



Inspections Report

Nursing Facility Staffing Hours Verification

The Villa at Mountain View

February 17, 2022
OIG Report No. INS-22-001



**Inspector
General**

Texas Health
and Human Services



Texas Health and Human Services Office of Inspector General Audit and Inspections Division

NURSING FACILITY STAFFING HOURS VERIFICATION

The Villa at Mountain View

February 17, 2022

Dear Ms. Foster:

The Texas Health and Human Services (HHS) Office of Inspector General Audit and Inspections Division (OIG Inspections) conducted an inspection to determine whether the licensed nursing hours recorded at the Villa at Mountain View, a skilled nursing facility, supported the licensed nursing hours reported to the U.S. Centers for Medicare and Medicaid Services (CMS) in compliance with federal requirements.

OIG Inspections compared licensed nursing hours documented in the Villa at Mountain View's payroll records against the licensed nursing hours it submitted to CMS. The inspection analyzed payroll records selected from a random sample of 60 days between January 1, 2021, and June 30, 2021. Based on the results of our testing, OIG Inspections determined that the Villa at Mountain View submitted accurate and complete licensed nursing hours to CMS for the 1,449 payroll records reviewed as part of this inspection. As a result, no issues or opportunities for improvement were identified for this inspection.

The attachment to this letter contains additional details on this inspection.

Sincerely,

Audrey O'Neill, CIA, CFE, CGAP
Principal Deputy Inspector General, Chief of Audit and Inspections

Attachment

cc: Cecile Erwin Young, HHS Executive Commissioner
Sylvia Hernandez Kauffman, HHS Inspector General

Background

The Villa at Mountain View, owned by the Dallas County Hospital District and managed by Cantex Continuing Care Network, is a skilled nursing facility located in southwest Dallas, Texas, and licensed for 120 beds.

The Villa at Mountain View provides institutional care to individuals whose medical conditions regularly require the skills of a licensed nurse. The Villa at Mountain View accepts Medicaid and Medicare to offer services such as:

- Care and recovery
- Clinical services
- Rehabilitation services
- Diagnostic services
- Pharmacy services
- Other special services

Attachment

Section 1: Summary of Inspection Results

OIG Inspections compared 1,449 facility payroll records documented by the Villa at Mountain View against the licensed nursing hours submitted to CMS in the Payroll-Based Journal during the period from January 1, 2021, through June 30, 2021, for the following direct care positions:

- Director of Nurses
- Registered Nurses
- Licensed Vocational Nurses

The Villa at Mountain View submitted accurate and complete licensed nursing hours to CMS for the 1,449 payroll records reviewed as part of this inspection.

OIG Inspections did not identify any issues or opportunities for improvement.

Licensed Nursing Hours Submitted to CMS

Nursing facilities must electronically submit payroll data to CMS quarterly through the Payroll-Based Journal reporting system,¹ which is a web-based system developed by CMS to document nursing facility payroll data, census information, and staffing levels.

All nursing facility data submitted to CMS must include:

- Each direct care employee's personnel type.
- The hours of care provided by each category of staff.
- Full resident census data.
- Staff turnover and tenure information, including hours worked and length of employment.²

¹ The U.S. Centers for Medicare and Medicaid Services, Electronic Staffing Data Submission Payroll-Based Journal: Long-Term Care Facility Policy Manual, § 1.2, v. 2.5 (Oct. 2018).

² 42 C.F.R. § 483.70(q) (Sept. 16, 2019).

Employee Timekeeping and the Payroll-Based Journal Submission Process

The Villa at Mountain View utilizes Kronos, an electronic timekeeping system, to capture employee time entries through a fingerprint scan. Employees clock in and out by scanning their finger at the time clock reader, and the time for each employee is recorded in the Kronos system. Timekeeping records from Kronos automatically interface with the Payroll-Based Journal system. If Kronos malfunctions, or if an employee fails to record their time correctly, each affected employee must complete a mis-punch sheet for the day and submit it to their supervisor for approval.

The Villa at Mountain View human resources department (a) reviews all employee time entries daily and (b) verifies Payroll-Based Journal submissions through a monthly quality review during which all employee time entries are compared to the Payroll-Based Journal data. The quality review process verifies the complete and accurate submission of timekeeping records during the Kronos automatic interface process.

Section 2: Objective, Scope, Methodology, Standards, and Criteria

Objective and Scope

The inspection objective was to determine whether the licensed nursing hours recorded at the Villa at Mountain View supported the hours submitted to CMS in compliance with federal requirements.

The inspection scope covered the period from January 1, 2021, through June 30, 2021.

Methodology

To achieve its inspection objective, OIG Inspections collected information through (a) discussions and interviews with HHSC Long Term Care Regulation staff and the Villa at Mountain View staff and (b) a review of:

- Regulations, policies, and procedures that address the objective.
- Payroll records for licensed nursing staff employed by the Villa at Mountain View.
- Daily postings by the Villa at Mountain View for the current number of licensed and unlicensed nursing staff, per shift, directly responsible for resident care.
- Payroll-Based Journal data.
- Provider information data used in the Five-Star Quality Rating System.³

In June 2021, there were 1,209 nursing facilities located in Texas. To choose the nursing facility to inspect, OIG Inspections considered the following criteria:

- CMS quality rating score.
- Ownership and organization type, such as privately owned, corporate-owned, for-profit, and nonprofit.
- Facility size.

³ The U.S. Centers for Medicare and Medicaid Services' Five-Star Quality Rating System gives each nursing facility participating in Medicare or Medicaid a rating between one and five stars for staffing, quality of care, and health inspection results. Facilities with one-star ratings are considered to have below-average quality, and nursing facilities with five-star ratings are considered to have above-average quality.

OIG Inspections generated a random sample of ten dates for each of the six months from January 1, 2021, through June 30, 2021, for review as part of this inspection.

Standards

OIG Inspections conducts inspections of Texas HHS programs, systems, and functions. Inspections are designed to be expeditious, targeted examinations into specific programmatic areas to identify systemic trends of fraud, waste, or abuse. Inspections typically result in observations and may result in recommendations to strengthen program effectiveness and efficiency. OIG Inspections conducted the inspection in accordance with *Quality Standards for Inspection and Evaluation* issued by the Council of the Inspectors General on Integrity and Efficiency.

Criteria

OIG Inspections used the following criteria to evaluate the information provided:

- 42 C.F.R. § 483.70(q) (2019)
- The U.S. Centers for Medicare and Medicaid Services, Electronic Staffing Data Submission Payroll-Based Journal: Long-Term Care Facility Policy Manual, v. 2.5 (2018)
- The U.S. Centers for Medicare and Medicaid Services, State Operations Manual, Appendix PP, "Guidance to Surveyors for Long Term Care Facilities," revision 173 (2017)

Section 3: Report Team and Distribution

Report Team

OIG staff members who contributed to this inspection report include:

- Kacy J. VerColen, CPA, Deputy Inspector General of Audit and Inspections
- Bruce Andrews, CPA, CISA, Director of Inspections
- James Aldridge, Manager of Inspections
- Giovanna Gutierrez, Lead Inspector
- Casey Gibson, Senior Inspector
- Bridney Jones, Senior Inspector
- Kenin Weeks, Senior Inspector
- Ashley Rains, CFE, Senior Audit Operations Analyst

Report Distribution

Health and Human Services

- Cecile Erwin Young, Executive Commissioner
- Kate Hendrix, Chief of Staff
- Maurice McCreary, Jr., Chief Operating Officer
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- Karen Ray, Chief Counsel
- Michelle Alletto, Chief Program and Services Officer
- Nicole Guerrero, Chief Audit Executive
- Wayne Salter, Deputy Executive Commissioner, Access and Eligibility Services
- Jose Garcia, Deputy Director of Compliance Division
- Stephen Pahl, Deputy Executive Commissioner for Regulatory Services
- Michelle Dionne-Vahalik, Associate Commissioner for Long Term Care Regulation

Section 4: **OIG Mission, Leadership, and Contact Information**

The mission of OIG is to prevent, detect, and deter fraud, waste, and abuse through the audit, investigation, and inspection of federal and state taxpayer dollars used in the provision and delivery of health and human services in Texas. The senior leadership guiding the fulfillment of OIG’s mission and statutory responsibility includes:

- Sylvia Hernandez Kauffman, Inspector General
- Audrey O’Neill, Principal Deputy Inspector General, Chief of Audit and Inspections
- Susan Biles, Chief of Staff, Chief of Policy and Performance
- Erik Cary, Interim Chief Counsel
- Christine Maldonado, Chief of Operations and Workforce Leadership
- Steve Johnson, Chief of Investigations and Reviews

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