

DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE
COMMISSION

Emily P. Bissell Hospital – 4th floor conference room
3000 Newport Gap Pike-Wilmington, DE 19808

FINAL

Meeting of January 8, 2008

MINUTES

Commission Members Present: Brian L. Posey; Yrene E. Waldron; Patricia C. Engelhardt; Thomas P. McGonigle, Esq. (Chairman); Wayne A Smith; Representative Joseph G. DiPinto; Karen E. Gallagher; Representative Pamela S. Maier; Vicki L. Givens, M/Sgt Walter Ferris.

Commission Member(s) Absent: Dr. McKinley Wardlaw, Jr.; Senator Robert I. Marshall.

Others Present: Margaret Bailey; Eileen Kelly, Assistant Deputy Attorney General for DNHRQAC; Harry Hill, Director of DMMA; Lisa Zimmerman, Chief of Operations for DMMA; Tom Murray, Deputy Director of DLTCRP; Candace Brothers, Aid to Ms. Gallagher; Rob Smith, DLTCRP; Sean Finnegan, Legislative Hall; Mary Rodger, Quality Insights of Delaware; Amanda Lewis, Quality Insights of Delaware; Beth Miller, Delaware News Journal; Victor Orija, State Ombudsman; Carol Lovett, Consumer.

1. Call to Order:

The meeting was called to order at 9:03 AM by Chairman Thomas P. McGonigle.

2. Approval of Minutes of the meeting of:

November 13, 2007 meeting minutes were approved without changes to the draft.

3. Discussion of:

Website Recommendations

November 13, 2007 DNHRQAC members decided to draft a letter and forward it to Secretary Meconi's Office asking for approval in linking State websites. The document explained that with permission, it would be beneficial to link several State agency websites together in an effort to aid Consumers exploring Delaware Nursing Homes. A copy of the letter was distributed to Commission Members.

Amanda Lewis, Data Analyst for Quality Insights of Delaware, was asked to present nursing home initiatives available through the internet by other States.

The State websites reviewed at the meeting included: Delaware, Florida, Rhode Island and New York. The websites had information listing: survey results, quality measures, services provided, satisfaction results and fire safety inspections.

Ms. Waldron offered to contact the State executive in Florida and Rhode Island to ask for information about their involvement in setting up a website. Mr. McGonigle asked Ms. Waldron to find out how the whole process was developed from beginning to end.

In addition, Ms. Waldron suggested that the Commission review the hospital discharge process to have a better understanding what families are facing when an individual is being discharged and need to locate a nursing home facility. The Commission agreed that it would be a great idea.

Mr. McGonigle asked how often information on other States websites is updated regarding cost, census and special services. Ms. Waldron mentioned that the Delaware Health Resources Board prepares statistical reports which comes from information that facilities submit each month and includes: admissions, discharges and occupancies. She further mentioned that resident's costs are not part of the monthly report; however, facilities review payment structure typically twice a year.

The Chairman further asked what information is captured during a survey at the Federal versus State level. Rob Smith mentioned that Federal and State surveys are quite similar, except that the State differs when reviewing staffing and criminal background checks.

Mr. McGonigle requested that an ongoing issue/question list be maintained to aid the Commission during the website review process.

Ms. Waldron recommended a sub-committee be formed to meet, review and determine future website recommendations. The Commission voted and approved the website subcommittee to include: Ms. Waldron, Representative Maier, Ms. Lewis, Ms. Engelhardt, Ms. Bailey, and Mr. Lynch.

QART Report

Tom Murray, Deputy Director of DLTCRP, presented fourth quarter 2007 Quality Assurance Review Team results. In the fourth quarter of 2007 (September 15-December 15) the Division conducted 23 surveys. The Quality Assurance Review Team downgraded three "G" level or higher deficiencies. No citations were upgraded to a "G" level by the team during the review period.

Staffing Report

Rob Smith, DLTCRP, presented the Staffing Report results to the Commission. Staffing has been pretty consistent and no facility has had any issues with meeting the staffing ratios during this quarter. The hours of care per resident per day are approximately 4.

Staffing is reviewed every time DLTCRP enters a facility whether it's a result of annual survey or follow-up visit. Data is reviewed over a three week period and during three

8-hour shifts. The Division reviews sign-in sheets and employee names that are posted during their visits to compile the staffing report.

Payroll is also reviewed periodically at facilities when they are close to 3.28 staffing ratio, appear to have a lot of deficiencies or a history of not meeting the staffing requirements.

Ms. Bailey asked if there was a way to determine what percentage of the staffing results was from agency versus dedicated staff. Mr. Smith mentioned that DLTCRP does track that information and will provide a copy of the report to the Commission.

Ms. Rodgers offered that there is a shortage of nursing staff available in LTC and was wondering what could be done collectively to improve the situation. Mr. Smith mentioned that nursing staff shortage is also found in hospitals and that Delaware Health Care Commission should be invited to the March 11, 2008 DNHRQAC meeting to discuss further.

Ms. Waldron offered that Delaware Health Care Facilities Association recently entered a contract relationship with a local organization to provide leadership training twice a year for new nurse graduates wanting to become managers. A preliminary program will be held in March 2008. The group will also be available to go into buildings and teach leadership development should a facility want to hire their services.

Mr. McGonigle stated that the Delaware Health Care Commission has been involved with workforce issues. The Commission asked Ms. Bailey to invite Paula Roy, Delaware Health Care Commission, to March 11th meeting.

DMMA

Harry Hill and Lisa Zimmerman, the Director and Chief of Operations for DMMA respectively, presented Division updates to the Commission.

The Division of Medicaid and Medical Assistance is two and a half years old. It was created by Secretary Meconi and the Legislature. DMMA's mission is to improve health outcomes by assuring that the highest quality medical services are provided to the vulnerable populations of Delaware in the most cost effective manner.

A copy of DMMA's organizational chart was distributed to commission members.

Presently, DMMA provides service to 160k Delawareans through the following programs: Medicaid (145k), CHIP (5k), Delaware Prescription (9k), Chronic Renal Disease (500) and the Non-Citizen's Health Care (900). The number located in () indicates how many individuals are currently receiving those services.

Program Integrity was developed as a result of the Medicaid Fraud Control Unit working closely to monitor financial activity for the Division. The unit reviews anyone (doctors, suppliers, pharmacists) that uses Medicaid dollars to assure there isn't any fraudulent activity.

The Medicaid program offers comprehensive health insurance coverage to low income individuals to include: pharmacy, physician care, inpatient/outpatient services, lab work, x-ray, durable medical equipment, therapies, and home health services.

The Division will be offering three new programs for the disabled: Acquired Brain Injury, Money Follows the Person and Medicaid Buy-In. All should be up and running the end of this fiscal year.

There are currently 200 doctors in Delaware that participate in the E Program. The Division will use a Federal grant to purchase software and hardware for 50 of the highest prescribing Medicaid doctors to determine the best formulary drugs available to patients.

4. Old/New Business:

2006 Annual Report

Mr. McGonigle reported that final changes were made to the 2006 Annual Report. Once the changes have been incorporated, the final report will be forwarded to the Governor, Legislators and Secretary Meconi's Office.

November 2008 DNHRQAC Meeting

November 2008 Meeting has been rescheduled to Tuesday, November 18, 2008 due to a State holiday.

DART Para Transit

Ms. Gallagher distributed an email sent to Stephen Kingsberry, DelDOT, last month regarding a transportation issue. Representative Maier will follow-up on the issue.

Silver Alert

Ms. Engelhardt mentioned that Ohio has a Silver Alert program which was established to locate missing senior citizens. She recommends the Commission consider introducing this to Legislation.

5. Public Comment:

There was not public comment made during the meeting.

6. Next meeting will be held at Emily P. Bissell Hospital on Tuesday, March 11, 2008 at 9 AM.

8. Adjournment:

The meeting was adjourned at 11:41AM.

FINAL MINUTES - The November 13, 2007 DNHRQAC minutes were approved without changes to the draft.

Letter to Secretary Meconi

QART Report

Staffing Report

Quality Insights of Delaware Website Recommendations

DART Para Transit Email