

---

DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION  
**Emily P. Bissell Hospital**  
**2<sup>nd</sup> floor conference room**  
**3000 Newport Gap Pike**  
**Wilmington, DE 19808**  
**FINAL**

Meeting November 12, 2013  
Minutes

Commission Member (s) Present: Brian L. Posey, Chairman; Patricia Dailey Lewis; Vicki Givens; and Amy Milligan.

Commission Member(s) Absent: Lisa Furber; Kyle Hodges; Karen Gallagher; Yrene Waldron; Representative Michael Barbieri and Senator Bethany Hall-Long. Lisa Barchi, DAG, was also not present.

Others Present: Margaret Bailey; Kim Marsh, United Health Care; Quinesha Harris, Governor Bacon; Corinna Getchell, OHFLC; Kathy Gordon, Aetna; Colleen Yezek, DMMA; Daniel Chappell, DMMA; John Oppenheimer, EBH; Pamela Williams, APS; Eileen Challenger, Delaware Hospice; Dr. Bolinger, DHCI; Carol Lovett, Consumer; Victor Orija, State LTC Ombudsman; Arnold Dickerson, EBH; Randy Farmer, DHIN; Patty Wright, Aetna; and Tom Murray, DLTCRP.

1. Call to order:

The meeting was called to order at 9:33 AM by Brian Posey, DNHRQAC Chairman. Individuals introduced themselves to one another and to the newest DNHRQAC member, Amy Milligan. Ms. Milligan was recently appointed by the Senate President Pro-Tem and replaced Wayne Smith. Ms. Milligan is the Executive Director for the St. Francis Life Center – home of the Programs All-Inclusive for the Elderly (PACE) - located in Wilmington, DE.

2. Approval of the Minutes for the meeting of:

Meeting minutes were not voted upon due to lack of quorum.

3. Discussion of:

Delaware's Safe Haven Shelter

Pamela Williams, APS Administrator, shared with Commission members about the Safe Haven Shelter (piloted program began in Feb. 2013 and is located at a Wilmington apartment). The state has provided \$25k for this effort. Approximately two individuals per month currently utilize the program.

Ms. Dailey Lewis suggested that additional funding resources, if needed, might be available through VOWA, Peoples Place or Victims Compensation Assistance Program.

The Safe Haven Shelter provides temporary housing to elderly/disabled individuals in an emergency situation, due to abuse or neglect, or financial exploitation. The individuals are typically able to stay in an apartment for two weeks, but are able to reside there for 30 days - in special situations.

The program offers three meals a day, cable, phone and a safe environment.

The Safe Haven Shelter follows the Connecticut Model, and varies - based on the needs of each individual served.

### Delaware Health Information Network (DHIN)

Randy Farmer, DHIN External Communications Manager, provided an update regarding the network in Delaware.

DHIN is an electronic post office for medical results. DHIN provides safe and secure results (such as x-rays, lab work, etc) to improve care. A fee based medication history service will be available in the near future.

Currently, there are more than 7k users enrolled in DHIN.

100% of Delaware Nursing Homes are enrolled; however, not all utilize the network. There are 22 LTC facilities in Delaware that have never (or rarely) used the system.

Should a Delaware LTC facility need training, they may contact DHIN by phone:(302)678-0220 or email: [Caitlin.Baskerville@dhin.org](mailto:Caitlin.Baskerville@dhin.org).

A few out-of-state hospital's have contacted DHIN and become part of the network (Summer 2013 – Atlantic General and in 2014 Union Hospital will connect).

### AETNA Performance Improvement Projects for Behavioral Health

Patty Wright and Kathy Gordon shared with Commission members about the LTC depression health screening Aetna case managers (they have 52 case managers) has rolled out. The purpose of the LTC depression is to increase identification and improve access.

The managed care organizations case managers utilize the mini cog – a MDS tool in which a high score yields the continuation of services. In particular, the PHQ9, a depression screen in MDS, the score needs to be above a four and then a referral is forwarded to a social worker.

Ms. Wright added that a current barrier is that Medicare does not recognize licensed Professional Mental Health Counselors – there are more LPMH's in Delaware versus LCSW's and therefore causes a gap in behavioral health service throughout the state.

### QART Report

Tom Murray, DLTRP Deputy Director reported that in the third quarter of 2013, the Quality Assurance Review Team reviewed four surveys involving a “G” level deficiency. All four citations were upheld by QART.

4. Old Business/New Business

### DNHRQAC 2013 Annual Report

Members were not able to vote on finalizing the 2013 annual report due to lack of quorum.

5. Public Comment

DMOST

The Delaware Medical Orders for Scope of Treatment (DMOST) program is designed to improve the quality of care people receive at the end of life by translating patient/resident goals and preferences into medical orders. There will be an educational forum held today, November 12, 2013 at Christiana Health Care Services (Newark).

Reauthorize the Older American's Act

This was passed in the Senate Committee on October 30, 2013. The Older American's Act combats the prevalence of elder abuse by providing states with grants to conduct elder justice activities.

Delaware Hospice

Eileen Challenger, Admissions Supervisor, share with the group that DE Hospice will be hosting a Festivities of Trees throughout the state: 11/22-24 @ Cokesbury Village (NCC), 11/22-24 @ Rehobeth Beach Convention Center (Sussex) and 11/25 - 12/1 @ Dover Downs (Kent).

Ms. Challenger added that DE Hospice opened a referral center in Newark (August 2013) and is in the working phase of building an in-patient facility (Newark).

November is National Hospice & Palliative Care month.

Oral Health Planning Project

The group will meet three times to create a comprehensive plan to understand oral health and to advocate/ implement a new plan for Delaware. Ms. Bailey has been asked to join the Oral Health Planning Project.

FY 15 Public Hearings

Ms. Bailey distributed a copy of the FY 15 Public Hearings schedule to DNHRQAC members.

First Time Responders Training

Ms. Bailey shared that the Department of Safety & Home Land Security has offered to provide funding for First Time Responder Training. Ms. Bailey will contact certified educators (DOJ and APS) to begin planning the training session (s). The goal is to offer training, in all three Delaware counties, to emergency medical technicians and other service providers - Spring 2014. An important DNHRQAC goal set forth in the annual report includes fostering and promoting abuse/fraud investigation training for law enforcement (and first time responder) agencies statewide.

6. Next meeting will be **Tuesday, January 14, 2014 at 10:30 AM**. The location:

Legislative Hall  
2<sup>nd</sup> floor House majority Hearing Room  
411 Legislative Hall

Dover, DE 19904

## 7. Adjournment

The meeting was adjourned at 11:28 AM by Brian Posey, Chairman.

Attachments: July 8, 2013 meeting minutes – draft  
September 10, 2013 meeting minutes - draft  
FY 15 Public Hearings Calendar  
2014 DNHRQAC meeting calendar – draft  
DNHRQAC internal membership (s) - updated  
QART Report – 3rd Qtr 2013  
DHIN presentation  
Salvus brochure/APS handouts

