
*Delaware Nursing Home Residents
Quality Assurance Commission*

DNHRQAC Staffing Model Subcommittee Meeting of November 16, 2023

@ 1:00 p.m.

Virtually via Cisco Webex

Anchor Location: The Vero @ Newark – 924 Barksdale Rd Newark, DE 19711

FINAL

Subcommittee members in attendance: Mary Peterson, RN; Kori Bingaman, NHA; Norma Jones and Cheryl Heiks.

Subcommittee members absent: Dr. Avani Virani.

Others Present: Margaret Bailey, DNHRQAC Executive Director (in-person).

This meeting was brought to order @ 1:10 pm.

1. Welcome from subcommittee members

DNHRQAC subcommittee members introduced themselves and provided information regarding their current and past roles relating to Delaware long term care.

2. Election of subcommittee spokesperson

Subcommittee members elected Kori Bingaman, NHA as the spokesperson.

3. Discussion of:

This was the first DNHRQAC Staffing Model Subcommittee Meeting.

Subcommittee members discussed a wide variety of topics relating to long term care staffing.

Ms. Peterson mentioned one of the topics of discussion during the LTC and Memory Care Taskforce was acuity-based staffing models in long term care. Currently, the State of Delaware has a staffing requirement in nursing homes of 3.28 hours per resident per day (HPRD) of direct care. Delaware also has a staff to resident ratio requirement that is currently being waived until the end of June 2024. Finally, the regulations state a facility must meet the needs of the resident and members agree the language is rather vague.

The subcommittee is aware there is a workforce problem, not just in healthcare.

Subcommittee members discussed the staffing reports provided quarterly to the full Commission by the Division of Health Care Quality (DHCQ). This subcommittee believes it would be beneficial to have a breakdown, per facility, of facility staff vs agency use and by profession: Certified Nursing Assistants (CAN), Registered Nurse (RN) & Licensed Practical Nurse (LPN).

Ms. Bingaman mentioned there are a few different timekeeping software platforms facilities use to track employment data. She added that WillowBrooke Court Skilled Center at Manor House uses Kronos, which can provide a breakdown per discipline and whether facility or agency staff.

Action Items:

- Ms. Bingaman will forward a snapshot of information asked by DHCQ regarding facility staffing.
- Ms. Bailey will contact DHCQ and find out whether they can modify future quarterly staffing reports.
- Ms. Peterson will forward a nursing home staffing acuity model report (Dr. Harrington) she received recently to subcommittee members for review.
- Ms. Heiks will poll Delaware facilities to find out what timekeeping software they are using & whether the software can be broken-down per discipline & facility staff vs agency.

4. Public Comments

No public comments were brought forward during this meeting.

5. Next Meeting

The next DNHRQAC Staffing Model Subcommittee Meeting will be held on January 18, 2024 @ 10:00 am: Cisco WebEx & Anchor Location: The Vero @ Newark – 924 Barksdale Rd Newark, DE 19711.

7. Adjournment

The meeting was adjourned at 2:38 pm.