
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE
COMMISSION

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

Meeting September 18, 2012
Minutes

Commission Member(s) Present: Brian L. Posey, Chairman; Pat Engelhardt; Karen Gallagher; Representative Michael Barbieri; Yrene Waldron; Wayne Smith and Lisa A. Furber.

Commission Member(s) Absent: Joe DiPinto; Kyle Hodges; Senator Bethany Hall-Long; Vicki Givens; and Chief Kenneth McLaughlin. Peter Feliceangeli, DOJ, was also not present.

Others Present: Margaret Bailey; Barbara Bass, Aide to Ms. Gallagher; Kim Marsh, United Health Care; Andi Wozny, DSAAPD; Robert Smith, DLTCRP and Connie McKelvey, CCHS.

1. Call to order

The meeting was called to order at 9:38 AM by Brian Posey, DNHRQAC Chairman. The Commission welcomed Representative Michael Barbieri who was appointed by the Speaker of the House on July 16, 2012. The position was held previously by Representative Valerie Longhurst.

2. Approval of the Minutes for the meeting of:

January 10, 2012, March 13, 2012, May 8, 2012 and July 10, 2012 meeting minutes were approved without changes.

3. Discussion of:

Christiana Care Health Services Behavioral Health Program

Connie McKelvey, RN, MSN, presented to the Commission about the Behavioral Health Program administered through Christiana Health Care Services (Visiting Nurses Association). The team of four professionals visit homebound individuals and follow Medicare guidelines while offering an evidence-based approach to treating seniors suffering from depression and/or anxiety.

Each patient receives a customized treatment plan to help them address depression/anxiety. In addition, many of the clients have additional co-morbid illnesses such as COPD, dementia, cancer or cardiac issues. Therapy is provided at each visit. The program encourages community services (such as day centers or education workshops). In addition, Ms. McKelvey shared that she has many resources available to assist with psychiatric (outpatient annex, memory center and crisis unit) and therapeutic needs (OT, PT, cardiac and wound care).

Many of the individuals visited through this behavioral health program live alone and do not have a caregiver. They are often non compliant with their medical care.

This program is currently offered in New Castle County, Middletown and Delaware City. By Spring 2012, the group hopes to also cover Sussex County.

The team provides a comprehensive assessment (including nutrition) and works with the individual's primary doctor, in the hopes of keeping the individual out of the emergency room or hospital. The goal is to help individuals understand their illness/consequences and educate them/their families. They group works with agencies and support groups to locate services for that particular individual.

Representative Barbieri asked what additional supports would be beneficial, in the future, to ensure success. Ms. McKelvey commented about needing more: nursing home resources; day programs; transitional activities; respite care and caregiver support. Kim Marsh, UHC, agreed about the need for more caregiver support and day programs.

Chairman Posey added that the Governor has shown interest in volunteerism and wonders if there is a way to increase opportunities for caregiver support and perhaps respite care. He wanted to know if more students could get involved and adopt a certain area to assist individuals in need-whether at home or in a nursing facility. Mr. Posey further added that it appears that resources might be available to fill the need, but might require creative thinking to get a program, as such, up and running.

Referrals typically come from hospitals or physicians' offices. If a homebound individual needs services and has Medicaid, the managed care organization is contacted.

To refer an individual, please call: (302)327-5303.

QART Report

Rob Smith, DLTCRP Administrator, presented the third quarter Quality Assurance Review Team (QART) to Commission members. In the 3rd quarter of 2012, the QART Team reviewed six surveys involving "G" level deficiencies. As a result, the team downgraded none of the recommended deficiencies.

Staffing Report

Rob Smith presented the Staffing Report to Commission members as of September 17, 2012. The hours per resident totaled 3.72 (minimum level to meet is 3.28). All Delaware nursing facilities were in compliance with Eagles Law during this time period.

4. Old Business/New Business

DNHRQAC 2012 Annual Report

Ms. Bailey and Chairman Posey have been working on the 2012 Annual Report. Ms. Bailey will forward the report, in draft form, to Commission members so they will have an opportunity to provide comments before the next scheduled Commission meeting.

5. Public Comment

Residents Rights Rally

The eleventh annual Residents Rights Rally will be held October 16, 2012 at the Dover Sheraton. The event will occur 1:00-3:00 pm. This year's theme is: "My Voice, My Vote, My Right".

Delaware Long-Term Care Ombudsman Program is sponsoring the rally. Senator Bethany Hall-Long will be the guest speaker.

FY 14 Public Hearings

The FY 14 Public Hearings will occur November 7-29, 2012. The purpose is allow the public, news media and authorized representatives of any organization or group to express their views on the estimates to be included in the FY 14 Governor Recommended Budget; and provide an opportunity for agency heads and their authorized representatives to explain their respective requests for funding.

6. Next meeting will be **Tuesday, November 13, 2012** at 9:30 AM. The location:

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7. Adjournment

The meeting was adjourned at 10:53 AM by Brian Posey, Chairman.

Attachments: QART Report- 3rd Qtr 2012
2011 DNHRQAC Annual Report
Internal Confidential List
DNHRQAC Brochure- Introduction
DNHRQAC Brochure- Facility Visits
Nursing Home on Web- article
The Mouth is a Map to Health- article
Background Check Center-slides
SNF's under Microscope- article
Ombudsman Assignments (updated)
FY 14 Budget Public Hearing Schedule
2011 Ombudsman Annual Report