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DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION  
Harbor Chase of Wilmington  
2004 Shipley Rd  
Wilmington, DE 19803

FINAL

Meeting of March 19, 2019  
Minutes

Commission Member(s) Present: Lisa Furber, DNHRQAC Chair; Karen Gallagher, and Dr. Michela Coffaro, Psy D. Karin Volker, Esquire, DOJ was also in attendance.

Commission members not in attendance: Lt Governor Bethany Hall-Long, Representative Kim Williams, Amy Milligan, and Yrene Waldron.

Others Present: Margaret Bailey, Mary Peterson, Division of Health Care Quality; Hooshang Shanehsaz, Public Health; Dr. Melissa Winters, DSAAPD; Chad Golden, Brandywine Nursing and Rehab; Cheryl Heiks, Webster Consulting; Jill McCoy, State Ombudsman; Chantel Collie, LTC Ombudsman; Mary Ann Summers, Consumer; Dr. Lorraine Phillips, UD; and Barbara Bass, Aide to Karen Gallagher.

1. Call to order

The meeting was called to order at 9:42 AM by Lisa Furber. All attendees introduced themselves and were invited to tour Harbor Chase of Wilmington after the meeting.

2. Approval of the Minutes for the meeting of:

The meeting minutes draft of January 8, 2019 was not voted upon due to lack of quorum.

3. Discussion of:

Oral Health and Dental Services

Dr. Nicholas Conte, Director of the Bureau of Oral Health and Dental Services Division of Public Health Delaware Health and Social Services Delaware, provided an overview/update of dental services and oral healthcare in Delaware.

2018, a third of Delaware dentists, hygienists and CCHS medical residents were educated in oral health and dental services through the Division of Public Health (DPH).

The goal of Delaware Bureau of Oral Health and Dental Service Division is to ensure that all members of the Delaware population, regardless of age, ability, or financial status, will achieve optimal oral health through an integrated system which includes prevention, education and appropriate treatment.

The Division has been using Silver Diamine Fluoride (SDF), which is a clinically applied treatment that controls active dental caries and aids in preventing further progression of the disease. SDF has a dual mechanism of action resulting from the combination of its ingredients. The silver component acts as an anti-microbial agent killing bacteria and preventing the formation of new biofilm, while the fluoride acts to prevent further demineralization of tooth structure. Application of SDF is simple and non-invasive.

Dr Conte shared that public health's mobile van has been retired; that telehealth and other means have replaced the mobile dental unit (was expensive to operate and maintain).

Dr. Conte further added that Public Health would like to revitalize an oral health training program for providers. Ms. Bailey mentioned that University of Delaware Center for Disabilities Studies offered oral health education to caregivers a few years ago and will forward information to Dr. Conte.

It was recommended that the Division of Public Health contact DHCQ to see if an oral health/dental program would be able to be funded using Civil Monetary Penalty funds.

#### Long Term Care Ombudsman Program (LTCOP)

Jill McCoy, State Ombudsman, provided an overview of the Long Term Care Ombudsman Program in Delaware. Chantel Collie, LTC Community Ombudsman (Kent/Sussex County) joined Ms. McCoy. LTCOP is primarily funded through Title 7 and Title 3 of the Older American's Act (OAA).

The LTCOP unit (8 staff) is comprised of: State Ombudsman, four LTC Ombudsman assigned to specific facilities or settings, two community ombudsman and a volunteer ombudsman coordinator.

The Long Term Care Ombudsmen are advocates for residents living in long-term care facilities as well as other settings (such as their own homes) and receive home and community-based services (HCBS).

LTCOP currently serves:

- 50 nursing homes
- 34 assisted living facilities
- 34 family care homes
- 3 rest (residential) homes

LTCOP investigates and resolves complaints on behalf of these individuals. Complaints can be made by residents, family members, or other concerned parties. The program also provides opportunities for Volunteer Ombudsmen to serve as friendly visitors/advocates in nursing homes.

The # one complaint received by LTCOP: resident's care is not satisfactory.

LTC Ombudsman also witness Advanced Care Directives.

In addition, LTCOP provides information and answers about resident rights within long term care system. Ms. McCoy shared that she plans to bring back the Residents Rights Rally in October to honor resident's rights throughout Delaware.

Ms. McCoy will forward an updated organizational chart once it is available.

To contact LTCOP: 800.223.9074.

4. Old/New Business:

DNHRQAC Proposed Legislation

Ms. Furber informed commission members that the proposed DNHRQAC legislation was heard on the House Committee floor – March 6, 2019. HB 62 is being sponsored by Representative Williams.

DNHRQAC Memberships

Commission members continued their discussion regarding (5) membership vacancies.

Dr Walker Letter – DHCQ Director Position

Ms. Furber mentioned that a letter was sent to Delaware's DHSS Cabinet Secretary, Dr. Walker, regarding the upcoming DHCQ Director position vacancy. Ms. Mary Peterson, current DHCQ Director, will be retiring April 2019. Commission members received a copy of the letter last month (& in meeting packet) which outlined the commissions relationship with DHCQ Director, emphasized qualities important to consider in potential candidates, DNHRQAC's willingness to be part of interview panel, etc.

5. Public Comment:

Bayhealth IV Therapy

Bayhealth will be offering the next train-the-trainer course on May 15, 2019 at their new Milford Campus: 100 Wellness Way Milford, DE 19963. Gina Collins, MSN, RN, VA-BC, Nurse Manager, Vascular Access/Dialysis will be facilitating this educational opportunity geared toward nurses in licensed LTC/AL facilities and outpatient settings. To register: 302.744.7135. Nursing contact hours are offered for this program to provide best practice in the care of central venous access devices.

UD Nursing Home Administration Regulations Course

UD partnered with a few agencies within DHSS to offer a two-day training session (3/14 & 3/15) at Delaware Hospital for the Chronically Ill.

50 nurses, social workers, ombudsmen, surveyors and others participated in this educational opportunity to learn about recent Center for Medicare & Medicaid Services (CMS) regulatory updates in long term care.

State Email Addresses

Ms. Bailey reminded all that State employee email addresses changed last month. To provide an example, Ms. Bailey's email address, [Margaret.e.bailey@state.de.us](mailto:Margaret.e.bailey@state.de.us) is now [Margaret.e.bailey@delaware.gov](mailto:Margaret.e.bailey@delaware.gov).

FY 20 JFC Budget Hearings

DHCQ and other FY 20 budget hearings were rescheduled due to inclement weather of February 20, 2019. The new hearing date/time will be March 20, 2019 @ 9:00 am – Legislative Hall.

St Francis Life Center

St Francis Life Center hosted an open house for their sixth year anniversary on February 28, 2019. The Center provides Program of All Inclusive Care for the Elderly (PACE) in Wilmington, Delaware.

6. Next meeting Tuesday May 21, 2019 at Division of Developmental Disabilities Services: 2540 Wrangle Hill Rd 2<sup>nd</sup> Floor Training Room "A" Bear, DE 19701 @ 9:30 am.

Observances

February – American Heart Month  
March – (10 – 16) Nat'l Patient Safety Awareness Week  
April – (15<sup>th</sup>) Nat'l Prescription Drug Take Back Day  
May – (5<sup>th</sup>) Hand Hygiene Day & Mental Health Month

6. Adjournment

The meeting was adjourned at 11:28 AM by Lisa Furber.

Attachments: January 8, 2019 meeting minutes draft  
Bayhealth IV Therapy flyer  
Dr. Walker letter  
2019 DNHRQAC Meeting schedule – updated  
FY 20 JFC Public Hearing schedule – updated  
Eagles Law proposed changes (DHCQ)