
*Delaware Nursing Home Residents
Quality Assurance Commission*

**DNHRQAC Staffing Model Subcommittee Meeting of January 18, 2024
@ 10:00 a.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) and Lisa Furber, DNHRQAC Chair.

This meeting was brought to order @ 10:19 am.

1. Approval of Meeting Minutes

The minutes draft of 11/16/2023 were approved as written.

3. Discussion of:

After November 16, 2023 DNHRQAC Staffing Model Subcommittee Meeting, subcommittee members asked Ms. Bailey to forward questions to Division of Health Care Quality (DHCQ). The responses were forward to subcommittee members in advance of this meeting.

Ms. Furber mentioned Delaware may want to consider creating more pathways for Certified Nursing Assistants (CNA) as a career ladder from CNA to Licensed Practical Nurse (LPN) or Registered Nurse (RN). She shared that other States offer CNAs additional training.

Additionally, Ms. Furber mentioned Ms. Bailey recently sent an article to all commission members about a State that is offering a 20/20 work week to train and retain staff. The CNAs split their time working and going to school.

Action Item: Ms. Bailey will resend 20/20 work week article to subcommittee members.

Ms. Heiks suggested Delaware have an on-line learning component with educational institutions to be able to provide flexibility for the workforce. It is her understanding this would allow staff to participate in training sessions when they are able to do so. Currently, Ms. Heiks stated in Delaware most of the training requires folks to participate in-person. She added that other States are more advanced in on-line training offerings.

Ms. Jones mentioned a few staff members within her facility had gone from a CNA to LPN or RN. She invited a LPN, who works at a Delaware long term care facility, to provide feedback during the meeting about her educational experience. Subcommittee members asked the LPN questions. Ms. Jones added that at times, staff members that started out as CNAs will fall back and provide CNA duties, if needed.

Ms. Bingaman mentioned she has several housekeepers that work in her building interested in getting their CNA certification but cannot often afford the fees. She asked whether the State currently offers financial assistance for CNA training. Ms. Heiks added the Department of Labor

can assist as it is based on income. She also mentioned several facilities are covering the cost of staff interested in obtaining a CNA certification.

Action Item: Ms. Heiks to provide link the for Department of Labor.

Ms. Peterson mentioned there is the Limited Lay Administration for Medication (LLAM) that has been offered through the State of Delaware. Ms. Heiks concurred and added the LLAM Program has been offered in Delaware for several years now.

Ms. Heiks shared that Delaware Health Care Facilities Association would like to pursue the Med Tech program in Delaware. She stated other States have a version of a Med Tech Program in nursing homes and said this could be piloted in Delaware and carefully monitored at each step to ensure success. This would be considered a positive proactive workforce development step and encourage career advancement, too. Ms. Peterson mentioned a while back, there were issues in other States that offered a Med Tech Program so at that time, Delaware decided not to offer it.

Ms. Bingaman added that ACTS, a non-profit, offers scholarships and additional funds for staff interested in pursuing any type of training or education. ACTS also offers tuition assistance for high school students, too. Ms. Peterson added the State of Delaware offers tuition assistance for nurses who in return agree to work in a State facility for a certain period.

Ms. Jones shared there are high school students working in the facility where she lives through a CNA co-op program. Ms. Heiks added there are several vo-tech and other high schools that offer something similar.

Staffing Models

Ms. Peterson mentioned she doesn't believe this subcommittee should be developing or creating staffing models. She believes DHCQ and the facilities should be working together to come up with staffing models and then DNHRQAC be part of the review process & be able to provide comments before any legislation is introduced. Other subcommittee members agreed, too.

Subcommittee members voted and approved to draft a letter to DHSS/DHCQ and suggest that based on recommendations from the LTC and Memory Care Taskforce, DHSS move forward on developing staffing models for nursing homes and not exclude assisted living facilities. Ms. Heiks suggested folks may want to familiarize themselves with what is currently defined in Delaware statute around acuity and what other States have in place, too.

Ms. Peterson offered to draft the letter and circulate to subcommittee members for consideration.

Action Item: Ms. Peterson will draft a letter and forward to subcommittee members for consideration.

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 February 14, 2024 @ 1:00 pm: Cisco WebEx & Anchor Location: The Vero @ Newark – 924 Barksdale Rd Newark, DE 19711.

7. Adjournment

The meeting was adjourned at 11:31 am.

Handouts: 1/18/2024 subcommittee meeting agenda
11/16/2023 meeting minutes draft
DHCQ response to questions raised during last meeting