

# DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

Herman M. Holloway, Sr. Campus – Room 198  
1901 N. DuPont Highway, New Castle, DE

## Meeting of February 13, 2007 MINUTES

Commission Members Present: Patricia C. Engelhardt; Walter E. Ferris; Karen E. Gallagher; Rep. Pamela S. Maier; Thomas P. McGonigle, Esq. (Chairman); Brian L. Posey; Yrene E. Waldron.

Commission Members Absent: Vicki L. Givens; Senator Robert I. Marshall; Dr. McKinley Wardlaw, Jr.

Others Present: Margaret E. Bailey, Administrative Assistant (DNHRQA Commission); Michael Duva, Director of Health Policy (Delaware Healthcare Association); Sean Finnigan (State Senate); Sue Hansen, Aide to Ms. Gallagher; Victor Orija, State LTC Ombudsman (Division of Services for Aging and Adults with Physical Disabilities); Charles G. Thompson (Consumer); Eileen Webster (Community Legal Aid); Lisa Zimmerman, Social Services Administrator (Division of Medicaid & Medical Assistance DHSS); Tom Murray, Deputy Director; Robert Smith, Licensing & Certification Administrator; Mitzi Murphy and Joan Reynolds, Support Staff (Division of Long Term Care Residents Protection - DHSS).

### 1. Call to Order.

The meeting was called to order at 10:00 AM by Chairman McGonigle.

### 2. Approval of the Minutes of the meeting of December 12, 2006.

The Minutes of December 12, 2006, were approved as written.

### 3. Introduction of Margaret Bailey, Administrative Assistant to the DNHRQA Commission.

Chairman McGonigle introduced Ms. Margaret E. Bailey to Commission Members. He spoke of her extensive work experience including her background with Christina School District, MBNA, and working experience in nursing homes.

After Commission Members and other agency representatives introduced themselves, Chairman McGonigle asked that discussion today be about the transition and orientation of Ms. Bailey to Commission responsibilities. Ms. Bailey will be meeting individually with Commission Members to discuss how members see the future of the Commission. Ms. Waldron will plan to take Ms. Bailey to Cokesbury. Chairman McGonigle suggested meeting with Senator Marshall and touring the Skill Center to observe their operations and how they generate skilled nursing employees for Delaware. Chairman McGonigle asked Ms. Bailey to become familiar with the enabling legislation, statutory provisions and to spend time with each State agency that interacts with the DNHRQA Commission. Ms. Bailey will meet with the Commission's support staff to discuss current procedures and to plan the turnover of Commission files. On March 21, 2007, there will be a seminar on Advancing Excellence the next step of Quality First for Long Term Care Providers. A registration form will be sent to Ms. Bailey for her attendance. It was further suggested that it would be beneficial for Ms. Bailey to observe how surveys are conducted. Commission Members were asked to help with the coordination needed to quickly get Ms. Bailey current.

### 4. Discussion

- Quarterly Report DLTCRP

Mr. Murray presented the Quarterly Report showing the activity of the Quality Assurance Review (QAR) team for the last quarter of 2006. From the total number of twenty-one surveys reviewed, QAR made one downgrade change which Mr. Murray explained. There was a failing on the part of the facility but it did not rise to a level where there was injury or harm.

- Staffing Report

After giving copies to members, Mr. Smith presented the quarterly Staffing Summary Report. He said that in the September Staffing Report the cumulative hours per resident per day were 3.77 and now it is up to 3.86. This indicates that the facilities are doing a good job in maintaining their staffing. Mr. Smith explained the Nurse Staff Ratios and the Aide Staff Ratios on the Staffing Summary Spreadsheets to the members. Every number corresponds to the same facility for purposes of comparison each quarter. He further explained the daily breakdowns, Phases One and Two, and Exigent Circumstances. No facility has gone below the required nurse staff ratios. The State requirement remains at 3.28. Mr. Smith said, as set by law, a total census of residents is taken and a total census of staff in a facility to come up with the ratios. Facilities have the flexibility to adjust the ratios within the building according to needs, whether super acuity, dementia or behavioral issues and that varies.

Discussion about the current state of recruitment of nurses and aides followed. Ms. Waldron said both the nursing scholarships have helped and CNA classes have increased awareness of the need. Turnover has decreased to 45%-50% as opposed to the previous 99% in Delaware.

5. Old Business/New Business

Mr. Orija discussed Advancing Excellence in America's Nursing Homes, a campaign to improve quality of life for residents and staff in facilities. The kick-off meetings will be on March 7 and 8, 2007. Brochures with information about this campaign were given to all members. This is sponsored by Quality Insights of Delaware, State LTC Ombudsman, and DHCFA. Eighty-eight percent of the facilities have participated in Quality First, the first phase of this project. More facilities are expected to sign up for this new campaign of advancing excellence. On March 21, 2007, there will be a meeting for facilities to learn how to incorporate what has been done to improve patient outcomes under Quality First and Quality Insights, and to put it into a data base. This will help the facilities manage their goals. Because resident satisfaction assessments are an important part in showing satisfactory culture change, assessments are being collected by the company, MY INNER VIEW. As a benefit of membership, DHCFA is paying for this service. A report consisting of the types of questions, answers, percentiles, and State comparisons will be prepared by MY INNER VIEW. With the exception of the Veterans Home, this report will not include Delaware State facilities, they are not members. Ms. Bailey will call Mary Rogers to get information about the status between Quality Insights and State facilities in an effort to determine if the Commission should take further steps to encourage State facilities to pay for residents' assessments.

Discussion followed concerning DART transportation issues and how they affect riders. Ms. Gallagher gave members a news article from THE NEWS JOURNAL featuring serious Paratransit problems. Mr. Posey will be attending the Joint Finance Commission transportation hearing. Following this meeting, he will report the proceedings to the DNHRQA Commission.

6. The next meeting will be Tuesday, March 13, 2007, at 10:00 AM. The location will be DHSS Campus, Main Building, Room 198.

7. Adjournment

The meeting was adjourned at 11:06 AM

FINAL MINUTES - The February 13, 2007, Minutes were approved with the insertion of "employees" under 3.

Paragraph two: "Chairman McGonigle suggested meeting with Senator Marshall and touring the Skill Center to observe their operations and how they generate skilled nursing employees for Delaware."