↘ BAD DOCUMENTATION MAKES GOOD CARE LOOK BAD AND BAD CARE LOOK EVEN WORSE
- ↘ Resident population
  - Adherence
  - Advance Directives
  - HIPAA
  - Family
- ↘ Acute and subacute programs
  - Outside entities (writing orders)
- ↘ Prescribing clinicians
  - Uses other than current standards of care
  - Not versed on LTC regulations regarding prevention and care of W/U

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## Wound Care Program

### Electronic Health Records

- ↘ May not accommodate the documentation needs of PrU residents
- ↘ "Rigidity" of the software program is problematic
- ↘ "Checklist" approach
  - Does not monitor continuum of care
  - Limited "typed" text
- ↘ Force specific documentation as specific intervals
  - Paper compliance rather than resident-centered care
  - Select from limited standard "menu"
- ↘ Use "Wound Electronic Medical Record"
  - Designed for ulcer documentation

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## Facility Responsibility

### Transdisciplinary Team

→Nursing Home Administration, Medical Director, DON/ADON

-CNA, RD, Medical Staff, Nursing Staff, PT, OT, MDS Coordinator, Case Manager, Social Worker, Hospice

-Knowledgeable in current wound care practices and regulatory guidelines

-Assertive for resident's needs in face of less knowledgeable prescribers

→Ensure that the resident is receiving objective, formulated coordinated care

-Input from the resident and family members



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## Medical Director's Responsibility

### Current Direction

→F-501

→Coordination of medical care in the facility

→Assess policy, procedures or guidelines

-Best care practices

→Survey process

--Be aware of the elements of care involved in the survey

-Responsive, respectful exchange of the information with surveyors

-Provide explanation of clinical issues

→Assist with Informal Dispute Resolution (IDR)

-Evidence based on medical literature



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## Wound Care Program

### AMDA/NPUAP

→Evidence based clinical guidelines

-Standards of care

-Recognition

-Assessment

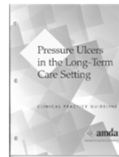
-Treatment

-Prevention

-Monitoring

→Supports a cooperative transdisciplinary approach to preventing and managing wounds

→Information assists practitioners balance treatment efficacy and cost



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## Wound Care Program

### Standards of Care

- ➔Risk assessment
- ➔Preventive measures
- ➔Pressure redistribution
- ➔Tissue offloading
- ➔Debridement
- ➔Treatment of signs and symptoms of infection
- ➔Nutritional assessment and/or intervention
- ➔Specialist consult

### Standards of Care

- ➔Documentation of treatment and its effectiveness
- ➔Provide a moist thermal microenvironment
- ➔Proper use of topical therapies or treatments
- ➔Documentation of pain assessment
- ➔Evidence of competencies and credentials

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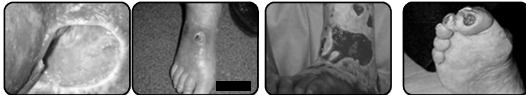
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## Staff Proficiency



Pressure Ulcer	Peripheral Arterial Disease	Venous Insufficiency	Diabetic Neuropathic Foot Ulcer
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## Assessment

Examples of surveyor observations during recent surveys that supported the issuance of this deficiency include:

Failure to complete a re-assessment of residents' risk for developing pressure ulcers which included the overall skin condition and skin integrity after pressure was relieved (tissue tolerance).

Skin assessment failed to identify a resident was at risk for development of a pressure ulcer.

Failure to comprehensively assess residents' clinical condition and pressure ulcer risk factor, and then not implementing procedures that are based on individualized assessments. Failure to complete comprehensive assessments of residents' risks for developing pressure ulcers...including: overall skin condition, history or pressure ulcers, nutritional/hydration status, medical diagnoses, medications, treatments, degree of mobility, positioning, incontinence status, potential for scarring over bony prominences, contracture status, and bed-fast or chair-bound status. (this is a compilation of a number of deficiency examples)

Failure to reposition per the care plan (care plan stated every 2 hours – observation was 2 hours 45 minutes). Many of these examples.

Failure to release from restraints and off-load for one minute.

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### Avoidable/Unavoidable

→If all of the following steps are in place and a resident develops a wound, it is safe to say that the resident's decline may be determined to be **unavoidable**

- Resident assessment for clinical conditions was completed
- Assessment identify risk factors for the PrU development
- Care plan addressing the risk factors was implemented consistent with resident's needs/goals and recognized standards of care across all shift
- Outcomes were evaluated as to the impact of intervention
- Revision of the care plan required and instituted

→If the facility did not do one or more of the above, the ulcer was **avoidable**

*CMS "Investigative Protocol Pressure Ulcer"*

→Document

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### Critical Element Pathway

#### Comprehensive Assessment

→Residents having no signs of progression toward healing within 2 to 4 weeks:

- Review documentation
- Ulcer characteristics
- Resident's condition
- Complications
- Time needed to determine the effectiveness of a treatment
- Facility's efforts to remove, modify or stabilize the risk factors and underlying causal factors

→Document

-Continuing current approach meets the resident's needs in the event the resident experiences recurring wounds or lack of progression toward healing

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### Critical Element Pathway

#### Care Plan

→Resident at-risk or who has a wound

- Individualized care plan that addresses underlying etiologies (pressure, neuropathy, venous or arterial insufficiency)
- Include specific interventions, measurable objectives, appropriate time frames
- If the resident care plan refers to a treatment protocol that contains details of the treatment regimen, the care plan should reference that protocol
- Residents refusing or resisting staff interventions to reduce or treat existing PrUs should have alternatives to address the needs identified in the assessment

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### **Critical Element Pathway**

**Care Plan Revision**

- Based on the resident's responses, outcomes and needs
- Revise care plan
  - Modify prevention strategies
  - Address the presence and treatment of a newly developed ulcer
- Documentation
  - Continuing current approach meets the residents needs in the event the resident experiences recurring wound or lack of progression toward healing

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### **Wound Care Program**

- Pain
- Staging/classification
- Wound assessment
- Wound progress
- Infection
- Interventions
  - Nutrition and hydration
  - Cleansing
  - Debridement
  - Dressing type
  - Support surface
  - Wheel chair




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### **Pain**



Sleep (increased or decreased)

Mood (change)


Appetite (malnutrition)



Mobility (gait or falls)

Behavior (change)

Relationships (socialization decreased)



Activities (socialization decreased)

Cognitive functions (confusion, depression, anxiety)

Quality of life (decreased)

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## Pain

### Barriers to Effective Pain Management

<ul style="list-style-type: none"> <li>↘Cultural challenges               <ul style="list-style-type: none"> <li>-Racial, ethnic, gender bias</li> </ul> </li> <li>↘Clinicians               <ul style="list-style-type: none"> <li>-Inexperience assessing pain</li> <li>-Reluctance to prescribe certain medications (opioids)</li> <li>-Lack of knowledge of how to treat pain and use of non-pharmacological methods</li> <li>"Pain may be the only thing keeping the resident alive"</li> </ul> </li> <li>↘Resident               <ul style="list-style-type: none"> <li>-Language</li> <li>-Wants and needs</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>↘Family               <ul style="list-style-type: none"> <li>-Different response</li> <li>-Fear of addiction</li> <li>-Death</li> </ul> </li> <li>↘Facility               <ul style="list-style-type: none"> <li>-Miscommunication among providers regarding their role in resident care</li> <li>-Medicare Part D formulary</li> <li>-Skill level in using assessment tool</li> </ul> </li> </ul>
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## Pain

### Pain Assessment

- ↘Recognize when a resident is experiencing pain
- ↘Evaluate for pain and its causes

**WILDA**

- ↘Words used by resident to describe pain
- ↘Intensity of pain using valid assessment tool
- ↘Location of pain
- ↘Duration and frequency of pain
- ↘Aggravating and alleviating factor

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## Pain

### Cognitively Impaired (Observation)

<ul style="list-style-type: none"> <li>↘Non verbalization of pain               <ul style="list-style-type: none"> <li>-Constant muttering</li> <li>-Moaning or groaning</li> </ul> </li> <li>↘Breathing               <ul style="list-style-type: none"> <li>-Strenuous</li> <li>-Labored</li> <li>-Negative noise on inhalation or expiration</li> </ul> </li> <li>↘Pained facial expression               <ul style="list-style-type: none"> <li>-Clenched jaw</li> <li>-Troubled or distorted face</li> <li>-Crying</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>↘Body language               <ul style="list-style-type: none"> <li>-Clenched fist</li> <li>-Wringing of the hands</li> <li>-Strained and inflexible position</li> <li>-Rocking</li> </ul> </li> <li>↘Movement               <ul style="list-style-type: none"> <li>-Restless</li> <li>-Shifting of positions</li> <li>-Altered gait</li> <li>-Forceful touching</li> <li>-Rubbing of body parts</li> </ul> </li> </ul>
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## Pain

→ Develop quantifiable objectives for the highest level of function the resident may be expected to attain, based on the comprehensive assessment

- Type, intensity, duration
- Pattern (constant or intermittent)
- Consequences of unrelieved pain
- Pharmaceuticals (non opioids, opioids)
- Dosing (based on pain intensity)
- Understanding addiction and tolerance

→ Control measures

- Effective medication
- Therapeutic positioning
- Support surfaces
- Non pharmacological interventions (comfort touch/active listening/distraction/relaxation/imagery/music)



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## Tissue Destruction

→ Pressure Ulcers

- Proper Staging I – IV
- Depth of tissue destruction

→ Venous insufficiency ulcer

- Clinical signs
- Etiology classification
- Anatomic distribution
- Pathophysiologic dysfunction

→ Diabetic Foot Ulcer

- Wagner Classification
- Depth/ischemia
- University of Texas San Antonio
- Depth/ischemia/infection

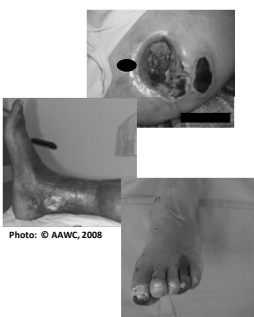


Photo: © AAWC, 2008

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## Reverse Staging

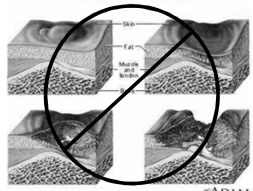
→ Healing Process

- A dynamic continuum of tissue repair
- Repair process not clearly differentiated by layer type
- Poor method of assessing the healing process
- Staging systems are not designed to capture changes that occur during ulcer repair

→ Wounds may not progress from one stage to another during the healing process (scar tissue)

→ Healing wounds

- Assessed using objective parameters such as area, tissue characteristics



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### **Unstageable**

- Slough or Eschar tissue
- Device or dressing
- Suspected Deep Tissue Injury (sDTI)

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### **“Suspected” Deep Tissue Injury**

**sDTI**

- Pressure-related injury to the subcutaneous tissues under intact skin
- Deep bruise
- Demarcation
  - Red - ischemia
  - Purple - infarction
  - Black – necrotic
- sDTI is generally “unstageable”
- “Deep tissue injury under intact skin”
- “Deep tissue injury in evolution”

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### **Assessment**

**Wound and Periwound Characteristics**

→ Location	→ Ulcer Edge
→ Area	→ Edema
→ Odor	→ Erythema
→ Sinus Tract	→ Induration
→ Tunneling	→ Maceration
→ Undermining	→ Desiccation
→ Exudate	→ Callous Formation
→ Necrotic Tissue	→ Hair Distribution
→ Granulation Tissue	
→ Epithelialization	

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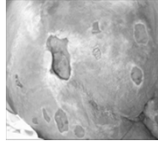




### Wound Bed Preparation

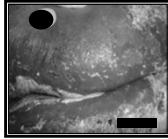
#### Moisture-Associated Skin Damage (MASD)

- ↘ Incontinence-associated dermatitis
- Intertriginous dermatitis
- Periwound dermatitis
- Peristomal dermatitis



#### Treatment

- ↘ Use non-alcohol based moisturizers
- ↘ Establish continence training
- ↘ Avoid skin contact with plastic surface to reduce sweating
- Maceration, friction, shear



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### Wound Bed Preparation

#### Maintain Skin Integrity

- ↘ Daily skin inspections
- Assess for compromised peripheral circulation
- ↘ Promote skin hygiene
- Cleanse skin with saline and skin cleanser
- Cleanse skin after soiling
- Avoid alkaline agents which increase skin irritation
- Maintain skin pH 4 - 6.8 to avoid bioburden build up/risk of infection
- Use skin protectants or barriers
- Do not massage or rub over bony prominences



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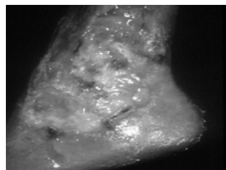
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### Bioburden/Infection

↘ Infection =  $\frac{\text{Dose} \times \text{Virulence}}{\text{Host resistance}}$

- ↘ Host resistance
- Important determinant of ulcer infection
- ↘ Factors influencing host resistance
- Age
- Vascular disease
- Diabetes mellitus
- Poor nutritional status
- Smoking
- Immunosuppression/use of steroid medications



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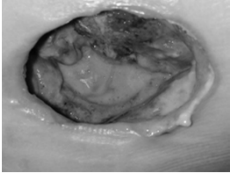
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### **Bioburden/Infection**

- ➔ **Contamination**
  - Presence of bacteria at an ulcer site without multiplication
- ➔ **Colonization**
  - Presence and multiplication of bacteria at an ulcer site without signs or symptoms of infection
- ➔ **Critical Colonization**
  - Bacteria multiplies to cause a delay in ulcer healing
  - Increased pain but not an acute host reaction
- ➔ **Infection**
  - Deposition and multiplication of bacteria in the tissue causing a host reaction



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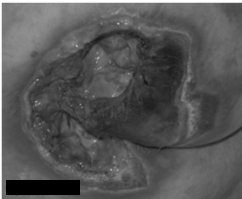
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### **Bioburden/Infection**

- ➔ **Local Signs and Symptoms of Infection**
  - Erythema
  - Warmth
  - Edema
  - Induration
  - Pain
  - Purulent drainage
  - Crepitation
  - Foul odor
  - Pocketing at the base of the wound
  - Discolored/friable granulation tissue
  - Ulcer breakdown
- ➔ Each sign alone is not indicative of infection



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### **Antimicrobial Therapy**

**Common Antiseptic and Antimicrobial Agents**

➔ <b>Povidone - Iodine Agents</b>	➔ <b>Nitrofurazone</b>
-Drying agent	-Slows epithelialization
-Fibroblast toxicity	-Propylene glycol - renal failure
➔ <b>Sodium Hypochlorite Solution</b>	➔ <b>Silver Sulfadiazine</b>
-Dakin's - 0.025% -0.054%	-Antimicrobial affect
-Collagen degradation	-Transient leukopenia (neutropenia with white cell depression)
-Fibroblast toxicity	➔ <b>Petrolatum</b>
➔ <b>Acetic Acid</b>	-Slows epithelialization
-Fibroblast toxicity	
➔ <b>Hydrogen Peroxide (H<sub>2</sub>O<sub>2</sub>)</b>	
-3% solution	
-Poor antimicrobial affect	

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### Hydration/Dehydration

#### Resident dehydration

##### →Reduction in total body water

- Hyperosmolar (water loss)
- Hyponatremia (water and sodium loss)

##### →Cognitive or functional impairment

- Unable to communicate effectively (dementia/aphasia)
- Coma/decreased sensorium

##### →Infection

- UTI

##### →Fluid loss or increased fluid need

- Vomiting
- Diarrhea
- Fever

##### →Fluid restriction

- Renal dialysis



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### Hydration/Dehydration

#### →Assisting Abnormal Lab Values to Identify Dehydration

- Increased Blood Urea-Nitrogen (BUN) level
- Abnormal glucose, calcium, potassium
- Abnormal serum bicarbonate
- Abnormal creatinine
- Elevated hemoglobin and hematocrit
- Increased urine specific gravity
- Elevated serum sodium
- Elevated albumin

#### →Screening for Dehydration

- Pale skin
- Sunken eyes
- Red swollen lips
- Swollen and /or dry tongue with scarlet or magenta hue
- Dry mucous membrane
- Poor skin turgor
- Cachexia
- Bilateral edema
- Muscle wasting
- Calf tenderness
- Reduced urinary output
- Dark urine

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### Hydration

#### Prevention and Management

##### →Early identification of fluid imbalance and acute illness

##### →Awareness of risk factors

##### →CNA's

- What are barriers to getting water and ice
- What makes it hard to routinely fill water pitchers
- Use of sports bottles (ease-of-use)

##### →"Sipper" takes a few sips at a time

- May benefit from being offered frequent small amounts of fluid throughout the day

##### →Dementia resident - able to drink but forgets

- Use social cues

##### →Fear of incontinence (risk factor)



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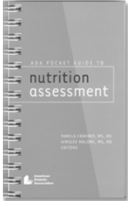
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## Nutrition

**Weight**

- ↪ Balance between intake and utilization of energy (calorie/protein)
- ↪ Assessment
  - Severity of nutritional compromise
  - Probably causes
  - Individual's prognosis
  - Projected clinical course
  - Resident's wishes and goals (offer relevant alternatives)
- ↪ Registered dietician (RD) assessment
  - Diet/intake history
  - Physical examination
  - Nutritional diagnosis
  - Weight history
  - Estimation of nutrient requirements
  - Nutritional plan



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## Malnutrition

**Severity of weight loss**

- ↪ Severe weight loss
  - >10% in 6 months
  - >7.5% in 3 months
  - >5% in one month
  - >2% in one week

Walker G ed. Pocket Source for Nutritional Assessment, 6<sup>th</sup> ed. Waterloo IA

- ↪ Marasmus
  - Physical - low body weight,
  - Psychological - image distortion
  - Emotional - depression
  - Behavioral - obsessive fear of gaining weight
- ↪ Kwashiorkor
  - Physical - low body weight,
  - Psychological - image distortion
  - Emotional - depression
  - Behavioral - obsessive fear of gaining weight
- ↪ Anorexia
  - Physical - low body weight,
  - Psychological - image distortion
  - Emotional - depression
  - Behavioral - obsessive fear of gaining weight
- ↪ Cachexia
  - Loss of appetite in someone who is not actively trying to lose weight
  - Insidious loss of weight, muscle atrophy, fatigue, weakness

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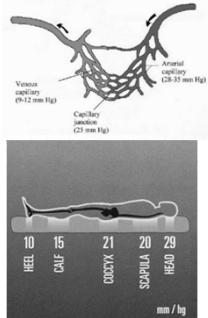
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## Support Surface

- ↪ Pressure Redistribution
  - Immersion and envelopment
  - Shifting pressure from one area to another
  - Requires attention to all affected areas
- ↪ Pressure Reduction (old)
  - Decrease of pressure between the body and the support surface (interface pressure)
  - Not necessarily below capillary closing pressure
- ↪ Pressure Relief (old)
  - Reduction of interface pressure below capillary closure pressure



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### Support Surface

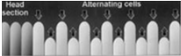
→Group 1 (Non powered)

- Resident at-risk for PrU development or delayed healing
- Residents with PrU who can assume a variety of positions without placing pressure on the ulcer or "bottoming out"

→Air, gel, water, bfoams and combinations

→Group 2/Group 3 (Powered)

- Reduce moisture retention/heat accumulation
- Moderate or high risk or resident with a PrU contributing to healing delay
- Resident unable to assume a variety of positions without bearing weight on the PrU
- Flexion contractures



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### Support Surface

→Residents restricted to bed

- Use devices to enable independent positioning, lifting, and transfers (trapeze, transfer board, bed rails)
- Reduce shearing and friction forces
- Limit HOB - 30° elevation or lower is recommended
- Reposition at least every hour or sooner if at high risk for W/U development
- Use pillows or foam wedges to avoid contact between bony prominences
- Pressure redistribution on the heels and bony prominences of the feet

→NO

- Ring or donut type devices
- Synthetic sheepskins (natural sheepskins may assist in prevention of pressure ulcers)
- Heating devices directly on pressure ulcer(s)

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### Support Surface

→Float heels/elbow

- Heel suspensions
- Pillows extend the length of the calf

→"Protectors"

- Natural sheepskins are for comfort and reduce friction and shear
- Do not provide pressure redistribution

→Constriction of the foot by tight or heavy linen

→Do not use ring (donut - type) cushions



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### Positioning/Repositioning

- ➔Resident who can change position independently
  - Supportive devices to facilitate position change - monitor frequency of repositioning
  - Avoid direct pressure over bony prominences, tissue previously damaged, sensitive areas
  - Turning frequency based on characteristics of support surface and resident response
- ➔Resident is reclining or dependent on staff
  - Appropriate turning schedule based on assessment findings
  - Tissue tolerance
  - Risk assessment (level of activity and mobility)
  - General medical condition
- ➔Maintain correct body alignment using pillows and foam wedges
- ➔Lifting device for transfer or repositioning (reduce friction and shear)

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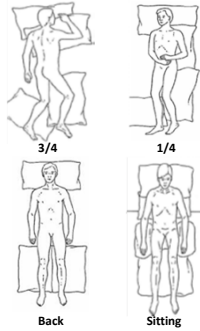
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### Positioning/Repositioning

#### Pressure Redistribution

- ➔Three Quarter Turn
  - Sacrum/scapulae
- ➔Quarter Turn
  - Tochanter, buttocks, elbows, heels
- ➔Back Position
  - Behind the knees and heels
- ➔Sitting Position
  - Knees, heels and elbows




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### Seated Dependent

- ➔Pressure redistribution cushion
- ➔Position to maintain full range of activities
- ➔Modify sitting times schedule
- ➔Re-evaluate seating surface and posture
- ➔Limit resident time in chair
- ➔Recommend position change
  - “Off-loading” hourly for dependent residents who are in sitting position or that have HOB ≤30°
- ➔Document repositioning and evaluate regime for skin condition




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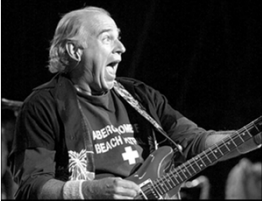

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**Fins to the left**

**Fins to the right**

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**Thank You**  
*Questions?*

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**Clinical Resources**

- CMS "Investigative Protocol Pressure Ulcer"
- The Clinical Practice Guidelines from the Healthcare Research and Quality (AHRQ)-[www.ahrq.gov](http://www.ahrq.gov)
- The National Pressure Ulcer Advisory Panel (NPUAP)-[www.npuap.org](http://www.npuap.org)
- The American Medical Directors Association-[www.amda.org](http://www.amda.org)
- The Quality Improvement Organization, Medicare Quality Improvement Community Initiatives-[www.medqic.org](http://www.medqic.org)
- The Wound Ostomy and Continence Nurse Society-[www.wocn.org](http://www.wocn.org)
- The American Geriatrics Society-[www.healthinaging.org](http://www.healthinaging.org)

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