
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE
COMMISSION

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

Meeting March 11, 2014
Minutes

Commission Member(s) Present: Brian L. Posey, Chairman; Patricia Dailey Lewis, Esq.; Karen Gallagher; Melissa Heck; Vicki Givens; Yrene Waldron; and Amy Milligan.

Commission Member(s) Absent: Kyle Hodges, Representative Michael Barbieri, Lisa Furber and Senator Bethany Hall-Long.

Others Present: Margaret Bailey; Barbara Bass, Aide to Ms. Gallagher; Carol Lovett, Consumer; Tom Murray, DLTCRP; Quinesha Harris, Governor Bacon; Anne Priester, Delaware Hospice; Sharon Garrick, Season's Hospice; Debby Pecoraro, United Healthcare; Roger Connell; Dana Casey, Homewatch Caregivers; Beth Miller, Delaware News Journal; Patricia Justice, DSAAPD and Tina Showalter, Medicaid Fraud Control Unit.

1. Call to order

The meeting was called to order at 9:34 AM by Brian Posey, DNHRQAC Chairman.

2. Approval of the Minutes for the meeting of:

January 14, 2104 meeting minutes approved with one minor change.

3. Discussion of:

Delaware Hospice

Ann Priester, VP Delaware Hospice, provided an overview regarding services. The organization has been in existence since 1982.

DE Hospice provides an interdisciplinary team approach for clients and their families. The organization serves all of Delaware; Chester and DE Counties - in PA.

DE Hospice services include: Transitions, Home-Based Palliative, New Hope (children) and a Family Support Center (Sussex only).

Transition's is a non-medical support program. The purpose of Transitions is to provide guidance and resources to individuals and families coping with a serious illness.

Palliative Care supports individuals who are not terminally ill, but need help managing symptoms.

New Hope addresses the needs of children who have experienced the death of a loved one. Many must navigate a range of emotions, including fear, anxiety, and insecurity before they are

emotionally mature enough to process their loss. In response to their special needs, Delaware Hospice developed the New Hope program in 1990.

New Hope counselors provide support, counseling, and education to children and their families through a variety of workshops, support groups, individual counseling, and a summer camp. Counseling for children is widely accessible through school support groups or within community organizations. These programs help children process and grow with their grief and find new hope.

Additionally, children and teens may attend Camp New Hope (Lum's or Killen's Pond), a four-day summer day camp. Through a variety of activities, campers have opportunities to interact with other children who have experienced loss. The camp also offers group projects, counseling, individual support, education, and free time to allow children to process emotions and ask questions. Finally, the camp hosts a special memorial service, which celebrates and honors the life of each child's loved one.

Delaware Hospice focuses on providing caregiver education to ease the anxiety regarding bed baths, lifting & turning and changing sheets. The caregiver education is comprised of volunteer registered nurses. They additionally help prepare advanced care directives.

Life Works offers individual grief support to members of the community, including those seeking support and guidance before or following the loss of a loved one, or any life-changing event. Potential clients may take advantage of consultation by master level therapists, who assess their needs and make recommendations for care. Therapists help members of the community (families' not receiving services from Delaware Hospice) as they seek support and guidance during life's transitional challenges.

To contact DE Hospice: (800)838-9800 or www.delawarehospice.org.

Medicaid Fraud Control Unit (MFCU)

Tina Showalter, MFCU Director, provided an overview to Commission members. Ms Showalter stated that most issues they currently see are coming from a group home setting. In 2013, the Unit received 190 referrals – opened 91 investigations.

MFCU expanded its patient and abuse training efforts over the last three years. Training was held in all state licensed LTC facilities and is expected to be held in the near future in privately operated Skilled Nursing Facilities. Last year, MFCU trained almost 900 LTC staff members.

MFCU is also providing education to members of the Delaware Bar and Service Providers regarding abuse and neglect. MFCU provided abuse and neglect training at four Police Academies – trained over 700 individuals.

HB 154 w/HA 2 (Senator Bethany Hall-Long and Representative Rebecca Walker) was created to address the increasing abusive and illegal uses of controlled substances. The bill created a new offense(D vs E) and imposed penalties for diverting prescription drugs from a patient in a facility. It also requires those who register to prescribe, sell, dispense or distribute controlled substances regularly to complete two continuing education credits in the area of awareness and knowledge of the problems posed by the abuse of controlled substances. The bill also made corrections to drafting errors in the 2011 bill that eliminated consent as a defense to sexual abuse in a facility. Governor Markell signed HB 154 w/HA 2 on 2/14/14.

The Medicaid Fraud Control Unit added two new positions during FY14: nurse investigator and attorney - who is also is a registered nurse.

Governor's Commission on Building Access to Community-Based Services

Patty Justice, DSAAPD Executive Assistant, provide Commission members with information regarding the restructuring of the Governor's Commission on Building Access to Community-Based Services.

The group meets quarterly and is comprised of 19 members. There are several sub-committees that meet to address: housing, employee development, healthcare, quality assurance and transportation (blended throughout each sub-committee).

The members have been involved with: Dept of Justice regarding the Olmstead Act, Community & Housing Report, Diamond State Health Plus, Transportation, Employment First Act, Stand By Me, Health Initiatives, Stockley Center growth, DHSS Mortality Review Committee, Emergency Preparedness and Pathways to Employment.

Ms. Waldron asked whether criminal background checks are mandatory and if training is required for transportation providers. Ms. Justice will check on this and provide feedback to the Commission.

Chairman Posey asked Ms. Justice if DNHRQAC and Governor's Commission on Building Access to Community-Based Services can meet jointly during their November 21, 2014 meeting. Ms. Justice will check and get back to the Commission.

QART Report

Tom Murray, DLTCRP Deputy Director, stated that in the fourth quarter 2013, the QART Team reviewed nine surveys involving "G" level deficiencies. As a result of the QART review, one "G" level deficiency was downgraded to a "D" level deficiency. The deficiency stemmed from a fall from a low bed 0 the alarm was attached and working. The facility had preventive measures in place but could not prevent the fall.

Staffing Report

Tom Murray also presented the first quarter 2014 Staffing Report to Commission members. All facilities were in compliance. The nursing staff to resident ration was 3.72, which exceeds Eagle's Law of 3.28.

4. Public Comment

Delaware Culture Change Coalition Conference

DCCC will host their 2nd Annual Conference on April 9, 2014. The theme, "And the Journey Continues...." will provide participants with a better understanding of: Age Irrelevance, Caring for People with Dementia and without Antipsychotics, Residents Rights in LTC Setting and DMOST. For more information contact: delawareculturechange@gmail.com.

Oral Health Plan

A large group of stakeholders met three times to assist in the development of an Oral Health Plan specific to Delaware. Wendy Frosh, Healthcare Management Strategies, is compiling the document and will distribute in the near future.

6. Next meeting will be **Tuesday, May 13, 2014** at 9:30 AM. The location:

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7. Adjournment

The meeting was adjourned at 11:40 AM by Brian Posey, Chairman.

Attachments: January 14, 2014 meeting minutes draft
QART Report – 4th Qtr 2013
Staffing Report – 1st Qtr 2014
DE Hospice presentation
Updated DNHRQAC membership info