
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE
COMMISSION

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

Meeting July 10, 2012
Minutes

Commission Member(s) Present: Brian L. Posey, Chairman; Joe DiPinto, Pat Engelhardt, Kyle Hodges, Karen Gallagher; and Lisa A. Furber.

Commission Member(s) Absent: Yrene E. Waldron; Senator Bethany Hall-Long; Representative Longhurst; Wayne A. Smith; Vicki Givens; and Chief Kenneth McLaughlin.

Others Present: Margaret Bailey; Barbara Bass, Aide to Ms. Gallagher; Victor Orija, State Ombudsman; Ehtesham Hamid, Fresenius Medical; Keith Mentz, Fresenius Medical; Dr. Lindsey Slater, CCCS and St Francis; Kim Marsh, United Health Care; Dr. Barry Fabius, United Health Care; Allison Davenport, United Health Care; Peter FeliceAngeli, DOJ; Lisa Schieffert, DE Health Care Assoc; Jissell Martinez, OMB; Corinna Getchell, Office of Health Facilities Licensing and Certification; and Barbara Bass, Fresenius Medical.

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, March 13, 2012 and May 8, 2012 meeting minutes were not voted upon due to lack of quorum.

3. Discussion of:

QART Report

Tom Murray, DLTCRP Deputy Director, forwarded the second quarter QART Report for review. In the 2nd quarter of 2012, the QART Team reviewed six surveys involving “G” level deficiencies. As a result, the team downgraded four of the ten recommended deficiencies.

United Health Care (UHC)

Kim Marsh (Community Engagement Advocate), Dr. Barry Fabius (LTC Medical Director) and Allison Davenport (Exec. Director) provided an update to DNHRQAC members regarding the Managed Care Organization (MCO) changes since April 1, 2012.

The Division of Medicare & Medical Assistance (DMMA) provides quality over-site for individuals who receive health care coverage by ensuring access to high quality, cost effective and appropriate medical care and supportive services.

UHC serves 4,700 Delaware members in Long Term Care (LTC) - approximately 1,300 reside in nursing home facilities.

UHC has Member Advocates who assist members and providers. The interaction is most often occurs by phone. United members are able to call 1-(800) 901-5523 to speak with a Member Advocate. There is also a separate 24-hour Nurse Line: 1(866) 915-0311 to assist members with health concerns.

In addition, UHC staff's Care Coordinators who conduct the contractually required member assessments and visit members in their present setting. 40 UHC Care Coordinators visited 1,800 members within the first 90 days of the MCO launching. Mr. Hodges asked if UPC would kindly forward the assessment tools. Ms. Marsh will forward the information.

United also staffs LTC Advocates who support members; family members; answers questions; responds to concerns; and manages the critical incident report process. To date, there have been three critical incidents reported since April 1, 2012.

Finally, UHC staffs Provider Advocates who support providers.

United presently has 70 Money Follows the Person (MFP) members that were transitioned from Division of Services for Aging & Adults with Physical Disabilities (DSAAPD).

United has a Member Advisory Board that meets monthly with members to be able to obtain their feedback. Last month, nine members attended the meeting.

Fresenius Medical

Ehtesham Hamid, Director of Operations, spoke with Commission members about renal and hemodialysis services. Also joining Mr. Hamid was Keith Mentz, VP Government Operations for Fresenius and Dr. Lindsey Slater, Medical Director for St. Francis Outpatient Dialysis Unit and Dialysis Unit at Christiana Hospital.

Fresenius Medical Care is the largest dialysis provider in the United States. In addition, they are the largest provider of renal-related products and manufacture 95% of hemodialysis machines sold in the United States.

Most often patients have three or more co-morbid conditions (such as hypertension, diabetes as the leading factors). ESRD patients normally take eight or more medications daily.

Dialysis can be administered one of two ways: three times a week in a center (which takes about four hours) or receive home modality which patients are trained to administer at home (four times a day or overnight on a cyclor for seven days a week). Most individuals prefer standard center-based dialysis.

There are 572k individuals in the US with End Stage Renal Disease (ESRD) - 400k individuals are on dialysis and 173k have had a transplant. In Delaware, there are 1,449 individuals on dialysis (as of 5/20/12) and 500-600 individuals are on a transplant wait list. Two years is the average length of stay on the wait list. Mortality rate for ESRD runs approximately 20%.

The average cost for dialysis services per year is approximately \$85,000. The program is primarily funded through Medicare.

It is anticipated that there will be a 3.5% growth in population who will need dialysis services by 2016. Currently, 24-45 new patients begin dialysis each month.

There are other problems that dialysis patients face: compliance (transportation is the biggest), congestive heart failure, infections, nutrition, access, dental care and diabetes. Fresenius holds monthly quality meetings to set goals for the bulk of their patients.

4. Old Business/New Business:

No old or new business was discussed during the meeting.

5. Public Comment:

SB 227

An act to amend the Delaware Code by creating a new chapter 65 of Title 30 to impose quality assessment fees on nursing facilities and creating a “new” chapter 105 of Title 16 establishing the Nursing Facility Quality Assessment Fund was signed by the Governor 6/28/12.

6. Next meeting will be **Tuesday, September 11, 2012** at 9:30 AM. The location:

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3000 Newport Gap Pike
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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 minutes draft
QART Report- June 2012
United Health Care packet
Fresenius Medical Care packet
2013 DNHRQAC meeting schedule