
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

DDDS Fox Run
2540 Wrangle Hill Rd
2nd Floor Training Room 'A'
Bear, DE 10701

FINAL

Meeting of May 21, 2019
Minutes

Commission Member(s) Present: Lisa Furber, DNHRQAC Chair; Karen Gallagher, and Dr. Michela Coffaro, Psy D, Representative Kim Williams, Amy Milligan, and Yrene Waldron. Karin Volker, Esquire, DOJ also in attendance.

Commission members not in attendance: Lt Governor Bethany Hall-Long.

Others Present: Margaret Bailey, Tom Murray, DHCQ (by phone); Dr. Melissa Winters, DSAAPD; Barbara Bass, Aide to Karen Gallagher, Christina Kontis, MFCU, Linda Brittingham, CCHS, Elsie Josiah, Quality Insights, Debbie Akinloa, Neighbor Care, Brandy Wilson, Regal Heights, Kate Keller, MFCU, Rob Smith, DHCQ (by phone), and Chantel Cunningham, Vitas.

1. Call to order

The meeting was called to order at 9:32 AM by Margaret Bailey. All attendees introduced themselves.

2. Approval of the Minutes for the meeting of:

The meeting minutes' draft of January 8, 2019 & March 19, 2019 were not voted upon due to lack of quorum.

3. Discussion of:

QART Report

Tom Murray, DHCQ Acting Director, presented the 1st Qtr 2019 QART Report via teleconference. During this snapshot in time, the survey team recommended five "G" level deficiencies. The QART Team reviewed the recommended "G" level deficiencies and determined that two of the citations should be downgraded because:

1. Unable to substantiate as a harm level deficiency.
2. No history of falls or care plan requirements for supervision while in wheel chair and lack of documentation to support this tag.

Staffing Report

Rob Smith, DHCQ Licensing Administrator, presented the Staffing Report. The cumulative hours per resident totaled 3.72 hours during this snapshot in time. Per Eagles Law, 3.28 are the minimum number of hours required, however facilities must also staff to meet the needs of the residents, too. In addition, all skilled facilities exceeded nurse to residents and aides to residents per shift during certification review.

Civil Monetary Penalty Report

Rob Smith, DHCQ Licensing Administrator, presented CY 18 CMP Report. Federal penalties were imposed nineteen times and totaled \$1,000,739. Penalty reason's included: Nutrition/Dehydration (x2), Resident Abuse (x2), incontinence/urinary catheter care (x3), respiratory/tracheotomy care, avoidable pressure ulcer (x5), injuries during a fall (x3), injuries during a fall without adequate supervision, failure to provide appropriate care and treatment, and cardiopulmonary resuscitation.

Under the Federal Nursing Home Reform Law, the Centers for Medicare & Medicaid Services (CMS) has authority and the "responsibility" to impose Civil Money Penalties (CMPs) and other enforcement actions at nursing homes that are found to violate federal standards of care (which are called Requirements of Participation). The State of Delaware, specifically DHCQ, also has the authority to impose CMPs.

Special Focus Facilities are those with "a history of serious quality issues" and are subject to two standard surveys each year and more rigorous enforcement actions.

Neighbor Care Home Care & Family Support

Debbie Akinola, RN, was recently approved by Delaware Court of Chancery to offer guardianship services. Prospective clients must be approved by the state presiding court who determines generalized or limited guardianship, power of attorney, or fiduciary services are most appropriate based on an individual basis.

Neighbor Care Home Care & Family Support services include: estate management, housing options, care options, bill paying and negotiation, financial management, Medicare & Medicaid enrollment, medical claims submission and representation at care conferences.

Ms. Akinola has been a professional caregiver for more than 20 years and has worked with individuals with various challenges and disabilities. Neighbor Care's philosophy is to focus on individual's particular strengths and abilities, unique opportunities and needs for self-determination and least restrictive level of support.

Services are offered state-wide for socially, economically and physically dependent individual's in Delaware. In order to achieve optimal outcomes, this organization addresses holistic needs with guardianship, fiduciary, health & well-being care management services.

Guiding principles:

- Best interest model of support
- Least restrictive form of support
- Total physical, social and environmental wellness support

Contact information: info@neighborcare-hcfs.com or 800.214.6548. 24/7 answering service is available, too.

Quality Insights (QI)

Elsie Josiah, RN Project Coordinator, provided commission members with an overview of nursing home projects currently in Delaware.

Quality Insights is a non-profit organization focused on using data and community solutions to improve healthcare quality in pursuit of better care, smarter spending and healthier people. They strive to be a change agent, trusted partner and integrator of organizations collaborating to improve care.

QI's is a CMS Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for five states (DE, LA, NJ, PA and WV). QI's hopes to hear from CMS by June 30, 2019 regarding their next scope of work (SOW).

Current projects include:

- Patient Centered Care & Family Engagement: Quality Insights engages people and their families in self-care, community care and organizational care.
- QAPI: Works in tandem with nursing home facilities to ensure that they continuously identify and correct quality deficiencies as well as sustain performance improvement.
- Staff Stability/Huddles: Multiple educational webinar's offered to health care providers on various subject matters.
- Antipsychotics: Reduce the use of antipsychotic medication in long-term care facilities, which has an on-going National initiative for several years.
- Antibiotic Stewardship: Monitor, reduce and prevent misuse and/or overuse of antibiotics within a healthcare system using a multidisciplinary team and strategic approach.
- Community Focus: Initiatives such as improving the health of people with diabetes by providing and facilitating Diabetes Self-Management Education (DSME) training classes through partnerships with various stakeholders throughout our region.

DDDS

Katie Howe, Director of Quality Improvement, provided commission members with an overview of DDDS services.

The Division currently serves 5,893 clients residing in the following environments: DDDS clients reside in multiple settings: Stockley Center, nursing homes, neighborhood homes, foster care, supported care, out of state and individuals living at home with family members.

Beginning July 1, 2019, Life Span Waiver enrollees will lose State benefits and shift to a fee-for-service provider.

The Division has three types of case management:

- Community Navigators
- Supported Coordinators
- Employment Navigators

Residential Medical Rehabilitation is a new program designed for DDDS clients who qualify medically and have a diagnosis that requires nursing level services. Ms. Howe will forward information regarding specific criteria requirements.

DDDS is in the process of developing a provider report card. The report cards will be available on DDDS's webpage: <https://www.dhss.delaware.gov/ddds/>.

The Office of Professional Development is responsible for administration of the statewide training program for staff employed by or contracted with DDDS. The Division is in the process of updating on-line training efforts.

Harmony is the Incident Resolution and Service Integrity Management System operated by the Division of Developmental Disabilities Services (DDDS) since July 2018.

Harmony:

- Allows reporting of incidents directly into the system through the DDDS website.
- Maintains a searchable database of all incidents.
- Records the results of all site surveys.
- Allows both DDDS and Provider staff to enter required documentation online and monitor the quality improvement process – from approval to verification.

4. Old/New Business:

DNHRQAC Proposed Legislation

Ms. Furber informed commission members that the proposed DNHRQAC legislation was passed in the House & Senate chambers. HB 62 w/HA1 was sponsored by Representative Kim Williams and Senator Jack Walsh.

5. Public Comment:

World Elder Abuse Awareness Day (WEAAD) Concurrent Resolution

Representatives Kim Williams, Valerie Longhurst and Krista Griffith will prime sponsor a concurrent resolution for WEAAD. Senator Stephanie Hansen will be prime sponsor in the Senate. DNHRQAC will join AG Kathleen Jennings and DAG Gina Schoenberg, Esquire @ Legislative Hall on June 12, 2019 to promote awareness in the House (2:00 pm) & Senate (4:30 pm).

Dementia Friendly America Kickoff

April 30, 2019 there was a Dementia Friendly Kickoff sponsored by DSAAPD and Alz Assoc, DE Valley Chptr. Contact Julie Devlin, Esquire for more information: 302.255.9393.

UD Nursing Summit

Delaware Action Coalition, transforming health and healthcare in Delaware, held a summit on May 15, 2019 at the UD Star Tower Audion.

Older American's Month – May

Several agencies are promoting events throughout the State to recognize Older American's Month.

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

7. Adjournment

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

Attachments: May 21, 2019 meeting agenda
March meeting minutes' draft
QART Report
Staffing Report
CMP Report
Neighbor Care flyer