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*Delaware Nursing Home Residents  
Quality Assurance Commission*

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**DNHRQAC Staffing Model Subcommittee Meeting of February 14, 2024  
@ 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: none

Others Present: Margaret Bailey, DNHRQAC Executive Director (in-person) and Lisa Furber, DNHRQAC Chair.

This meeting was brought to order @ 1:06 pm

1. Approval of Meeting Minutes

The minutes draft of 1/18/2024 were approved as written.

3. Discussion of:

Letter to DHSS Secretary Manning Draft

During subcommittee meeting of January 18, 2024, members voted/approved to draft a letter to encourage a working relationship with the Department of Health and Social Services (DHSS), the Division of Health Care Quality (DHCQ) and the LTC industry to develop two acuity-based staffing models that would be utilized in the skilled nursing facilities and the assisted living facilities (including memory care units) in the State of Delaware. Through a cooperative effort, the goal is to develop a system that ensures the quality of care and life for Delaware long term care residents.

Ms. Peterson offered to prepare the letter, which was forwarded to subcommittee members in advance of this meeting. Additionally, the letter draft was (screen) shared during this meeting, too.

After a robust discussion, subcommittee members voted and approved a letter to DHSS Secretary Manning, which included final recommendations from the 151<sup>st</sup> General Assembly Joint Legislative Long Term Care and Memory Care Taskforce, <https://legis.delaware.gov/TaskForceDetail?taskForceId=444>, specifically related to staffing concerns:

- *DHSS and other state entities to embrace a person-centered acuity model for staffing requirements to support residents and ensure that sufficient care is available to meet their needs, including the needs of residents receiving memory care services.*
- *A person-centered acuity model will require DHSS and other state entities to further review its existing system, and adapt existing frameworks, seek input from long-term care facilities and residents, develop holistic metrics for direct care hours, and potentially build new systems.*

- *DHSS and other state entities to begin assessing steps for the implementation of a person-centered acuity model for staffing by April 1, 2024.*

*The Secretary of DHSS to submit a written status report, by April 1, 2024, to:*

- \* the chairperson of the House Health and Human Development Committee*
- \* the chairperson of the Senate Health and Social Services Committee*
- \* the co-chairpersons of the Long Term Care and Memory Care Task Force.*

- *Urge DHCQ to review existing qualification requirements for long-term care facility staff on a regular basis to ensure quality of care.*

*The LTC & Memory Care Task Force recommended DHCQ:*

- *Complete an evaluation of existing training and qualification requirements found in both the Delaware Code and the Administrative Code relating to staffing in different facility types, taking into consideration levels of care and, if applicable, the range of memory care services offered by facilities.*
  - *Assess the role of different types of staff for different types of long-term care facilities necessary for best meeting the needs of residents, such as activity and nutrition staff.*
  - *Review and revising requirements for service agreements between facilities and residents to ensure that staffing better reflects the needs of the resident.*
  - *Consider the role that interpersonal skills, and other human qualities, play in the provision of long-term care and incorporate these factors into any training requirements.*
  - *Develop best practices for effective communication between facility staff and administrators.*
- *Develop comprehensive and transferrable memory care training requirements.*

*Finally, the LTC & Memory Care Task Force called on the creation of more prescriptive memory care training requirements, specifically:*

- *Ensuring all staff working in long-term facilities have training on recognizing symptoms of Alzheimer's disease and other dementias.*
- *Providing more robust training for staff that directly provide memory care services, especially for those working in designated memory care units.*
- *Working with organizations, such as the Alzheimer's Association, to ensure that training requirements reflect best practices.*
- *Supporting the development of multiple modalities of training to offer greater flexibility and to accommodate for different learning styles.*
- *Explore the feasibility of interstate reciprocity of training and qualifications to ease the transition of new Delawareans to work in long-term care facilities.*

**Action Items:** Ms. Bailey will edit letter as discussed during the subcommittee meeting, put it on DNHRQAC letterhead and email it back to subcommittee members.

Next Steps

DNHRQAC Staffing Model Subcommittee will bring the letter draft forward during the next full Commission meeting for consideration. Once approved by the full Commission, the letter will be sent to DHSS for a response.

Members of the subcommittee also suggested DNHRQAC consider hosting a meeting in April 2024 and invite DHSS Cabinet Secretary.

#### 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 March 8, 2024 @ 1:00 pm: Cisco WebEx & Anchor Location: The Vero @ Newark – 924 Barksdale Rd Newark, DE 19711.

#### 7. Adjournment

The meeting was adjourned at 2:08 pm.

Handouts: 1/18/2024 subcommittee meeting minutes draft  
2/14/2024 subcommittee meeting agenda  
Working Together letter to DHSS Secretary Manning draft