
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION
DHSS Main Campus – Admin Bldg
Room 198
1901 N Dupont Hwy
New Castle, DE 19720

AND

DHSS Tom Collins Bldg
2nd floor conference room
504 S Dupont Hwy
Dover, DE 19901

FINAL

Meeting July 11, 2017
Minutes

Commission Member(s) Present: Lisa Furber, DNHRQAC Chair; Amy Milligan; Representative Kim Williams; Sue Shevlin; Karen Gallagher and Yrene Waldron. Paige Schmittinger, Esquire (DOJ) was also in attendance.

Commission Member(s) Absent: Lt Governor Bethany Hall-Long; Melissa VanNeerden; and Doug Watts.

Others Present: Margaret Bailey; Maria Miller, St. Francis Life Center; Patricia Collette, Aide to Karen Gallagher; Staci Marvel, DMMA; Tom Murray, DLTCRP; Theresa Madl-Young, DSAMH; Suzie Tadlock, Governor Bacon Health Center; and Dawn Moore, Governor Bacon Health Center.

1. Call to order

The (videoconference) meeting was called to order at 9:32 AM by Lisa Furber. The meeting was located in two DHSS facilities (DHSS Admin Bldg Room 198 & Tom Collins Bldg 2nd Floor Conference Room). The majority of meeting participants were located at DHSS Admin Bldg location. DNHRQAC Chair, Lisa Furber, and one other individual were present in the Tom Collins Bldg 2nd Floor Conference Room location.

2. Approval of the Minutes for the meeting of:

The meeting minutes of May 9, 2017 were approved as written.

3. Discussion of:

1st/2nd Qtr 2017 QART Report

Tom Murray, DLTCRP Deputy Director, presented the Quality Assurance Reports for 1st & 2nd Qtr 2017. 1st Qtr of 2017, the QART reviewed two surveys involving “G” level deficiencies. After review, QART Team decided the two “G” level deficiencies were appropriately cited.

2nd Qtr of 2017, the QART reviewed five surveys involving “G” level deficiencies. After review, the QART Team decided the five “G” level deficiencies were appropriately cited.

1st/2nd Qtr 2017 Staffing Report

Tom Murray, DLTCRP Deputy Director presented findings regarding facility staffing data during 1st and 2nd Qtr 2017. All facilities were in compliance with nurse to resident, aide to resident and hour ratios per Eagles Law (3.28). The hours per resident totaled 3.71 during this snapshot in time.

PROMISE Program

Theresa Madl-Young, Division of Substance Abuse and Mental Health (DSAMH) Administrator, provided an update regarding services and supports for persons with mental health, substance use, or co-occurring disorders in Delaware.

PROMISE program (Promoting Optimal Mental Health for Individuals through Supports and Empowerment) targets individuals with behavioral health needs and functional limitations to offer an array of home and community-based services (HCBS) that are person-centered, recovery-oriented, and aimed at supporting beneficiaries in the community. PROMISE strives to improve clinical and recovery outcomes and reduce unnecessary institutional care through better care coordination, and reduce growth in overall program costs.

PROMISE offers a variety of community based services:

- Care Management
- Individual Employment Supports
- Short-Term Small Group Supported Employment
- Financial Coaching
- Benefits Counselling
- Peer support
- Non-Medical Transportation
- Community-Based Residential Supports Excluding Assisted Living
- Nursing
- Community Psychiatric Support and Treatment
- Psychosocial Rehabilitation
- Respite
- Independent Activities of Daily Living/Chore
- Personal Care
- Community Transition Services

PROMISE Program Eligibility Process:

1. Contact DSAMH, Eligibility and Enrollment Unit (EEU): 1901 DuPont Highway, Herman Holloway Campus, New Castle, Delaware 19720. (302)255-9458.

EEU functions as the gatekeeper for DSAMH's mental health and substance abuse services.

2. EEU staff will evaluate a candidate for PROMISE via screening process and Delaware-Specific American Society for Addiction Medicine Assessment (ASAM) tool which is used to evaluate mental health and Substance Use Disorder conditions.
3. EEU connects qualified individuals with a DSAMH Care Manager and Provider to:
 - Develop a Self-Directed Recovery Plan
 - Assist in assigning medically necessary services
 - Maintain individuals health and well-being
 - Establish client's natural supports (family, friends, personal relationships and community resources).

The PROMISE Program offers provider training. For more information, contact DSAMH's Provider Relations Unit: (302) 255-9789.

In addition to the PROMISE Program, DSAMH focuses on five target areas:

1. Crisis Services

The Division provides twenty four hours a day (x7) on call crisis support. Crisis services are available (24/7) at the following locations:

Northern Delaware:

Crisis Intervention Mobile Services: DSAMH

Herman Holloway Health Campus in New Castle

Recovery Response Center: Recovery Innovations in Newark

Southern Delaware:

Crisis Intervention Mobile Services: DSAMH in Ellendale

Facility Recovery Response Center: Recovery Innovations in Ellendale

2. Intensive Support Services

- A. Assertive Community Treatment (ACT) - Group of staff members with a range of clinical and rehabilitative skills and expertise that develop a treatment plan specific to a client.
- B. Intensive Care Management (ICM) - Ten (10) staff members including primary care manager, psychiatric prescriber, and at least one clinical or rehabilitation staff person who shares case coordination and service provision tasks for each individual. ICM team serves up to 200 individuals and has a maximum staff to client ration of 1:20. ICM team serves individuals referred from office-based out-patient care that require a higher level of support.
- C. Community Reintegration and Support Program (CRISP) - Creative, flexible individualized approaches to Clients that who are clinically challenging and at times difficult to serve in the current service structure.

3. Housing

Service providers or case manager can assist qualified individuals with obtaining housing through the State Rental Assistance Program (SRAP) and other transitional housing programs.

ACT and ICM providers' staff composition has a housing specialist on each team.

Currently, over 750 families and individuals' are housed through the SRAP program.

4. Supported Employment

Supported Employment includes person-centered, comprehensive employment planning and support services that provide assistance for waiver program beneficiaries to obtain, maintain, or advance in competitive employment or self-employment.

This employment planning includes engaging a beneficiary in identifying a career direction and developing a plan for achieving competitive, integrated employment at or above the State's minimum wage.

The outcome of this activity is identification of the beneficiary's career objective and development of a career plan used to guide beneficiary to gain competitive employment.

5. Rehabilitation Services

PROMISE Program case manager works with provider, natural supports and others to create a -Person - Directed Recovery Plan.

4. Old/New Business:

FY 17 DNHRQAC Annual Reports

Ms. Bailey and Ms. Furber prepared FY 17 DNHRQAC Annual Report and forwarded to commission members for review. Members approved FY 17 DNHRQAC Annual Report as written.

DNHRQAC Memberships

Lisa Furber and Margaret Bailey have been in communication with the Governor's Office regarding membership vacancies. Commission members have decided to create a sub-committee and begin working on drafting code modifications. The group plans to introduce the proposed changes when the General Assembly reconvenes - January 2018.

CNA Schools – Pass Rates

The current CNA Pass Rate Report was discussed among commission members. It appears DLTCRP recently hired a registered nurse to oversee CNA Schools, CNA certification/recertification process, etc. The commission will connect with DLTCRP staff member and ask to discuss this topic in more detail during a future meeting.

Letter from Family Member

A copy of the letter was distributed to commission members and open for discussion.

5. Public Comment:

WEAAD - World Elder Abuse Awareness Day was June 15, 2017. Representative Valerie Longhurst, Representative Kim Williams and Senator Stephanie Hansen sponsored a joint concurrent resolution – HCR 36. The Senior Protection Initiative (DOJ) and various DHSS agencies set up tables and distributed materials at the following locations: Carvel Building (Wilm), Christiana Mall, Dover Mall and Bethany Beach Boardwalk.

All-Stars Award Event – DHCFA sponsored the annual event May 17, 2017 to recognize and give thanks to LTC and AL staff for the following categories: Administrator, DON, LPN, CNA, Activities, Therapist, RN, Resident/Family Liaison, Environmental Services, Maintenance, Food Service, Administrative Support, Culture Change and Community Advocate. Senator Townsend and Representative Bentz sponsored SCR 11 to honor this occasion during National Nursing Home Week.

6. Next meeting will be held **Tuesday September 12, 2017 @ 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 12:09 PM by Lisa Furber.

Attachments: May 9, 2017 meeting minutes draft
DNHRQAC by-laws
DE Code Title 29 Chapter 79 § 7909
DNHRQAC 2018 meeting schedule
1st & 2nd Qtr 2017 QART Report
Staffing Report
Promise Program presentation
Approved CNA Training Programs
CNA Pass Rates
Letter from family member