
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE
COMMISSION

Emily P. Bissell Hospital
2nd floor conference room
3000 Newport Gap Pike
Wilmington, DE 19808

FINAL

Meeting March 8, 2011
Minutes

Commission Member(s) Present: Brian L. Posey, Chairman; Karen E. Gallagher; Yrene E. Waldron; Kyle Hodges; Patricia C. Engelhardt; Vicki L. Givens; Lisa A. Furber; and Senator Bethany Hall-Long.

Commission Member(s) Absent: Joe G. DiPinto; M/Sgt. Walter Ferris; Wayne A. Smith and Representative Valerie J. Longhurst. Peter FeliceAngeli, DOJ, was also not in attendance.

Others Present: Margaret Bailey; Carol Lovett, Consumer; Eddi Ashby, DSAAPD; Lisa Zimmerman, DMMA; Sharon Merriman-Nai, NCEA List Serve Manager; Demettra Maxwell, Delaware Hospice; Rob Smith, DLTCRP Administrator; Aubrey Rogers, Exceptional Care for Children; Ronniere Robinson, DPH Program Manager; Beverly Flanigan, Senator Coons Office; Evelyn Wells, Division of Aging New Horizon Adult Care; Geraldine Neil-Stewart, DHCI QA Administrator; Barnabus Kerkula, EBH DON; Candice Brothers, Aide to Ms. Gallagher; Beth Miller, The News Journal; Deborah Matthews, Consumer; and Lena Lynch, Serenity Gardens.

1. Call to order

The meeting was called to order at 9:33 AM by Brian Posey, DNHRQAC Chairman.

2. Approval of the Minutes of the meeting of:

September 14, 2010 and November 9, 2010 minutes were approved with minor changes.

3. Discussion of:

Governor's Commission for Community-Based Alternatives

Chairman Posey offered to check on recent changes with the Governor's Commission for Community-Based Alternatives and report back to DNHRQAC members. Mr. Posey added that DNHRQAC is interested in learning what the Governor's Commission is doing in regard to Community-Based care.

QIS Update and Survey Process

Rob Smith, DLTCRP Administrator, provided oversight to Commission members about the Quality Indicator Survey (QIS) annual survey process by CMS for Delaware nursing homes. DLTCRP implemented the QIS survey process over a year ago in Delaware for annual surveys. The regulations have not changed, just the process. Complaint surveys are still performed in the traditional fashion.

Delaware is currently ranked #2 for the number of deficiencies cited in the U.S (was ranked #1 in the traditional process). The number of deficiencies and level of severity remains the same for QIS versus the traditional survey process.

QIS is a computer assisted long-term care survey process used by State Survey Agencies and Centers for Medicare & Medicaid Services (CMS) to determine if Medicare and Medicaid certified nursing homes meet the Federal requirements.

During a QIS survey (which is a Federal survey process), the team leader hooks their computer up to the MDS server (which every facility is responsible for inputting data for every resident). As a result, the computer selects the sample (40 active records and 30 discharge records). In the traditional survey process, the surveyors would randomly choose samples based on a facilities census.

There are two stages to the QIS annual survey process:

-Stage 1: the computer triggers which areas should be reviewed based on interviews of: residents, family members and Resident Council.

-Stage 2: Records are reviewed, interview staff and 50 med passes (dose, times and given according to doctors order).

*Any deficiencies discovered are then conveyed to the facility (in writing and during the exit interview). The facility must provide a written plan of correction within 10 days to DLTCRP.

The QIS objectives:

- Improve consistency and accuracy of quality of care and life
- Provide timely and effective feedback
- Objective investigation
- Target quality concerns specific to the facility

Currently, Exceptional Care for Children and Mary Campbell Center do not use QIS.

National Center on Elder Abuse

Sharon Merriman-Nai, NCEA List Serve Manager, presented to Commission members about the National Center on Elder Abuse (NCEA). NCEA is directed by the U.S. Administration on Aging (AOA) which is committed to helping national, state and local partners to ensure older Americans will live with dignity, integrity, independence-without abuse, neglect and exploitation.

NCEA is a resource center for elder rights advocates, health care professionals, law enforcement and legal professionals and others who work with or on behalf of older individuals. NCEA has a publications database which provides access to numerous publications on many topics, including LTC issues.

NCEA's website: www.ncea.aoa.gov provides daily email news feeds to subscribers regarding topics of elder mistreatment and related issues.

NCEA often provides training for professionals regarding Adult Protective Services or other elder abuse topics of interest.

In addition, the Clearinghouse on Abuse and Neglect of the Elderly (CANE) is the nation's largest database of annotated references on elder abuse literature (www.cane.udel.edu) and is located at the University of Delaware (Center for Community Research and Service) in Newark.

NCEA is engaged in raising public awareness on a national scale (World Elder Abuse Awareness Day is June 15th); promoting the development of multidisciplinary approaches to address mistreatment; and strengthening professional training and education.

Medical Interpreter Training

Division of Public Health (DPH) Program Manager, Ronniere Robinson spoke to DNHRQAC members regarding the Medical Interpreter Program.

The purpose of the program is to avoid unnecessary diagnosis; diminish inappropriate or incorrect treatment which could increase costs associated with diagnostic tests; increase the use of emergency services rather than primary care services; create poor patient follow-up; cause injury or even death.

There is a Federal law which mandates that healthcare providers must provide access to interpreter services to avoid discrimination claims.

DPH offers training (Bridging the Gap) to bilingual medical interpreters who promote access to quality health care by:

- Enhancing the therapeutic relationship between patient and provider
- Facilitating communication during the health care encounter for meaning and understanding; and
- Incorporating awareness of and respect for cultural perspectives.

After Bridging the Gap training, trainees will be able to:

- Adhere to the Standards of Practice and Code of Ethics of the National Council on Interpreting in Health Care (NCIHC);
- Apply each of four main roles of the medical interpreter (conduit, message clarifier, cultural broker, patient advocate);
- Acquire and use essential medical terminology;
- Function effectively in the triadic encounter across many settings; and
- Function effectively as an integral member of the health care team.

If you are interested in more information about the Medical Interpreter Program, please contact Mr. Robinson at: (302)744-4791 or Ronniere.robinson@state.de.us. The next Bridging the Gap training session will be offered (free of charge by DPH) May 2-6, 2011 in Dover. Mr. Robinson will forward information about the training to the Commission.

New Horizon Adult Day Program

Evelyn Wells, Division of Aging Director for New Horizon Adult Day Care, provided a program overview. The New Horizon Adult Day Care is located at Delaware Hospital for the Chronologically Ill (DHCI) in Smyrna and hours of operation: 7:00 am-4:00 pm.

New Horizon is the only state operated adult day program in Delaware. New Horizon participates in the Medicaid Waiver program and also offers a sliding fee scale based on a families ability to pay. Services will not be denied to anyone regardless of income.

The day program offers a safe environment and is designed to encourage independence for seniors and adults with disabilities while enriching the individual's quality of life. There are currently 17 clients in the day program which has the capacity to serve 46 individuals.

The staff receives on-going training to assist client needs. Clients are able to receive some skilled nursing services: care plan management, medication, incontinence care, activities, physical therapy, etc.

Transportation and lack of marketing efforts are the biggest barriers for this program.

If someone is interested in learning more about the New Horizon Adult Day Care, please contact: Evelyn Wells @ (302)223-1033 or evelyn.wells@state.de.us.

4. Old Business/New Business:

QART Report

Rob Smith presented the fourth quarter 2010 QART Report to Commission members. During the fourth quarter 2010 the Division conducted 17 surveys. Six "G" level deficiencies were recommended by the Survey Teams. The QART Team reviewed and made no changes to the Survey Teams recommendations for this period.

Staffing Report

Rob Smith presented the first quarter 2011 Staffing report to Commission members to ensure staffing compliance as it relates to Eagles Law (3.28 hours per resident). The private facilities staffing ratio during this period was 3.74 versus state facilities at 5.53 hours per resident.

Ms. Engelhardt mentioned that Cadia Rehab at Pike Creek does not appear on the Staffing Report and instead reflects Riverside. Mr. Smith will correct the facility name on the next quarterly report.

5. Public Comment:

State-wide High School YouTube Video Contest

The Delaware Department of Justice Senior Protection Initiative is pleased to announce a state-wide video competition for high school students. The theme, *Connecting Generations: Compassion in Action* and its purpose is to raise awareness of senior abuse among younger Delawareans. The competition is open to all students enrolled in a Delaware High School or enrolled for home schooling in Delaware and will run through April 15, 2011. Students are asked to work individually or in teams to produce a video from 30 seconds to two minutes in length that illustrates the theme. Winners will be notified by May 10 and awarded cash prizes of \$150 for first place, \$100 for second place, and \$75 for third place. Contestants should contact the Senior Protection Initiative (seniorprotection@state.de.us) or visit their webpage for more information: <http://delaware.gov/ConnectingGenerations>.

Family Comments

A consumer spoke to Commission members about her perception and personal experience of the care her mom received while residing in a Delaware LTC facility.

Compassionate Care

Compassionate Care Hospice Inpatient Unit will be celebrating their first year of service. An open house will be held March 8, 2011 during the hours of 1:00-4:00 pm. Compassionate Care Hospice Inpatient Unit is located at St Francis Hospital 6th floor DuPont Wing in Wilmington, DE.

6. Next meeting will be **Tuesday, May 10, 2011** at 9:30 AM. The location:

Emily P. Bissell Hospital
3000 Newport Gap Pike
2nd floor conference room
Wilmington, DE 19808

7. Adjournment

The meeting was adjourned at 11:30 AM by Brian Posey.

Attachments: Meeting agenda

Staffing Report-3/11
QART Report-12/10
NCEA Fact Sheets
CMS Quality Indicator Survey packet
New Horizon Adult Day Care pamphlet