

# Consistent Assignment Tracking Tool

## Overview and Instructions

February 23, 2017



### Welcome to the National Nursing Home Quality Improvement Campaign Consistent Assignment Tracking Tool!

This tool is an Excel workbook you can use to support your quality improvement project with data on your residents and their caregivers.

At the beginning of each month, you will enter lists of residents and caregivers. Then, use the grids on the Long Stay and Short Stay sheets to check off which caregivers each resident has throughout the month.

Please contact the [Campaign Help Desk](#) if you have any questions or would like support getting started with this tool.

#### Important resources:

[More Q&A on Consistent Assignment](#)

[Webinar clip on how to achieve consistent assignment](#)

[Pioneer Network Tip Sheet on Consistent Assignment](#)

**Thank you for participating in this important project!**

NNHQI Campaign Help Desk Team

[Help@nhQualityCampaign.org](mailto:Help@nhQualityCampaign.org)

### Quick Links

#### Sheet-specific Instructions

[Welcome](#)

[Residents](#)

[Caregivers](#)

[Long Stay Data Entry](#)

[Instructions](#)

[Short Stay Data Entry](#)

[Instructions](#)

[Data for Website Entry](#)

#### Topics

[Confidentiality](#)

[Who should be counted as a "caregiver"?](#)

[Maximize Your Screen](#)

[Copy & Sort Resident Lists](#)

[If a Resident Leaves Your Home](#)

[If a Resident Moves between Short and Long Stay](#)

[If a Caregiver Leaves During the Month](#)

[Customize Your Target During the Month](#)

[Get Trend Graphs](#)

[Starting Your Next Month](#)

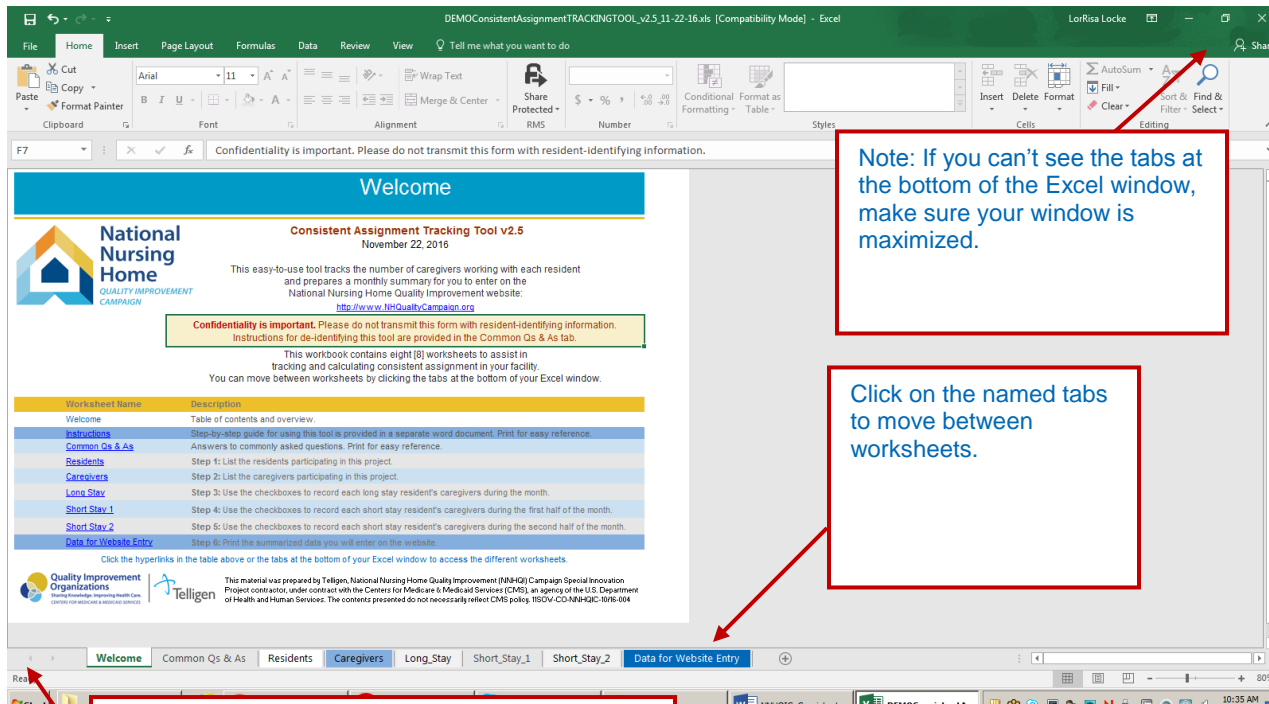
## INSTRUCTIONS [\[QuickLinks\]](#)

You may wish to print these instructions for easy reference as you access the Consistent Assignment Tracking tool.

1. Open the [Consistent Assignment Tracking Tool](#) from the website.
2. Save the file to a location on your computer, renaming the file to include the month and year you will begin tracking consistent assignment.
3. Excel vocabulary:

The file named “ConsistentAssignmentTrackingTool” is an Excel **workbook**.

Within the **workbook** are **worksheets**. Worksheets are accessed by clicking the tabs that appear at the bottom of your Excel window. For short, we sometimes call these just ‘sheets’ or ‘tabs.’



## Welcome [QuickLinks](#)

This page gives you an overview of the tool. Note the version number and date – occasionally updates are posted to the website. You may access the website by clicking the website address on this page. The table of contents indicates that there are 2 informational worksheets (Welcome, Common Qs & As). There are 5 data entry sheets (Residents, Caregivers, Long Stay, Short Stay 1 and Short Stay 2). The tab named DataforWebsiteEntry displays your calculated outcomes.

**Welcome**

**National Nursing Home Quality Improvement**

**Consistent Assignment Tracking Tool v1.0**  
November 22, 2016

This easy-to-use tool tracks the number of caregivers working with residents and prepares a monthly summary for you to enter on the National Nursing Home Quality Improvement website:  
<http://www.NHQualityCampaign.org>

**Remember: Your resident data are confidential.**

**Confidentiality is important.** Please do not transmit this form with resident-identifying information. Instructions for de-identifying this tool are provided in the Common Qs & As tab.

This workbook contains eight [8] worksheets to assist in tracking and calculating consistent assignment in your facility. You can move between worksheets by clicking the tabs at the bottom of your Excel window.

Worksheet Name	Description
Welcome	Table of contents and overview.
<a href="#">Instructions</a>	Step-by-step guide for using this tool is provided in a separate word document.
<a href="#">Common Qs &amp; As</a>	Answers to commonly asked questions. Print for easy reference.
<a href="#">Residents</a>	Step 1: List the residents participating in this project.
<a href="#">Caregivers</a>	Step 2: List the caregivers participating in this project.
<a href="#">Long Stay</a>	Step 3: Use the checkboxes to record each long stay resident's caregiver assignments.
<a href="#">Short Stay 1</a>	Step 4: Use the checkboxes to record each short stay resident's caregiver assignments.
<a href="#">Short Stay 2</a>	Step 5: Use the checkboxes to record each short stay resident's caregiver assignments.
<a href="#">Data for Website Entry</a>	Step 6: Print the summarized data you will enter on the website.

Click on the named tabs to move between worksheets.

Click here to go to the Campaign website homepage.

Two informational pages

Pages to make lists of residents and caregivers

Grids to record which caregivers each resident has this month

Summary of the month's outcomes for website entry

This material was prepared by Telligen, National Nursing Home Quality Improvement (NNHQI) Campaign Special Innovation Project contractor, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not represent the views or opinions of the U.S. Department of Health and Human Services.

**Telligen**

Navigation tabs: Welcome, Common Qs & As, Residents, Caregivers, Long Stay, Short Stay 1, Short Stay 2, Data for Website Entry

Remember, this is just the table of contents describing each worksheet. To actually move between the worksheets, click on the tabs at the bottom of the screen.


## Common Qs & As [\[QuickLinks\]](#)

This sheet contains brief information about the goal, the data collection needed for this workbook, as well as some more advanced **Tips&Tricks** for using the tool. There are also sections on **Troubleshooting** and **About Data for Website Entry**. Please review this information.

### Residents

In this sheet, you will list your residents. *This will populate your tracking grids automatically.*

1. You may either type or copy lists of residents into this sheet. Long Stay and Short Stay residents should be listed separately.
2. The **Tips and Tricks** section in the **Common Qs & As** tab has instructions on copying names from another source, including another Excel file, Word or Adobe documents.
3. You may add residents to this list at any time, but **DO NOT** change the order of the names on the list once you begin entering data on your “Stay” grids. You may sort your resident list at the beginning of the next month.
4. If a resident leaves your home: If a resident spends any days in your home during the month, they should remain on your list for the entire month. Please do not remove them. You may edit your resident list at the beginning of the next month.
5. If a resident moves between short stay and long stay during the month, you may include them on *both lists*.
6. It can be helpful to group the residents with the same caregivers together. You may sort these lists or rearrange the names **BEFORE** you continue to the grids. **However, once you begin to record the caregivers for each resident, you must not change the order of the names in this list.**



## Residents

**Step 1**  
Enter the names of your residents below. Confirm that your residents are appropriately listed as long stay and/or short stay. A resident **may** appear in both lists. **You may add to these lists at any time.** These lists will automatically populate subsequent sheets in this workbook.  
> You may copy and paste your names from another source.  
> You may sort your lists before you begin recording data in your Stay sheets.  
**Do not sort your names after you have begun recording data in your Stay sheets.**

[Copy & Paste Instructions](#)  
[Sort Instructions](#)

LONG STAY	
	Resident Name
1	Tad Failla
2	Harold Learn
3	Raul Bonenfant
4	Lloyd Bakker
5	Monty Ta
6	Tyler Kroll
7	Rolando Payson
8	Chang Porcaro
9	Michal Mulherin
10	Franklin Hildebrand
11	Oren Cuccia
12	Elliot Drown
13	Royce Chavez
14	Bret Normand
15	Gerard Delpino
16	Kelly Varnes

SHORT STAY	
	Resident Name
1	Eula Martin
2	Shannon Moore
3	Margie Johnston
4	Floyd Brewer
5	Stacy Garcia
6	Jack Bryant
7	Heidi Alvarado
8	Lynda Blair
9	Bernard Chambers
10	Darren Powers
11	Adam Salazar
12	Deborah Pittman
13	Roger Banks
14	Delores Welch
15	Charlie Ramirez
16	Woodrow Figueroa

Short Stay Residents  
Type resident's name in the box.

< >

Welcome

Common Qs & As

Residents

Caregivers

Long\_Stay

Short\_Stay\_1

Short\_Stay\_2

Data for Website

Click hyperlinks for instructions to **copy and paste** lists of names and to **sort** your names.

Alternately, you may type your residents' names in the spaces provided.

## Caregivers [\[QuickLinks\]](#)

In this sheet, you will list your caregivers. The instructions for this section are the same as for your Residents lists. You may either type or copy lists of caregivers into this sheet.

1. The **Tips and Tricks** section in the **Common Qs & As** tab has instructions on copying names from another source, including another Excel file, Word or Adobe documents.
2. You may add caregivers to this list at any time.
3. If a caregiver leaves during the month, they should stay on your list. You may remove them next month.
4. Remember to include additional people who help just at meal times or for other activities.

You may sort these lists or rearrange the names BEFORE you continue to the grids. **However, once you begin to record the caregivers for each resident, you must not change the order of the names in this list.**



### Caregivers

**Step 2**  
Enter the names of your caregivers below. **You may add to this list at any time.**  
This list will automatically populate subsequent sheets in this workbook.

> You may copy and paste your names from another source.  
> You may sort your lists before you begin recording data in your Stay sheets.

**Do not sort your names after you have begun recording data in your Stay sheets.**

[Copy & Paste Instructions](#)  
[Sort Instructions](#)

Click hyperlinks for instructions to **copy and paste** lists of names and to **sort** your names.

	Caregiver Names
1	Walter T.
2	Thomas R.
3	Betty M.
4	Emily C.
5	Alan C.
6	Annie H.
7	Amanda C.
8	Willie M.
9	Michelle F.
10	Joshua P.
11	Michael G.
12	Susan F.
13	Terry W.
14	Douglas L.
15	Shirley B.

Alternately, you may type your residents' names in the spaces provided.

Caregiver Name  
Type caregiver's name in the box.

**Q:** Who should we include as “Caregivers” on our Consistent Assignment Tracking Tool?

**A:** There are many ways to define ‘caregivers’ in long term care. While acknowledging that consistency among all staff who provide care or interact with residents is important, the NNHQI Campaign Consistent Assignment Tracking Tool / Goal is designed to track direct caregivers.

Specifically, you should include as caregivers all staff who provide direct, CNA-type care to residents. These are the people with the most intimate contact who generally form close relationships with residents and spend the most time with them. These are also the staff most likely to notice early changes in condition – changes that are most likely to be noticed by a caregiver who knows what is typical for the resident, and missed or misinterpreted by those who do not.

When tracking direct caregivers with the Consistent Assignment Tracking Tool, licensed staff are not included as caregivers unless they are working in the capacity of a CNA. For example, if a nurse is in a resident’s room administering medications or performing other skilled tasks, and stops to take the resident to the bathroom, that nurse is not counted. However, if a nurse (or other staff) is working as a CNA because the home is short staffed or because in your community nurses (or other staff) routinely provide direct care to residents, that person would be included in the caregiver count.

Read [More Q&A on Consistent Assignment](#)

## Maximize Your Screen [\[QuickLinks\]](#)

Long & Short Stay sheets are very wide. There are a lot of columns. There is also a lot of material at the top of the sheet. There are several things you can do to make the most screen space possible:

If you can see the formula bar, click 'View' and uncheck 'Formula Bar'

This is the formula bar.

Make sure your window is maximized.

If your ribbon is wide like this, with lots of options visible, place your cursor in the ribbon area, right click, and click 'Collapse the Ribbon' ('Minimize the Ribbon').

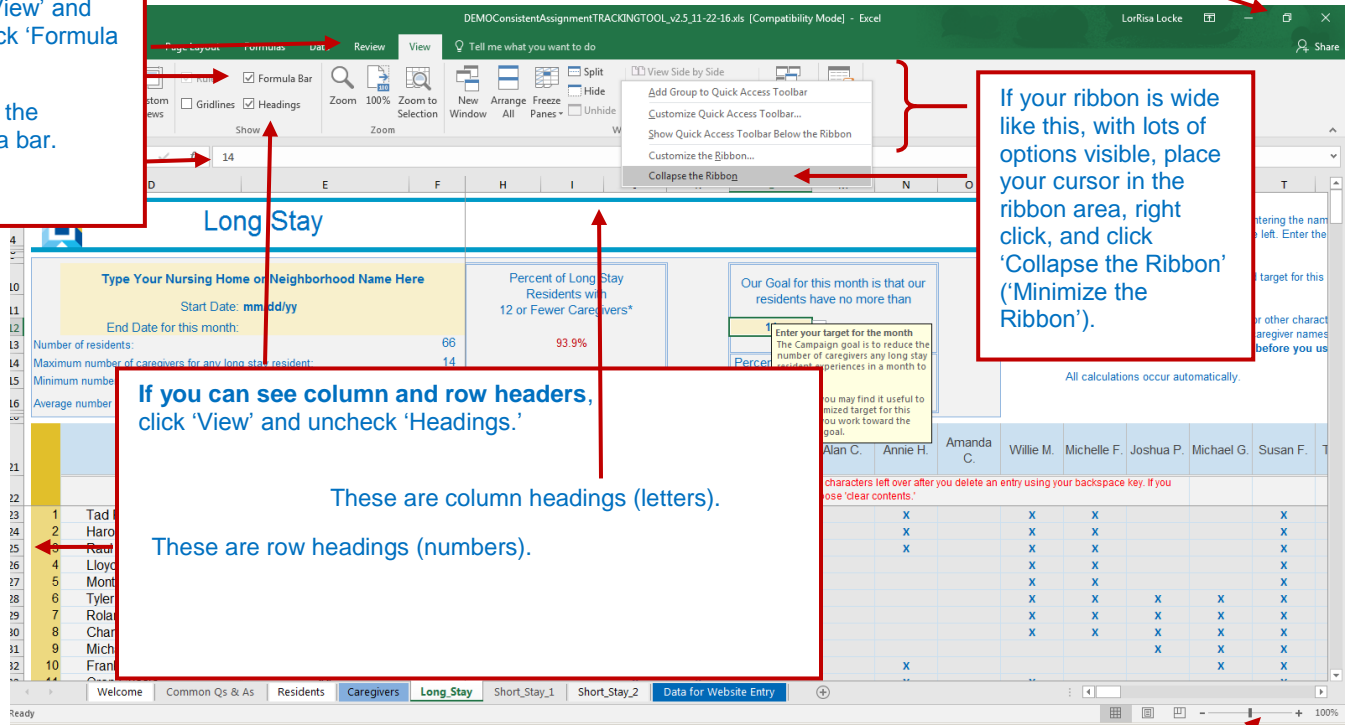
If you can see column and row headers, click 'View' and uncheck 'Headings.'

These are column headings (letters).

These are row headings (numbers).

Set your zoom to a smaller percent. 80% often works well.

Use the slider bar to increase or decrease your zoom.



## Long Stay Data Entry Instructions [\[QuickLinks\]](#)

**2. Customize** your sheet with the name of your home, or the particular neighborhood or group you are tracking.

Double click the box and type.

**3. Enter** the date for the start date of this 4-week period.

Use the mm/dd/yy format.

The date of the end of your 4-week period is calculated for you. You may also track residents through the last day of the month.

The Campaign target is for residents to have 12 or fewer caregivers in a month.

However, you may want to customize your target during the month. You may choose a more attainable short term target as you begin to work on this goal. Or, you may want to select a more ambitious target.

In this example, we've chosen a short-term target of no more than 14 caregivers per resident for the month.

**1. Begin** by reviewing the on-page instructions.

You will need to use the scroll bar to see them.

## Long Stay Data Entry, continued [\[QuickLinks\]](#)

These black lines indicate that there are frozen panes. This allows you to scroll to the far right and still see the residents' names. It allows you to scroll far down in the list and still see the caregivers' names.

Percent of Long Stay Residents with 12 or Fewer Caregivers\* 93.9%  
\*Campaign target

Our Goal for this month is that our residents have no more than 14 Caregivers  
Percent of Long Stay Residents with 14 or Fewer Caregivers 100.0%

Average number of caregivers for long stay residents: 10.2

Caution: The spreadsheet counts all entries, including space characters left over after you delete an entry using your backspace key. If you need to remove an entry, please right-click on the cell and choose 'clear contents.'

Notice that your resident names and caregiver names have already been filled in for you.

For each resident, you'll see a tally of the number of caregivers they have as the month progresses. If that number is more than 12, the count will be highlighted.

To record that a resident had a particular caregiver during the month, simply enter an 'x' in a cell.

The 'x' in the cell with the black outline above indicates that Mr. Bonefant had Betty M. as a caregiver one or more times during the month.

**Step 3**  
A. You may customize this sheet by entering tracking consistent assignment in the box to End Date will be calculated for you.  
B. If you would like to set a customized target is 12).  
C. Next, for each resident, enter an X (or ot caregivers over the month. Note that the res sheets:  
**Step 1 & Step 2 must be completed be**  
All calculations occur automatically.

Residents	Caregivers	Team Assignment	Walter T.	Thomas R.	Betty M.	Emily C.	Alan C.	Annie H.	Amanda C.	Willie M.	Michelle F.	Joshua P.	Michael G.	Susa
1 Tad Failla	10		X											X
2 Harold Learn	11		X	X										X
3 Raul Bonenfant	12		X	X	X									X
4 Lloyd Bakker	10		X	X										X
5 Monty Ta	10		X	X										X
6 Tyler Kroll	14		X	X	X									X
7 Rolando Payson	14		X	X										X
8 Chang Porcaro	14			X	X									X
9 Michal Mulherin	11			X	X						X		X	X
10 Franklin Hildebrand	11			X	X			X					X	X
11 Oren Cuccia	11			X	X			X		X			X	X

**NOTE:** You cannot enter names of residents or caregivers directly onto the Long Stay and Short Stay worksheets. Instead, go to the tabs named "Residents" and "Caregivers" and add them there.

**Q:** What is a month – 28 days or the full month?

**A:** Tracking for the full calendar month provides continuity and consistency to the process. Within the workbook, when you enter your start date, a 28-day end date will be calculated for you. This is provided for homes that might start tracking mid-month or on any day other than the 1st of the month. In general, we recommend recording assignments for the full calendar month.

Read [More Q&A on Consistent Assignment](#)



## Short Stay Data Entry Instructions [\[QuickLinks\]](#)

Complete your short stay sheets in the same way as your long stay sheet. Each short stay sheet covers a 2-week period. Once you enter the start date for your short stay tracking, the dates for each of the two periods will be calculated for you.

You may re-enter your nursing home name, or enter a name for the group of short stay residents you are tracking.

Step 4  
A. You may customize this spreadsheet by changing the assignment name and the end date. The End Date will be calculated for you.  
B. If you would like to set a campaign target, the target is 12.  
C. Next, for each resident, enter the number of caregivers over the month. The number of caregivers will be calculated for you.  
Step 1 & Step 2 must be completed before Step 4.  
All calculations occur automatically.

Short Stay 1

Type Your Nursing Home or Neighborhood Name Here

Start Date: mm/dd/yy  
End Date for Short Stay 1:

Number of residents: 11  
Maximum number of caregivers for any short stay resident: 15  
Minimum number of caregivers for any short stay resident: 5  
Average number of caregivers for short stay residents: 11.3

Percent of Short Stay Residents with 12 or Fewer Caregivers\*  
45.5%  
\*Campaign target

Our Goal for this month is that our residents have no more than 12 caregivers  
Percent of Short Stay Residents with 12 or Fewer Caregivers  
45.5%

Caution: The spreadsheet counts all entries, including space characters. If you need to remove an entry, please right-click and delete the entry.


If you are using customized targets, you may specify the same target as for your long stay population, or you may specify a different one for your short stay residents.

Your names are again automatically filled in for you. However, only your Short Stay residents appear on this tab.

Residents		Caregivers	Team Assignment	Walter T.	Thomas R.	Betty M.	Emily C.	Alan C.
1	Eula Martin	15			X			
2	Shannon Moore	13			X			
3	Margie Johnston	13			X			
4	Floyd Brewer	13			X			
5	Stacy Garcia	13			X			
6	Jack Bryant	5				X		
7	Heidi Alvarado	8				X		
8	Lynda Blair	9		X				
9	Bernard Chambers	13			X			
10	Darren Powers	11					X	
11	Adam Salazar	11						
12	Deborah Pittman	0						
13	Roger Banks	0						
14	Delores Welch	0						
15	Charlie Ramirez	0						
16	Woodrow Figueroa	0						

## Data for Website Entry [\[QuickLinks\]](#)

- There is no data entry required on this sheet.
- This sheet provides a monthly summary of your outcomes.
- Enter data from this sheet on the NNHQI Campaign Website and access real-time trend graphs of your progress over time. Data submission also fulfills participation requirements for the Campaign. This step will take just a few minutes. Instructions are provided on this sheet. For additional detail, please see the [SubmittingDataInstructions](#).



### Data for Website Entry

**Final Steps:**

- ◆ Select the month and year for this data from the drop-down lists below.
- ◆ Print this page.
- ◆ Go to The Campaign website: <http://www.nhqualitycampaign.org>
- ◆ Log-in with your username and password.
- ◆ Select "Enter My Data."
- ◆ Under Content Assignment, click "Submit Data" and enter the numbers below in the corresponding fields.
- ◆ Click "Submit" and check the screen for the confirmation message.

**Thank You!**

<b>August</b>	<b>2017</b>
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	Type Your Nursing Home or Neighborhood Name Here	Type Your Nursing Home or Neighborhood Name Here	Type Your Nursing Home or Neighborhood Name Here
	<b>Long Stay January 01 to January 28 2017</b>	<b>Short Stay 1 January 01 to January 14 2017</b>	<b>Short Stay 2 January 15 to January 28 2017</b>
Number of Residents During the Time Period	66	11	
Maximum Number of Caregivers for Any Resident During the Time Period	14	15	
Minimum Number of Caregivers for Any Resident During the Time Period	8	5	
Average Number of Caregivers per Resident During the Time Period	10.2	11.3	
Percent of Residents with Maximum 12 Caregivers During the Time Period*	93.9%	45.5%	n/a

\* The Campaign target for nursing homes participating in this goal is that long stay residents have a maximum of 12 caregivers over a one month period of time and

◀ ▶

Welcome

Common Qs & As

Residents

**Data for Website Entry**

Select the Month & Year before printing.

Then click the link to the website.

Follow the instructions printed on the sheet. This process takes about 2 minutes and gets you great trend graphs you can print to share with your team.

These are your monthly outcomes. No data entry is required on this page.

This give you a monthly snapshot.

Entering the data on the Campaign website fulfills 'participation' requirements AND will give you access to real-time trend graphs and other displays.

## Starting Your Next Month [\[QuickLinks\]](#)

It is important to start fresh each month. You have two options for how to do this:

1. We recommend that you [download a new tool](#) each month, rename - and save - each workbook with a name that makes sense to you and includes dates that match the measurement period it contains. This is a good choice because it will ensure that you have the most recent version of the tool, and it's a good opportunity to check what's new on the website. You may then copy and paste resident and caregiver lists from a previous month's tool into your new tool. Before you begin recording assignments, check your Resident and Caregiver lists to see if anyone needs to be added or removed, or if any residents have change in stay type. You may sort your lists of residents and caregivers *only before beginning to track assignments*.

- OR -

2. You may copy the tool you had just completed and rename it for the new month. Select new start dates, customize the targets if you are using that feature, and update your resident and caregiver lists. **Importantly**, before you begin recording assignments, CLEAR all the Xs you had from the previous month. To do this, select the entire area in which checks are entered, right click, and select "clear contents." Do this for each of the three "Stay" sheets.