

# QuEST



The Maine Long-Term Care  
OMBUDSMAN PROGRAM

OADS.NFQuality@maine.gov

Component	Year 1 Participation Guidelines	Resources	Date
<p>1. <b>Identify a staff Quality Champion (QC) to DHHS</b></p>	<p>The QC is responsible for participating in quality-focused activities on behalf of their facility. Other members of the team are permitted and encouraged to participate, as well. The QC:</p> <p>Must:</p> <ul style="list-style-type: none"> <li>• Work on-site at the nursing facility</li> <li>• Promote quality improvement and quality culture within the facility</li> <li>• Be a member of the facility's QAPI team</li> <li>• Will typically have a clinical background, but this is not a requirement</li> </ul> <p>Should:</p> <ul style="list-style-type: none"> <li>• Have basic knowledge of the CMS 5-Star Quality Rating System and the QAPI process</li> <li>• Be engaged and visible on-screen during peer learning calls</li> <li>• Demonstrate consistent attendance at QuEST meetings but may occasionally name an alternate.</li> </ul>	<p>Send the name of your facility's selection for Quality Champion to <a href="mailto:OADS.NFQuality@maine.gov">OADS.NFQuality@maine.gov</a>. The QC may occasionally name an alternate to attend on their behalf and send to the above inbox. Any updates to the QC contact should be submitted as changes occur.</p>	<p>As soon as possible, but no later than June 1, 2025</p>
<p>2. <b>Participate in Department-designated NF quality improvement and technical assistance events.</b></p>	<p>These events will be offered monthly, typically on the last Wednesday of each month. Any changes to the QuEST call schedule will be announced at least 72 hours in advance. The QC (or DHHS-approved designee):</p> <p>Must:</p> <ul style="list-style-type: none"> <li>• Attend at least seven (7) hours of Department-designated events</li> <li>• Maintain documentation of meeting this requirement</li> </ul> <p>Should:</p> <ul style="list-style-type: none"> <li>• Share insights, ideas, and best practices within the group to foster peer-to-peer learning</li> </ul>	<p>Additional office hours or peer learning calls may also be available. A schedule of Department-designated events, also known as QuEST, is available in the following places:</p> <ul style="list-style-type: none"> <li>• Calendar invitations sent directly to Quality Champions and NF leadership via email</li> <li>• DHHS OMS Value-Based Purchasing website: <a href="https://www.maine.gov/dhhs/oms/providers/value-based-purchasing">https://www.maine.gov/dhhs/oms/providers/value-based-purchasing</a></li> </ul>	<p>By Oct 1, 2025</p>
<p>a. <b>Making Sense of VBP</b></p>	<p>Focused on understanding and implementing the VBP criteria to earn your facility's share of the quality bonus pool</p>	<p>Team Leads: Olivia Alford &amp; Brooke McNaughton (OMS)</p>	<p><b><u>Call Schedule</u></b> Feb 19, 2025</p>

			May 28, 2025 Aug 27, 2025 Nov 19, 2025
b. <b>The Dementia Care Partnership</b>	Focused on the 8 domains of the <i>Dementia Care Partnership</i> to understand and decrease your facility's rate of antipsychotic medication use through non-pharmacological approaches	Team Lead: Moe Carland (MHCA)	<b>Call Schedule</b> Mar 26, 2025 June 25, 2025 Sept 24, 2025 Dec 17, 2025
c. <b>The Culture Change Coalition</b>	Focused on strategies to improve staff retention guided by the Leadership & Team Engagement domain of the <a href="#">Artifacts of Culture Change 2.0</a>	Team Lead: Amanda Nelson (OADS)	<b>Call Schedule</b> Apr 30, 2025 July 23, 2025 Oct 22, 2025
3. <b>Schedule and attend a meeting with the Maine Health Information Exchange (HIE)</b>	Nursing Facility staff:	Contact the HIE to set up a session for your facility/organization. <ul style="list-style-type: none"> <li>HealthInfoNet Support Portal (preferred method) <a href="https://hinfonet.atlassian.net/serVICEDesk/customer/portals">https://hinfonet.atlassian.net/serVICEDesk/customer/portals</a></li> <li>Phone: 207-541-9250</li> </ul>	By Oct 1, 2025
	<p>Must:</p> <ul style="list-style-type: none"> <li>Schedule and attend a provider technical assistance session lasting a minimum of one hour with Maine's statewide, state-designated HIE staff to explore how the HIE can support the Nursing Facility to improve quality of care and/or initiate new projects to support the Nursing Facility's participation requirements and emerging needs.</li> <li>Maintain documentation of meeting this requirement</li> </ul> <p>Should:</p> <ul style="list-style-type: none"> <li>Include the Nursing Facility's QC in attendance, but may occur at the organizational level (i.e. a group of Nursing Facilities under shared ownership)</li> </ul>		
4. <b>Engage in a contract with a Core Q provider prior to 2026</b>	The Nursing Facility:	Prior to 2026, the Nursing Facility may: <ul style="list-style-type: none"> <li>Review a list of Core Q vendors at: <a href="https://coreq.org/">https://coreq.org/</a></li> <li>Contact Dr. Nick Castle, Core Q Developer, at <a href="mailto:nicholas.castle@hsc.wvu.edu">nicholas.castle@hsc.wvu.edu</a></li> <li>Review the <a href="#">Core Q Satisfaction Questionnaire &amp; User's Manual</a></li> </ul>	Not a Year 1 requirement, but vendor should be selected in Year 1 to administer survey in Year 2. More info to come on "Making Sense of VBP" calls.
	<p>Should:</p> <ul style="list-style-type: none"> <li>Complete family and resident surveys annually</li> <li>Conduct satisfaction surveys by mail</li> <li>Abide by guidance set for in the <a href="#">Core Q Satisfaction Questionnaire &amp; User's Manual</a>, including minimum sample size and minimum response rate</li> <li>Be uploaded to AHCA/NCAL LTC Trend Tracker</li> </ul>		

This document is not intended to be used as rule interpretation and may not be exhaustive of all rule requirements but is shared prior to adoption of the rule to guide and prepare providers for VBP implementation. To review the proposed rule or to submit your comments, please visit [MaineCare Notice of Agency Rule-making Proposal, MaineCare Benefits Manual, Chapter III, Section 67, Principles of Reimbursement for Nursing Facilities | Department of Health and Human Services](#)