
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION
DDDS Fox Run
2540 Wrangle Hill Rd
2nd Floor Conference Room "A"
Bear, DE 19701

FINAL

Meeting May 8, 2018
Minutes

Commission Member(s) Present: Lisa Furber, DNHRQAC Chair; Karen Gallagher, and Dr. Michela Coffaro, Psy D.

Commission Member (s) Absent: Lt Governor Bethany Hall-Long, Representative Kim Williams, Amy Milligan and Yrene Waldron. DOJ representative not in attendance.

Others Present: Margaret Bailey, Mary Peterson, Division of Health Care Quality; Tom Murray Division of Health Care Quality; Melissa Smith, DSAAPD; Karen Crowley, Division of Health Care Quality; Tiffany Earle, Amerihealth; Kathy Gordon, Amerihealth; Annette Iacono, Brookside Clinical Labs Inc; Dr. Rose Zuppo, Brookside Clinical Labs Inc; Daryl James, Delaware Safety Council; John Fannin, Esquire, Delaware Safety Council; Staci Marvel, DMMA and Patricia Collette, Aide to Karen Gallagher.

1. Call to order

The meeting was called to order at 9:42 AM by Lisa Furber.

2. Approval of the Minutes for the meeting of:

The meeting minutes draft of July 11, 2017, September 12, 2017, November 14, 2017, January 9, 2018 and March 13, 2018 were not voted upon due to lack of quorum.

3. Discussion of:

AmeriHealth Caritas

Tiffany Earle, LCSW, Director LTSS and Kathy Gordon, RN, Director of LTSS (Clinical Services) provided an overview of Amerihealth's long term services and supports in Delaware. Effective January 1, 2018, Amerihealth became a managed care organization in Delaware - serving approximately 13k clients, 3k are Medicaid nursing home residents.

Amerihealth uses a personal centered philosophy care plan. Individual goals are set and there is a comprehensive needs assessment developed for every client.

Team approach consisting of: family member/support person, case manager, community health navigator, transition coordinator, and personal care connectors. Depending on the client's needs, a behavioral health liaison, medical director, member advocate, housing coordinator or community agencies may join the team. Currently, Amerihealth has 36 case managers.

Amerihealth utilizes InterRAI assessments, which is used by health organizations to assess people at the point of care, generating real-time electronic reports that flag risks and inform care planning.

Staff attend an initial “new hire” boot camp, shadow/mentor program, and receive monthly training updates. In addition, employees receive a two day training regarding personal centered care.

Effective April 1, 2018, Amerihealth added routine eye exams once a year as a member benefit. Members are also eligible for one pair of prescription eyeglasses or contacts, once a year.

Effective May 1, 2018, adult dental coverage for routine exams and cleanings is available once a year; This includes one set of bite-wings x-rays annually. One set of full mouth x-rays are covered every three years.

Amerihealth Member Services: 855.777.6617.

DMMA Long-Term Care Eligibility & Services

Staci Marvel, Chief Administrator of DMMA provided commission members with an update regarding DMMA Long Term Care Applicant Services. The Division’s goal is to provide a decision within 40 – 45 days.

The application process:

1. Individuals contact the DMMA Eligibility Unit and schedule an interview
2. A packet of information is mailed to the individual
3. Interview - (completed) packet is reviewed
4. The Division sends individual a decision
5. If approved, case is opened – for community or skilled facility services

The Division has seen an increase in the overall number of CY 18 LTC application referrals. In CY 17, the Division received 2,173 nursing home referrals & 3,593 community referrals. There appears to be a wait time between phone call and interview - within the eligibility unit.

Brookside Clinical Labs

Annette Iacono, Brookside Clinical Labs Vice President, provided an overview of Brookside Clinical Laboratory, Inc. Brookside is a (40 + years) full service medical testing facility dedicated to providing exceptional laboratory support. This organization currently has 200+ employees. They offer a broad range of tests utilizing advanced instrumentation and technically proven methodologies. Brookside’s goal is to provide clients with accurate and diagnostically meaningful results.

Brookside is located in Aston, PA and provides lab services for 100 long term care facilities (DE, NJ and PA combined). In Delaware, they provide lab services (blood & culture) for 30 nursing homes. Most results are provided before 3:30 pm (fax or web portal).

Rose Zuppo, Microbiologist, mentioned that the top three long term care culture requests:

1. Urinary Tract Infection (lab recommends physicians use caution with antibiotics)
2. C – Diff (lab receives approximately 2 - 4 positive cases per day)
3. Respiratory Infection (have been increasing)

Brookside also serves individuals needing lab services in the community (bed bound). Brookside Clinical Laboratory, Inc: www.brooksidelab.com or 610.872.6466.

1st Qtr 2018 QART Report

Tom Murray, DHCQ Deputy Director, presented the 1st Qtr 2018 QART Report. The survey team recommended five “G” level deficiency during 1st quarter 2018. The QART Team reviewed the five “G” level deficiency and downgraded one citation because the team decided there was insufficient evidence to support a “G” level citation.

CY 17 Adult Abuse Registry

Tom Murray, DHCQ Deputy Director provided commission members with CY 2017 Adult Abuse Registry referral information. In CY 17, there were 195 individuals referred to the Attorney General’s Office and 5 referred to Licensing/Professional Regulations due to incidents of abuse, neglect, mistreatment or financial exploitation.

Individuals have 30 days to file an appeal with a fair hearing officer. A third of folks file an appeal. 75 percent is upheld. There is a second appeal process, too.

CY 17 Background Check Center

Tom Murray, DHCQ Deputy Director, provided DNHRQAC members with an update regarding the Background Check Center (BCC).

The Background Check Center was established through legislation passed in April of 2012. As a result, use of the BCC is required of all employers who provide long term care services in licensed facilities and agencies throughout Delaware. There is \$25 user fee which is used to provide upkeep and system maintenance.

The BCC acts as the hub for nine different data sources of background information. Employers are able to access all of the information from one source, the BCC, which screens applicants for any type of position in the long term care settings. The nine data sources include:

1. Adult Abuse Registry
2. Certified Nursing Assistant Registry
3. Sex Offender Registry
4. Office of the Inspector General Registry
5. Child Protection Registry
6. Division of Professional Regulation Registry
7. State and Federal Criminal background Checks
8. Drug Screening
9. Service Letters from prior employers

Before the BCC, employers accessed the elements individually. This required a great deal of time, numerous paper reports, handling, and risk of exposing sensitive and personal information pertaining to applicants. BCC greatly improves the process of screening job applicants and saves money/time for employers. The BCC also streamlines the review process and reduces the amount of tracking of paper documents.

The BCC has a feature known as the “Quick Background Check.” At the beginning of the screening process, and before any cost is incurred, the employer can access public registries 1 through 4 to determine if any disqualifiers are on record which may influence the decision to hire.

A unique aspect of the BCC is the “Rap-back” process. The Rap-back will alert investigative staff of convictions and potential disqualifiers of employees in the BCC system.

There were approximately 5,500 applications submitted in CY 2017: Nurses Aides, Personal Care Workers, LPNs, RNs, etc.

Delaware Safety Council

John Farin, Esquire, Delaware Safety Council Executive Director, provided an update to commission members. Delaware Safety Council is a non-profit organization comprised of five full-time employees which serves 1,000 – 1,500 clients per month.

Delaware Safety Council’s mission is to promote the protection of life and health in the workplace, in the home, on the highway, and in the community by actively providing education/training resources and service.

The organization has 25 instructors to teach a variety of safety courses:

- A. Driver Safety (basic & advanced)
- B. Community Safety (boating, pet, & babysitting)
- C. Industrial Safety(flagging, forklift, CPR, First Aid and AED)

Delaware Safety Council: www.delawaresafety.org or 302.276.0660.

.Old/New Business:

Legislation

The proposed DNHRQAC legislative changes were forwarded to Legislative House attorney for review. Legislation will hopefully be introduced soon in the House & Senate.

DNHRQAC Memberships

Lisa Furber mentioned that she continues to communicate with Lydia Massey, Governor’s Boards & Commissions, regarding DNHRQAC membership vacancies.

4. Public Comment:

Health Observances

May:

Older American’s Month

May 6 – 12 National Nurses Week

May 13 – 19 National Nursing Home Week

June:

June 15 World Elder Abuse Awareness Day

6. Next meeting will be **Tuesday July 10, 2018 @ 9:30 AM**. The meeting location: DDDS Fox Run: 2540 Wrangle Hill Rd 2nd Floor Training Room "A" Bear, DE 19701.

7. Adjournment

The meeting was adjourned at 12:29 PM AM by Lisa Furber. .

Attachments: March 13, 2018 meeting minutes draft
Delaware Safety Council Flyer
Amerihealth presentation and flyers
DMMA LTC Applicant Services chart
2018 DNHRQAC meeting calendar
1st Qtr 2018 QART Report
Brookside Clinical Laboratory folder