Therapy Systems Assessment

Therapy Staff Sample Interview Questions

As part of the Therapy Systems Assessment, in addition to IDT interviews, interviews are held with the rehab manager and selected therapy staff. The interview with the rehab manager will be more extensive than those of the therapy staff due to the increased responsibilities.

The purpose of the interviews are: a) assess therapist understanding of Medicare regulations and identify areas where clarification may be needed and b) determine effectiveness of communication and identify what, if anything could be done to improve the partnership.

Possible questions to be asked may include any of the following (select 5-10 per interviewee)

1. How long have you been a therapist?
   How long have you worked in long-term care?
   How long have you worked in this community?
2. Define the following terms:
   a. Concurrent Therapy
      What do you have to be aware of if you are providing concurrent therapy as related to the MDS?
   b. Group Therapy
      Is it being used in this department? Why or why not?
   c. Co-Treatment
      Do you ever co-treat?
      How do you document a cotreatment?
      How do you bill for a co-treatment?
   d. Skilled Therapy
      How do you document skilled therapy?
3. When does the skilled intervention start with each treatment session?
   How do you know how many minutes are actually skilled?
4. How do you convey skilled intervention in documentation, both in daily and weekly notes?
5. Can a rehab aide’s time with a resident be billed as treatment?
6. Clinicians: How do you supervise assistants? How can you demonstrate past supervision?
   Assistants: How are you supervised? How do you document supervision?
7. Clinicians: How do you communicate the initial treatment plan to the assistants?
   Assistants: How is the plan of treatment communicated to you from the licensed OT or PT?
8. How do you bill for documentation?
9. If you provide a treatment session to one resident for 25 minutes and another resident for 72 minutes, how would the documentation be different?
10. How do you determine the appropriate level of care if one discipline discontinues treatment?
11. How are you made aware of regulation changes or updates?
    Do you receive the information in a timely fashion?
12. Therapists: How do you bill evaluation time?
13. When and how do you verify there is a valid order to evaluate or to treat a patient?
14. How you do track your minutes of service delivery?
    How do you determine if you billing each day is correct/accurate?
    Can you check your minutes from the day before to ensure accuracy?
15. Do you provide documentation at point of service?
16. How are RUG levels determined for new admissions/residents?

17. Rehab Manager: Do you check minutes billed from the previous day for therapists to ensure there are no unusual occurrences?
18. Have you received any formal training over the last year?
    Was there anything in the most recent compliance training that was new to you?
19. How quickly, on average, are residents evaluated from time of admission?
20. Are there any changes you think should occur in the department?
21. How is the intensity and duration determined for a resident upon evaluation?
    Who makes this determination?
22. Clinicians: How do you effectively manage a case if an assistant provides the majority of the care?
23. How are minutes planned versus minutes provided for each resident treatment communicated?
    What do you do if you do not get all your planned minutes?
24. Assistants: What if the intensity and duration established from the evaluation needs to change?
25. Therapists: What criteria do you use to determine the frequency and duration of your services?
26. How do you determine the minutes of therapy services provided to a beneficiary if there is an interruption? (Such as a visit with family, MD needs to visit with resident, medication needs to be administered, etc…)
27. How do you determine the appropriate level of care if one discipline discontinues treatment?
28. Is there anything the department needs in order to improve the quality of services provided to residents?
29. Therapists: Can you provide skilled therapy on the same day as an evaluation?
    What would the documentation look like?
30. Who in this community makes the final determination for a discharge date?

Sample questions for a brief interview with the SNF corporate compliance officer: (Select 2-5)

1. Do you have any questions or concerns regarding the earlier interview?
2. Do you have productivity expectations?
    Are they reasonable?
    What happens if you cannot achieve the expectations?
3. Rehab Manager: How are communications between you and your staff?
    How are communications between your staff and the community's staff?
    Do you have formal meetings with the administrator?
    Do you have any concerns with those meetings/communications?
4. Are you aware we are under a Corporate Integrity Agreement?
5. Is there anything you would like to see changed in the meetings (PPS, Medicare, etc…) structure or process?
6. Are you aware that you can call either rehab's Compliance Officer or me directly, or either hotline if you have a compliance concern? Do you know where you can find the hotline contact information?
7. Are you aware that you can report an issue anonymously if you prefer?
8. The SNF is ultimately responsible for the quality of all services provided as the SNF submits the claims, so is there anything you think I should know about or take a look at while I am here?
9. Are you aware that both your company and ours have strict no retaliation policies that afford protections to anyone who in good faith brings forth a concern?
10. Is there anything additional I can provide clarification on?