
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE
COMMISSION

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

FINAL

Meeting May 11, 2010
Minutes

Commission Member(s) Present: Brian L. Posey, Chairman; Yrene E. Waldron; Karen E. Gallagher; Patricia C. Engelhardt; M/Sgt. Walter Ferris and Kyle Hodges.

Commission Member(s) Absent: Joe G. DiPinto; Lisa A. Furber; Vicki L. Givens; Wayne A. Smith ; Senator Bethany Hall-Long and Representative Valerie J. Longhurst.

Others Present: Margaret Bailey; Candace Brothers, Aid to Ms. Gallagher; Victor Orija, State Ombudsman; Ruth Cornelison, Consumer; Sheila Grant, Compassionate Care Hospice; Teresa Quirk, Christiana Care Hospital; Linda Brittingham, Christiana Care Hospital; Beverly Flannigan, U.S. Senator Kaufman's Office; Lucy Nardo, Consumer; Jane Miller, Practice Without Pressure; Deborah Matthews, Consumer; Chris Oakes, DSAAPD; Dr. Cheryl Bolinger, DHCI Medical Director; and Siobhan Gannon, Alzheimer's Association.

1. Call to order

The meeting was called to order at 9:41 AM by Brian Posey, DNHRQAC Chairman. Mr. Posey welcomed Kyle Hodges to the Commission and asked members to introduce themselves. Mr. Hodges is the Director for the State Council for Persons with Disabilities and accepted the DNHRQAC membership seat in March 2010.

2. Approval of the Minutes of the meeting of:

March 9, 2010 meeting minutes draft was not voted upon due to lack of a quorum.

3. Discussion of:

QART Report

Tom Murray, DLTCRP Deputy Director, was not able to attend the meeting however forwarded a copy of the first quarter 2010 QART Report for review. There were a total of 13 facility surveys; 3 "G" level deficiencies were recommended by the survey team and remained as "G" level deficiencies after QART review.

4. Old Business/New Business:

ADRC Project

Chris Oakes, DSAAPD, provided an overview to commission members about the Aging and Disability Resource Center (ADRC). The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) installed a call center February 2010 to prepare for the launch of the ADRC later this year.

Establishing the call center was a major benchmark for the ADRC project, funded by the Administration on Aging under a three-year federal grant. The budget was certified for the first year (\$228,854) only. The second (\$249,978) and third (\$249,978) year(s) funding is dependent on availability.

Ms. Engelhardt asked what happens to the ADRC Project if the second and third year funds are not available. Ms. Oakes stated that DSAAPD made a commitment to move forward with the development of an ADRC and Governor Markell was included in the commitment.

The first six months of the ADRC Project was dedicated as a planning phase. Infrastructure, cross-training and outreach efforts will complete the projects slated for the first year activities. Year two activities include: sustainability and long term care expansion. Year three will be dedicated to implementation.

February 2010 the state-wide call center was installed. The call center staff consists of 8 employees who are available to serve adults (18 years +) with physical disabilities.

The call center system will enable DSAAPD's staff to assist callers by making "warm transfers" and connect them with outside resources when needed. The call system has a number of other features, such as data tracking that will assist DSAAPD staff in the operation of the ADRC project. The call centers toll free number is: (800)223-9074.

The ADRC is scheduled to begin full operation in fall 2010. Planning is underway for other major operational components, including an online searchable database of services and a web portal for making referrals to the Aging and Disability Resource Center.

The ADRC Project's national website is: www.adrc-tae.org.

DSAAPD's website includes information about Delaware's ADRC project and can be accessed at: http://www.dhss.delaware.gov/dhss/dsaapd/adrc_legislation.html.

As a result of the ADRC Project, the Division of Aging and Adults with Physical Disabilities partnered with several State and private agencies including: other DSAAPD areas, Adult Protective Services, 211 System, LTC support and service providers, critical pathway providers (hospitals, doctor's offices), DMMA, Elder Info, Independent Resource Center and Freedom Center, to name a few.

Chairman Posey mentioned that there is concern about how quickly ADRC can respond to meet the needs of individuals' in the community due to time sensitivity. He added that currently, long term care facilities offer a "one stop shopping" of services for someone being discharged from a hospital setting and wondered if urgency was built into the call center's priorities. Ms. Oakes shared that Senator Marshall asked about this same concern at a Senate Hearing. Ms. Waldron added that a missing link or barrier that exists tends to be the lack of ready resources available in the community.

The concept of an ADRC is to streamline services and provide home and community based services as needed. The project will work to identify what services are available and gaps in services also to better achieve the projects long term goal.

An individual would contact ARDC and through a series of queries, the situation could be accessed immediately. The ADRC staff could be on the phone simultaneously with providers to facilitate a resolution to the immediate issue.

An option counseling session is also offered free to the public should someone need additional time to discuss services with ADRC staff. An individual would contact ADRC and schedule an appointment.

Ms. Oakes added that the Division is working with Christiana Care to create a hospital discharge planning model that can be used at other hospitals or LTC settings as well.

Ms. Waldron asked whether ADRC will offer support services to caregivers. Ms. Oakes concurred that services will be available to caregivers. She added that the Administration on Aging helps to fund the caregiver program in Delaware (Title III).

Mr. Hodges asked what type of training will be provided to ADRC staff. Ms. Oakes mentioned that as the infrastructure is being developed during the first year; one key component being reviewed is the training piece. Cross-training opportunities will also take place for Division of Aging staff and partnering organizations.

HB 351 passed in the Delaware State Senate last month which creates the Delaware Aging and Disability Resource Center within the Division of Services for Aging and Adults with Physical Disabilities of the Department of Health and Social Services, replacing the current Elder Care Information and Support System for Delaware Families. The Aging and Disability Resource Center will provide support for the elderly and adults with physical disabilities by combining existing Alzheimer's specific information into the program and supporting future Federal grant applications for Aging and Disability Resource Center projects.

Practice Without Pressure

Jane Miller, Outreach Director, presented to the Commission regarding the Practice Without Pressure Program. PWP offers on-site medical, dental and personal care services for individual's who fear or avoid routine care. Specialists use a step-by-step process that promotes trust and learning.

In the past, individuals might have been restrained or sedated to receive routine dental cleaning, x-rays, exams, etc. PWP is staffed by dedicated professionals to recognize, address and support individual's needs in a relaxed and comfortable environment.

PWP is a fee-for-service provider that accepts Medicaid, Medicare and most major medical insurance plans.

Practice session fees, when not covered by insurance or State contracts, will vary based on individual needs and determined at the initial evaluation.

Ms. Bailey mentioned that especially in the State facilities, residents often are scheduled for routine appointments and cancel them at the last minute. She asked whether PWP would consider going to a nursing home or assisted living facility to provide services. Ms. Miller suggested that if anyone is interested in PWP services, they should call: (302)832-2800.

5. Public Comment

CNA Day

Pat Engelhardt shared that the Annual CNA Day will be Thursday June 10, 2010. The location: Cheswold Fire Hall. Please contact her for additional information at: (302)239-5290 or patcengel@verizon.net.

All Star Awards Program

The Tenth Annual All Star Awards Program, hosted by DHCFA, will be held on Wednesday May 12, 2010 at the Dover Sheraton Hotel. Awards and recognition will be presented to many individual's that dedicate themselves to serve in long term care and assisted living facilities.

5th Annual Elder Abuse Awareness Day

The 5th Annual Elder Abuse Awareness Day will be June 15, 2010. Senator Bethany Hall-Long will sponsor and prepare a joint resolution. Several State, City and County agencies will be publicizing information about the event.

Grant Resource Fair

Congressman Castle will be hosting a Grant Resource Fair on May 18, 2010 at the University of DE-Arsht Hall 11:00 a.m.-1:30 p.m. Delaware organizations and individuals will have the opportunity to learn about Federal, State and local resources available.

Community Ombudsman Position

Victor Orija, State Ombudsman, mentioned that the Community Ombudsman position was posted on the State's Employment website. The application deadline closed. Interviews will begin shortly.

6. Next meeting will be **Tuesday, July 13, 2010** at 9:30 AM. The location:

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

7. Adjournment

The meeting was adjourned at 11:47 AM by Chairman Posey.

Attachments: Meeting agenda

March 9, 2010 DNHRQC draft meeting minutes
QART Report
Practice Without Pressure
ADRC Program