

DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE  
COMMISSION

Emily P. Bissell Hospital – 2nd floor conference room  
3000 Newport Gap Pike-Wilmington, DE 19808

**FINAL**

Meeting of March 11, 2008  
MINUTES

Commission Members Present: Brian L. Posey; Patricia C. Engelhardt; Wayne A. Smith; 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; Yrene Waldron; Representative Joseph G. DiPinto; Thomas P. McGonigle, Esq. (Chairman).

Others Present: Margaret Bailey; Tom Murray, Deputy Director of DLTCRP; Candace Brothers, Aid to Ms. Gallagher; Sean Finnegan, Legislative Hall; Mary Rodger, Quality Insights of Delaware; Amanda Lewis, Quality Insights of Delaware; Beverly Morris, Ombudsman; Carol Lovett, Consumer; Sharon Garrick, DE Heartland Hospice; Mary Peterson, OHFLC Director (DPH); Kathie Gibson, EPBH Administrator; Sue Mitchell, EPBH Hospital Director; Linda Brittingham, Director of Social Work at Christiana Care Hospital; Rita Landgraf, Consumer; Dean Betty Paulanka, Professor at the University of Delaware; Heather James, Consumer; Laura Waterland, Disability Law Program.

1. Call to Order:

The meeting was called to order at 9:06 AM by Brian Posey.

2. Approval of Minutes of the meeting of:

January 8, 2008 meeting minutes were approved without changes to the draft.

3. Discussion of:

A) DART Transportation- Janet Testerman, EPBH Resident

Ms. Testerman, a resident at Emily P. Bissell Hospital, provided testimony to the Commission regarding a recent DART ParaTransit issue. A letter was sent to Stephen Kingsberry; Executive Director of Delaware Department of Transportation, explaining her experience and invited him to attend this meeting to discuss her situation. Mr. Kingsberry was not able to attend the meeting.

B) Health Professional Workforce Development- Paula Roy, Director of Delaware Health Care Commission.

Ms. Roy stated that presently there is a health care worker shortage, not just limited to nursing professionals. In addition, there are fewer college faculty members available to prepare future health care professionals. In addition, physicians have expressed an increased desire for a balanced life style, quite different from years past.

Ms. Roy mentioned that as our population becomes more diverse, our health care professional work force should also become more diverse.

Ms. Roy shared nursing survey results from 2006 report prepared in partnership with the Delaware Board of Nursing and Wesley College. The principal investigator for this 70% response rated survey was Lucille Gambardella, Ph.D., Director of Graduate Studies in Nursing at Wesley College. The survey's age cohort for the nursing supply in Delaware in the 40-49 and 50-59 brackets make up 57% of the work force. Ages 29-29 and 30-39 make up 36% of the work force.

Ms. Roy offered that in Delaware, the nursing workforce remains an 87% white and 93% female dominated profession. Most are trained with bachelors in science followed secondly with those obtain an associate's degree.

In addition, Ms. Roy mentioned that the largest area effecting nursing retention is the fact that 27% of new graduates change jobs within the first year.

Further, Ms. Roy stated that the Masters and Doctorate programs offered for Delaware nursing students are very slim. There is also concern about having adequate faculty available to teach future nurses at these educational levels.

In the 2006 survey, results showed that nurses feel overworked, under appreciated, under paid, prepare too much paper work, and feel an unsafe ratio of nurses/patient.

The report further reflected that most nurses practice in a hospital setting (53%) followed by long term care facilities (8%).

Ms. Roy offered that the Delaware Health Care Commission is working to produce an Allied Health Care Professional survey that is expected out spring 2008.

C) Delaware Health Education Pipeline- Paula Roy, Delaware Health Care Commission

Ms. Roy stated that private and public nursing programs in Delaware that offer some kind of health care professional courses were surveyed in 2006 ranging from: certificate, diploma, associate, bachelor and graduate programs.

She further offered that there will be a future shortage in qualified nursing applicants at all of the above educational levels. In addition, she mentioned that faculty shortage will

also be an issue because not as many students are completing a bachelors or masters program.

Mr. Posey asked if there was consideration to contact retired nurses to help fill the void and how many licensed individuals are not currently practicing. Dean Paulanka offered that approximately 1k licensed nurses that are not currently practicing in Delaware. She further added that the University of Delaware offers on-line refresher courses for individuals interested in re-entering the workforce.

Mr. Posey asked if Delaware Health Care Commission has reviewed how agency versus dedicated staffing affects continuity of care in LTC facilities. Ms Roy mentioned that continuity of care is important as well as the need to have an adequate number of nursing professionals. Dean Paulanka offered that Christiana Care Hospital is mostly agency free.

#### D) Health Workforce Initiatives- Dean Betty Paulanka, University of Delaware

Dean Paulanka presented National and Delaware specific nursing work force data. Long Term Care reports a 20% vacancy rate that will increase to 44% by 2020 and takes approximately 60 days to hire and fill a nursing position.

In addition, Dean Paulanka mentioned that the average age of new student graduates continues to increase. 1985, the average age was 24 years. In 1995, average age was 29 years. Presently the average age of new student graduates is 31.6 years.

In 2006, 12.1% of graduates were males.

The average age of a tenured faculty member is 54-56 years old. Vacancy rates are down, but there is an expected increase due to retirements.

Dean Paulanka shared results from a national study conducted 2-3 years ago that there would be a shortage of over a million nurses. In 2007, Auerbach's National study anticipated a nursing shortage of 340k. It is anticipated that in 2020, Delaware will need a 45% more nurses.

The Federal Title 8 Workforce Development Fund was reduced by 30% stated Dean Paulanka. Delaware and Maryland have provided some educational funding to aid the educational reduction. Most States funding strategies are based on increasing student capacity, increasing faculty, and promoting retention in the nursing profession.

Dean Paulanka feels a real issue the Commission should monitor is quality of care and how the nursing shortage will impact it. She further feels that national workforce planning data should be gathered and accessed often, institutional economic and environmental changes regarding work climate should be constantly reviewed, and stronger educational partnerships should be established.

#### E) The Hospital Discharge Process- Linda Brittingham, Christiana Care Hospital

Ms. Brittingham, Christiana Care Hospital Discharge Manager, presented to the Commission regarding the hospital discharge process.

Ms. Brittingham offered that the following factors should be considered before discharging a patient from the hospital: needs should be identified, level of care/types of service accessed, payment options explored, and forms/referral assistance is provided.

Ms. Brittingham offered that barriers are often an issue when trying obtaining proper service to a patient. The barriers include: level of care difficult to assert, lack of nursing home bed options, and special needs.

Ms. Brittingham explained that nursing home representatives are notified when a patient is being prepared for discharge from the hospital. The optimum goal is for Delaware nursing homes to meet the needs of the patient. At times, patients are discharged to facilities in other States surrounding Delaware to accommodate the patient's special needs.

Ms. Brittingham presented several of her own solutions to aid in the discharge process that included: adding another level of care, provide new resources for special needs, brainstorm collaboratively in an open forum and review resources utilized in other States.

#### F) Community Discharge Process- Renata Henry, Director DSAMH

Ms. Henry was not able to present today at the meeting. Her office will contact DNHRQAC to reschedule her presentation.

#### 4. Old/New Business:

DNHRQAC submitted preliminary website recommendations to Secretary Meconi. Upon his approval, the Commission will explore additional website recommendations.

#### 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, May 13, 2008 at 9 AM.

#### 8. Adjournment:

The meeting was adjourned at 11:58AM.

FINAL MINUTES - January 8, 2008  
Health Professional Workforce Development- Paula Roy  
Hospital Discharge Process- Linda Brittingham