

---

DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

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

Meeting March 13, 2013  
Minutes

Commission Member (s) Present: Brian L. Posey, Chairman; Karen Gallagher; Yrene Waldron; Kyle Hodges; and Patricia Dailey Lewis.

Commission Member(s) Absent: Wayne Smith; Senator Bethany Hall-Long; Vicki Givens; Lisa Furber; and Representative Michael Barbieri.

Others Present: Margaret Bailey; Pete FeliceAngeli, DOJ; Barbara Bass, Aide to Ms. Gallagher; Jerry Dressing, United Health Care; Victor Orija, State Ombudsman; Chad Golden, Brandywine Nursing and Rehabilitation; Colleen Yezek, DMMA; Steve Groff, DMMA; Lisa Zimmerman, DMMA; Joyce Winters, Masonic Home; Dr. Greg McClure, DPH – Dental Care; Jill McCoy, DSAAPD – ADRC; Chris Oakes, DSAAPD - ADRC; Dr. Bollinger, DHCI; and Mary Nordenson, Aetna.

1. Call to order:

The meeting was called to order at 9:33AM by Brian Posey, DNHRQAC Chairman. Members of the Commission and interested parties introduced themselves to the newest Commission member, Patricia Dailey Lewis. Ms. Lewis was recently appointed by the Governor to represent law enforcement and fulfill the City of Wilmington requirement. She currently serves as the Department of Justice, Family Division Director.

2. Approval of the Minutes for the meeting of:

January 8, 2013 meeting minutes were not voted upon due to a lack of quorum.

3. Discussion of:

Division of Medicaid & Medical Assistance

Stephen Groff, DMMA Director, provided an update regarding the Division's activities. Mr. Groff currently serves as the acting Director for the Division of Medicaid and Medical Assistance.

11,000 long-term care and community-based served Delawarean's are utilizing the Managed Care Organizations (MCO's). Ms. Waldron stated that the LTC facilities have had a good working relationship with DMMA and the MCO's throughout the transition. Glitches once identified were addressed as promptly as possible.

Mr. Groff was impressed that many services providers joined to assist individuals during Hurricane Sandy. He added that the value of communication was wonderful among DMMA staff, MCO's and Transportation. All came together to meet general needs and specific individual needs within the community. The MCO's met with client prior to the storm, to make sure emergency procedures were in place and back-up plans were available.

Money Follows the Person Program recently transitioned to the MCO's – Aetna and United Health Care. The transition services are now being coordinated by the MCO's and DMMA staff provides oversight.

The Programs All-Inclusive for the Elderly Program admitted their first client in February 2013 - at St. Francis Life Center in Wilmington, DE.

### Dental Service/Oral Health

Dr. Greg McClure, Public Health Dental Director, shared with Commission members updates regarding dental and oral healthcare. He last presented to the Commission about three years ago.

Oral care for nursing home residents is performed daily (AM/PM), upon admission and on a quarterly basis.

Public Health (PH) will gladly provide dental consultation for residents at Emily P. Bissell Hospital, Delaware Hospital for the Chronically Ill, and Delaware Psychiatric Center, however the facilities have their own dental clinic(s). The Division is involved with dental clinics throughout the state to provide services for children that are Medicaid eligible.

Dr. McClure mentioned that oral health is important and there are systemically linked to heart disease, diabetes, respiratory disease, etc. Often nursing home residents face additional health care barriers.

The mobile dental van built a few years ago is primarily being used for the school sealant program. The Division has a plan to use the mobile van in the near future for community organizations – to include nursing homes and assisted living facilities.

The van has two operative suites. Most dental services can be performed however; they do not permit the use of sedation or anesthesia.

Public Health is in the process of working with the University of Delaware to develop a daily dental care plan and prevention training for caregivers of medically compromised individuals. The University of Delaware will hold the training sessions throughout the state and are in the process of finalizing the proposal.

PH plans to utilize the training program developed by Pacific Dugoni School of Dentistry in California. The intent of this initiative is to provide caregivers with routine dental care and prevention techniques – therefore reducing oral disease. Dr. McClure added that many nursing home residents wear dentures, as an example. The training will assist caregivers in assessing residents and checking for ulcers of the gums and how to properly clean dentures.

Chairman Posey asked whether the caregiver training would be offered to paid staff as well as family members. Dr. McClure shared that the training would be available to anyone who would like to attend.

Dr. McClure shared that he is in the process of submitting a grant request later in the month – with DentaQuest. The purpose of the grant is to:

1. Year one, the Division will review policies to improve oral health and provide health literacy.
2. Remaining two years will be spent on implementation.

Dr. McClure asked if DNHRQAC would provide a letter of support. Although there was not a quorum present, Chairman Posey asked members present if they would be ok with supporting the cause. All members present agreed. Ms. Bailey will draft a letter of support and provide a copy to Commission Members.

### Delaware Aging and Disability Resource Center (ADRC)

Chris Oakes and Jill McCoy provided an update about the ADRC - which is a one-stop access point of information and services for older persons and adults with physical disabilities throughout the State. The core services include: information and assistance, options counseling and service enrollment support.

The ADRC has been in business for three years. In May 2012, the unit expanded the operation to provide service on a 24/7 basis. The unit is operated by DSAAPD staff with the support from various contractors.

ADRC's contact information: [www.delawareadrc.com](http://www.delawareadrc.com) or 1-800-223-9074. There is also a searchable database available on the webpage.

The ADRC is the cornerstone of Delaware's plan to prepare for the rapid growth of the older population and the anticipated expansion of service needs.

There are four staff members at DSAAPD's Milford location, four staff members at Newark location and two options counselors. All calls are recorded for training purposes.

Ms. Waldron asked about whether the changes to MDS 3.0 section Q impacts the ADRC. Ms. Oakes shared that CMS modified MDS section Q last year and she will forward a copy to the changes to the Commission.

### Program of All-Inclusive Care for the Elderly

Colleen Yezek, Program Coordinator, mentioned that St. Francis Life Care Center opened their doors for PACE services - in February 2013. There are currently five individuals utilizing services at the Wilmington, Delaware location. The goal is to add five participants to the program each monthly until they reach capacity (200-250).

The PACE Program uses a comprehensive Care Model – a team of professionals and specialists trained in caring for seniors living in the community. The program provides complete medical, health and social services in a central location, including transportation

Individuals must meet the minimum qualifications:

1. Live within New Castle County
2. One activity of daily living (ADL)
3. Express they are able to live in the community
4. 55 years+

St. Francis Health Care Center is located at: 1072 Justison Street Wilmington, DE 19801. Phone number: (302)660-3297.

4. Old Business/New Business

None at this time.

5. Public Comment

Delaware Culture Change Coalition Open House

Ms. Bailey mentioned that the Delaware Culture Change Coalition hosted an open house February 19, 2013 at Delaware Hospital for the Chronically Ill (Smyrna). Twelve long-term care and assisted living facilities attended the open house. The Delaware Culture Change Coalition will meet next on Tuesday March 19, 2013 at DHCI (1:30 pm). Please contact: [delawareculturechange@gmail.com](mailto:delawareculturechange@gmail.com) should you have any questions.

Delaware Nursing Home Quality Care Collaborative

Quality Insights of Delaware hosted an event on March 6, 2013 and provided a step-by-step guide to implementing Quality Assurance and Performance Improvement (QAPI) in Delaware. Staff from twelve nursing homes attended the event, as well as LTC Medical Directors, Social Workers, Nurses, Psychiatrists, DE Long-Term Care Ombudsman, DNHRQAC and Pharmacists.

6. Next meeting will be **Tuesday, May 14, 2013** at 9:30 AM. The location:

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

6. Adjournment

The meeting was adjourned at 11:18 AM by Brian Posey, Chairman.

Attachments: January 8, 2013 meeting minutes – draft  
DNHRQAC updated membership contact list  
ADRC At-A-Glance and pamphlet  
AHCA Report (Feb. 2013)  
St. Francis Life Care Center- PACE folder  
2-1-1 brochure