
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION
Virtual Meeting
Cisco Webex
FINAL
Meeting of January 19, 2021
Minutes

Commission member(s) present: Lisa Furber, DNHRQAC Chair; Cheryl Heiks; Lorraine Phillips, Ph.D.; Norma Jones; Dr. Michela Coffaro, Psy; Christina Kontis, Esquire; Kyle Hodges and Amy Milligan. Karin Volker, Esquire, DOJ was also in attendance.

Commission members not in attendance: Catherine Hightower; Hooshang Shanehsaz; Karen Gallagher; Representative Kim Williams and Lt Governor Bethany Hall-Long.

Others Present: Margaret Bailey, DNHRQAC Executive Director; Mark Brainard, Jr, JLOSC; Sheila Grant, AARP; Corinna Getchell, RN, DHCQ; Karen Crowley, DHCQ; Chad Golden, DON Forwood Manor; Ed Black, Esquire (DOJ); Kathleen Dougherty, DMMA; Carol Lovett, Consumer; Dr. Susan Levy, MD, CMD; Kelly Huff, Esquire; Chris Morandi, Vitas; Andrea Wozney, DSAAPD; Linda Brittingham, Christiana Care Hospital; Staci Marvel, DMMA; Zita Dresner, Esquire; CLASI; Wade Scott, Esquire, Delaware Elder Law Center; and Michelle Petacone, Consumer. There were 11 additional individuals that joined the meeting by phone/webex and not identified.

1. Call to order

The meeting was called to order at 9:33 AM by Lisa Furber, DNHRQAC Chair.

2. Approval of the Minutes for the meeting of:

The meeting minutes' draft of November 17, 2020 were not approved due to lack of quorum.

3. Discussion of:

Division of Health Care Quality (DHCQ)

Corinna Getchell, MSN, Director of Division of Health Care Quality (DHCQ) attended the meeting and provided updates regarding COVID-19 as it relates to Delaware LTC facilities.

VA Nurses & Incident Response Team

Centers for Medicare & Medicaid Services (CMS) and Centers for Disease Control (CDC) deployed Federal nurses to LTC facilities actively battling COVID-19 outbreaks - summer 2020. These "strike teams" learned that while current regulations were designed to protect the health and safety of residents, the pandemic created an urgent need to directly assist frontline workers with more focused training and guidance than has been used in the past. As a result, VA nurses assisted LTC facilities in Delaware.

The following VA Nurse visits were reported by the Division:

- a. November 2020 - 26
- b. December 2020 - 34
- c. January 2021 – 10

Ms. Getchell informed the group that the VA Nurses contract recently expired.

An Incident Response Team (IRT) is being developed to assist LTC facilities during COVID-19 outbreaks ranging from: infection control training, testing, tracking and incident response. The goal is to have 10 nurses participate in the Incident Response team. One individual (nurse) will begin today. The Division mentioned they have not received much interest from other individuals willing to serve in this capacity. All Delaware LTC facilities experiencing an outbreak are required to provide access to IRT's when requested by DHSS (effective December 23, 2020). These visits are non-punitive in nature.

An outbreak means there is a COVID-19 positive case among one or more staff or resident.

Infection Prevention Surveys

During the last two quarters of 2020, the following findings were reported by DHCQ:

- 3rd Qtr 2020 - 40 focus infection surveys, primarily F Tag 880
4th Qtr 2020 – 42 focus infection surveys, varied in scope & severity

Staffing Shortages and Strategies

The State is working one on one with LTC facilities experiencing staffing challenges. The Delaware Medical Reserve Corp was not able to provide any compensation. The National Guard has not assisted LTC facilities since May 2020.

LTC Reopening Plan, Visitation Plan & Support Person

In person and outdoor visitations have not been permitted since beginning of December 2020. Compassionate visits are still on-going and reviewed on an individual basis. Support person visits are allowed only if facility staff and residents are COVID (positive) free for 14 days.

COVID Vaccine

Residents were able to begin receiving COVID-19 vaccine the week of December 28, 2020 as part of vaccination efforts under the Federal Pharmacy Program. Walgreens and CVS pharmacists are working with facilities to vaccinate residents & staff. While the vaccine is shipped directly to the pharmacies from the federal level, doses come out of each state's total allocation.

All long term care facilities have signed up for the Federal Pharmacy Program. All facilities are scheduled for their 1st round of vaccinations.

To date, 16 LTC facilities have registered with DelVac. Facilities are required to register through this system to be able to provide vaccines for residents and staff beyond the Federal Pharmacy Program or partner with a pharmacy provider.

Delaware Elder Law Center

Wade Scott, Esquire, provided commission members with an overview of the Delaware Elder Law Center. Elder law focuses on helping seniors and their loved ones prepare for and cope with the many changes that accompany growing older. The Center provides Medicaid and Estate Planning. Staff is able to assist with the following:

Special Needs Trusts
Financial and Health Care Agent
Durable Power of Attorney
Miller Trust

Due to the pandemic, direct access to client's residing in LTC facilities has been an obstacle. In addition, it's been challenging to find out their clients health status.

For more information, visit <https://www.delawareelderlaw.com/>. Call: 302.300.4390 or email: delawareelderlaw.com.

Managed Care Organizations & Open Enrollment

Kathleen Dougherty, Chief of Managed Care Operations for Division of Medicaid & Medical Assistance (DMMA), provided updates regarding Managed Care Organizations (MCO) in Delaware.

During the pandemic, in-person visits stopped (March 2020). As a result, case workers switched to telephone and virtual visits.

Highmark of Delaware and AmeriHealth Caritas provide Medicaid services in Delaware:

Highmark: 145,000 members
AmeriHealth Caritas: 88,000 members

*2,937 current members are skilled or assisted living facility residents.

The MCO contracts are due to expire at the end of CY 21.

Medicaid open enrollment was held October 2020 - January 2021 where members could elect to a new plan or stay with the existing plan. 540 individual's changed plans.

Beginning Oct. 1, 2020 individual's ages 19-65 who are enrolled in a managed care Medicaid plan began receiving adult dental services. Members can obtain a list of providers from their managed care organization. To date, there have been \$2M in claims.

The benefit covers a wide variety of services, including exams, cleanings, fillings, sedation, and regular tooth extractions. It will cover \$1,000 of dental care per year; an additional \$1,500 per year may be available for qualifying emergency or supplemental care when medically necessary.

DMMA also manages the contract for non-emergency transportation with Modivcare (formerly called Logisticare). The following number of member transport visits occurred:

2019 - 52,175

2020 - 47,426

4. Old/New Business

FY 22 Public Budget Hearings

Ms. Bailey mentioned that FY22 Public Budget Hearings began last week. A copy of the schedule was emailed previously to commission members.

UD School of Nursing

Dr Lorraine Phillips shared that Buxbaum Scholars and Student Nurses Organization at the University of Delaware prepared 150 - 160 gift bags during December 2020. The Buxbaum Scholars wrote cards/delivered items while the Student Nurse Organization packaged, labeled and organized the donated items. The items were delivered to residents of long-term care facilities where students completed their clinical experiences.

Joint Legislative Oversight and Sunset Committee (JLOSC) Updates

Ms. Bailey has been providing updates to JLOSC staff regarding DNHRQAC activity as requested. No formal review date has been provided at this time.

FY 21 DNHRQAC Meeting Schedule

Ms. Bailey forwarded FY 21 meeting schedule draft to commission members for review.

5. Public Comment

Health Observances

December:

Nat'l Handwashing Awareness week - 12/6 /- 12/12

Nat'l Influenza Vaccine week – December 6 - 12, 2020

January:

Nat'l Glaucoma Awareness month

February:

American Heart month

Michela's Place

Dr. Michela Coffaro shared that Fellowship Health Resources, Inc (FHR), a non-profit behavioral healthcare organization with services spanning seven states, is pleased to announce the opening of a new residential living program in Milton, Delaware. This newly renovated, eight-bed home, will offer a wide spectrum of person-centered care to individuals 18 years of age and older with a behavioral health diagnosis and co-occurring medical issues. The program is slated to open March 18, 2021.

Named Michela's Place, the program honors Michela Coffaro, Psy. D., ACSW, resident of Milton, Delaware, and long-time, dedicated board member.

Michela's Place will provide a variety of supports to residents, including treatment planning, individual and group therapy, advocacy, medical assistance, educational/employment support, assistance with daily living activities, and transportation. It will be staffed 24/7 by FHR's team, including an Assistant Program Director, Nurse, and direct care staff.

Next meeting commission meeting will be on Tuesday March 16, 2021 @ **location to be determined**.

6. Adjournment

The meeting was adjourned at 11:06 AM by Lisa Furber.

Attachments: DNHRQAC Meeting of January 19, 2021 meeting agenda
DNHRQAC Meeting of November 17, 2020 - draft