

DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

Herman M. Holloway, Sr. Campus – Room 301
1901 N. DuPont Highway, New Castle, DE

Meeting of July 12, 2005
MINUTES

Commission Members Present: Patricia C. Engelhardt; Karen E. Gallagher; Vicki L. Givens; Thomas P. McGonigle, Esq. (Chairman); Yrene E. Waldron; Dr. McKinley Wardlaw, Jr.

Commission Members Absent: Walter E. Ferris; Joseph M. Letnaunchyn; Rep. Pamela S. Maier; Sen. Robert I. Marshall
Brian L. Posey;

Others Present: Chauncey Bailey, Consumer (Delaware Hospital for the Chronically Ill, DHCI); Sandra Dole, President (Delaware Council of Activity Professionals); Sean Finnigan (Senate Staff); Tim Hoyle, Ombudsman; Social Service Administrator (DSAAPD); Carol Lovett (Consumer); Mary Rodger, RN, Project Coordinator (Quality Insights of Delaware); June Valentine, Executive Director (Delaware Association of Homes & Services for Aging); Laura Waterland, Esq. (Disabilities Law Program); Carol Ellis, Director; 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 10:15 AM.

2. Approval of the Minutes.

No vote was taken to approve the Minutes for May 10, 2005 due to lack of a quorum.

3. Presentation “Culture Change in Nursing Homes” video by Sandy Dole, Quality of Life Practitioner

Ms. Dole presented a video narrated by Steve Shields, Administrator, Executive Director of Meadowlark Hills, Kansas. He is one of the founders of the culture change movement and of the Pioneer network. The video illustrates the process of culture change in nursing homes. Preceding the presentation Ms. Dole posed four rhetorical questions to members for reflection.

1. What is the ultimate goal of the DNHRQA Commission?
2. What is the progress toward this goal?
3. Who has spent time in a nursing home in the past six months?
4. What would attract you to live in a nursing home?

The video stressed giving back to residents what they have lost since moving into nursing homes, i.e. enjoying control over their privacy and exercising personal preferences in their daily schedules. To make this culture change requires education and training.

Discussion followed presentation of the video. Ms. Dole said culture change is a journey that will continue and grow; it's the Golden Rule philosophy. Some outcomes realized by the facility, Meadowlark Hills, as a result of culture change are full occupancy and excellent staff retention. Also noted is a decreased need for supplements, less dehydration and fewer pressure sores. These are measurable outcomes that save money and empower hands-on caregivers. Residents have input in the operation of their communities. In this facility there are no “wanderers” or “slumpers”. Culture change terminology, “Neighborhoods and Community,” refer to what used to be called, “wings” and “units” in a facility. Almost every barrier and challenge to culture change is perceived and not necessarily a reality. Ms. Dole said that persons in residential communities need to be thought of as people like those who live independently outside the confines of a nursing home. Family members need to be part of this culture change procedure. Ms. Waldron said most Delaware facilities embrace parts of culture change while having to maintain schedules due to a congregant setting needing care. However, there has to be flexibility within those schedules to meet personal needs. Nursing home facilities in an effort to follow regulations, have felt they could not easily move into the culture change movement. Ms. Dole said there is a book coming out showing how culture change actually meets and supports regulations. Mr. Shields has experienced culture change as the Administrator of Meadowlark Hills facility and he has become a mentor for others throughout the country. Lorraine Martin, of whom Mr. Shields spoke in the video, will be coming to Delaware on September 19, 2005 for a

conference being presented by DLTCRP. To help facilities initiate some aspects of culture change, Ms. Rodger said CMS, starting with the Pioneer movement, has studied the process and developed a methodology for utilization in nursing homes. This will be introduced in a series of free workshops to which everyone is invited. The first session is October 10-11. Nursing homes need to look at 3 primary areas to achieve this resident-centered concept: 1) workforce stability, 2) care practices, 3) environment, i.e. relationships. Ms. Gallagher and Mr. Bailey said education is needed to prevent the institutionalizing of nursing home residents, that reality needs to be brought into the institution. Mr. Bailey stressed that freedom and making personal choices is a mindset.

4. Discussion

- HB 167 update -.It was not amended, it was passed as written
- Executive Director – Funding was provided in the FY 2006 budget for an Administrative Staff Person for the Commission. The Commission will put this issue on the September agenda.

- DNHRQA Commission subcommittee reports:

Legislative /Regulatory Subcommittee -Ms. Waldron reported that HB 190 was tabled but no resolution was passed to extend it. There was a joint resolution to delay the implementation of the regulations for Home Health Agencies. It appears that these regulations will be promulgated October 1, 2005. A task force of all the stakeholders will convene to discuss the issues and the way HB 190 was written.

Quality Initiatives Subcommittee – Ms. Engelhardt presented the final draft of “Culture Change Position Statement”. For the annual report Ms. Engelhardt gave members a copy of the committee’s report, “Outreach”. These documents will be e-mailed to all members for review.

- DNHRQA Commission Annual Report for 2003, 2004, 2005

Chairman McGonigle requested the September meeting to be a working meeting, focusing entirely on the Annual Report in an effort to finalize it at the October Commission meeting.

5. Old Business/New Business

Ms. Gallagher requested that she participate in meetings by conference call when necessary, She would not be included in a quorum, a physical presence is required. Ms. Waldron reported that for 3 years stakeholders from licensing for hospitals; DHCFA; Long Term Care Nursing Council; and several medical directors have reached a consensus on an improved interagency form. This form is used to transfer residents from facilities to hospitals and back. It includes pertinent information relating to culture change. DHCFA is coordinating a January 2006 seminar where these forms will be available for a year’s monitored pilot program.

Due to a conflict the October 11, 2005 Commission meeting will be held Tuesday, October 4, 2005.

6. Public Comment

Laura Waterland requested time at the September Commission meeting to discuss the issue of inclusion of customized, durable medical equipment in the Medicaid nursing home per diem rate.

Mr. Hoyle assumed that funds for the DSAAP project were not approved.

Ms. Waldron reported Medicaid Assistant Living Waiver Program received a 6-1/2% increase.

7. The next meeting will be September 13, 2005 at 10:00 AM. The location will be the DHSS Campus, Main Building, Room 301.

8. Adjournment

The meeting was adjourned at 11:30 AM.

FINAL MINUTES - The July 12, 2005 Minutes were approved as written with the addition of “Consumer” to identify Mr. Chauncey Bailey.