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DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE  
COMMISSION  
**Legislative Hall**  
**Majority Caucus Room**  
**411 Legislative Avenue**  
**Dover, DE 19901**  
**FINAL**  
Meeting May 8, 2012  
Minutes

Commission Member(s) Present: Brian L. Posey, Chairman; Senator Bethany Hall-Long; Pat Engelhardt, Kyle Hodges, Representative Longhurst; and Lisa A. Furber.

Commission Member(s) Absent: Yrene E. Waldron; Joe DiPinto; Wayne A. Smith; Vicki Givens; Karen Gallagher; and Chief Kenneth McLaughlin. Peter FeliceAngeli, DOJ, was also not in attendance.

Others Present: Margaret Bailey; Tom Murray, DLTCRP Deputy Director; Victor Orija, State Ombudsman; Sandy Dole, Advocate; Pattie Wright, Delaware Physicians Care; Mary Nordenson, Delaware Physicians Care; and Dr. Cheryl Bolinger, Delaware Hospital for the Chronically Ill Medical Director.

1. Call to order

The meeting was called to order at 9:36 AM by Brian Posey, DNHRQAC Chairman.

2. Approval of the Minutes for the meeting of:

January 10, 2012 and March 13, 2012 meeting minutes were not voted upon due to lack of quorum.

3. Discussion of:

Disaster Preparedness Conference

Senator Bethany Hall-Long provided an overview to Commission members about the Disaster Preparedness event to be held May 23, 2012 at Clayton Hall (University of Delaware). A grant became available to host a two-day event for disaster preparedness training to all long term care and assisted living facilities in Delaware.

The Senator mentioned that several emergency response teams from Delaware will participate in a panel discussion as well as hearing from guest speakers. The panel will explain their role in an evacuation and system resources available should there be a disaster. Guest speakers from Louisiana and New Jersey will share with the audience past disaster situations from their respective states.

### Delaware Physicians Care (Aetna Health Plan)

The Diamond State Health Plan Plus program began on April 1, 2012. Under DSHP Plus, Medicaid beneficiaries receiving long term care services (ex.: nursing facility, home and community-based waiver services, full dual eligible's) are integrated into the Diamond State Health plan in order to have their care better managed.

Under DSHP, the State of Delaware retained the LTC application process and criteria (financial, level of care, etc) utilized in the program.

Patricia Wright (Director of Operations) and Mary Nordenson (Director of Quality) provided an overview to Commission members about Aetna Health Plan's (DE Physicians Care) participation in the Diamond State Health Plan Plus Program.

Delaware individuals currently receiving LTC services were mailed letters (December 2011) informing them of the changes and then were assigned one of two Managed Care Organizations (MCO's):

1. Delaware Physicians Care
2. United Healthcare Community Plan

The organization also held meetings with several local agencies and licensed facilities to familiarize them with the changes forthcoming. Additionally, Aetna (DE Physicians Care) held a six week training session for their staff.

Representative Longhurst asked if a report could be created to show Long Term Care (LTC) membership per county. Delaware Physicians Care will contact the Division of Medicaid and Medical Assistance (DMMA) for the requested information and forward it upon receipt.

Members are assigned a case manager based on their location of residence and their level of care.

All LTC and Assisted Living (AL) facilities received an employee roster identifying which case manager was assigned to which respective resident(s).

Aetna (DE Physicians Care) is contractually obligated to report incidents such as abuse, neglect or financial exploitation to DMMA and other state investigatory agencies (Ombudsman, DLTCRP, APS, etc). The organization will forward a copy of their incident report to the Commission.

### QART Report

Rob Smith, DLTCRP Administrator, presented the fourth quarter 2011 QART Report to Commission members. There were four "G" level deficiencies reviewed by the team. The team made no changes to the deficiencies submitted by the survey teams.

### Staffing Report

Rob Smith, DLTCRP Administrator, presented the January 2012 and March 2012 Staffing Report. The hours per resident per day were 3.77 in January and 3.74 in March. It was reported that all facilities were in compliance with Eagles Law (3.28).

4. Old Business/New Business:

2011 DNHRQAC Annual Report

Members were asked to review the proposed goals (previously distributed and discussed) and be prepared to vote on finalizing the 2011 Annual Report. Due to a lack of quorum, the 2011 annual report draft was tabled until the next Commission meeting.

5. Public Comment:

HCR 17- Delaware Nurses Association

This resolution celebrates the 100th anniversary of the Delaware Nurses Association and recognizes its 100 years of commitment and service to professional nurses in the state of Delaware.

HCR 44- Culture Change Conference July 18, 2012

The first annual Culture Change Conference's theme is "It starts with me". Please contact Sandy Dole at: (302) 684-2755 or [sandyd@intercom.net](mailto:sandyd@intercom.net) for more information. Save the Date flyers will be distributed shortly.

World Elder Abuse Awareness Day June 15, 2012

Please contact the Senior Protection Initiative at: [seniorprotection@state.de.us](mailto:seniorprotection@state.de.us) for more information about the tri-county events that will occur in Delaware on Friday June 15, 2012.

Demystifying Dementia Conference May 23, 2012

Please contact the Division of Substance Abuse and Mental Health for more information about the conference at: [dsamh.training@state.de.us](mailto:dsamh.training@state.de.us) or (302)255-9480.

HCR 44

This House Concurrent Resolution provides recognition for the first Culture Change Coalition Conference in Delaware that will be held July 18, 2012. The bill is co-sponsored by Senator Bethany Hall-Long and Representative Valerie Longhurst.

HB 311

An act to amend Title 16 of the Delaware Code relating to admission, maintenance and discharge of patients with a mental condition. The primary sponsor is Representative Barbieri.

Delaware Drug Prescription Take Back Day

May 23, 2012 individuals may elect to dispose of medications. For more information, please access: <http://governor.delaware.gov/docs/presdrugtakeback.shtml>.

6. Next meeting will be **Tuesday, July 10, 2012** at 9:30 AM. The location:

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

## 7. Adjournment

The meeting was adjourned at 11:19AM by Brian Posey, Chairman.

Attachments: January 10, 2012 meeting minutes draft  
March 13, 2012 meeting minutes draft  
May 8, 2012 meeting agenda  
QART Report- March 2012  
Staffing Report- January 2012 & March 2012  
Disaster Preparedness Conference flyer  
APS letter and response  
DE Physicians Care folder