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DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

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

Meeting September 9, 2014  
Minutes

Commission Member (s) Present: Kyle Hodges; Melissa Heck; Yrene Waldron; Patricia Dailey Lewis, Esquire; Lisa Furber; and Karen Gallagher.

Commission Member (s) Absent: Brian Posey, Chairman; Senator Bethany Hall-Long; Representative Michael Barbieri; Amy Milligan and Vicki Givens.

Others Present: Margaret Bailey; Mary Peterson, DLTCRP; Rob Smith, DLTCRP; Patti Newcomb, Interim Healthcare; Dr. Cheryl Bolinger, DHCI; Lisa Barchi, DOJ; Andi Wozney, DSAAPD; Sally Jennings, Quality Insights of Delaware; Jan Lennon, Quality Insights of Delaware; Annette Iacono, Brookside Clinical Laboratory, Inc; Terri White, Acts Retirement Life; Hoosang Shanehsaz, State Pharmacy Director; Dana Camoirano, Homewatch Caregivers; Ronnette Anderson, MFP; Quinesha Harris, DHCI; Roger Connell, Advocate; and Sarah Gabriel, Consumer.

1. Call to order

The meeting was called to order at 9:37 AM by DNHRQAC member, Kyle Hodges.

2. Approval of the Minutes for the meeting of:

March 11, 2014, May 13, 2014 & July 8, 2014 minutes were approved without corrections.

3. Discussion of:

Quality Insights: 2014-2019 QIO Medicare Projects

Sally Jennings, RN Project Coordinator and Jan Lennon, Delaware Program Coordinator, presented Quality Insights of Delaware's 11<sup>th</sup> Scope of Work (SOW) regarding Nursing Home Care Coordination. QI's is contracted with Centers for Medicare & Medicaid Services (CMS) which focuses on quality. CMS restricted the efforts so now they are considered Quality Improvement Networks which includes: Louisiana, Pennsylvania, West Virginia, New Jersey and Delaware.

14 Delaware nursing homes participated in QI of DE's 10<sup>th</sup> SOW, which focused on Quality Assurance & Performance Improvement; Composite score reduction and reducing unnecessary anti-psychotic medication. The composite score(s) measure:

1. % of residents with one or more falls with a major injury
2. % of residents with a Urinary Tract Infection (UTI)
3. % of residents who self-report moderate to severe pain
4. % of high-risk residents with pressure ulcer
5. % of low-risk residents with loss of bowels or bladder
6. % of residents with catheter inserted or left in bladder
7. % of residents physically restrained
8. % of residents whose need for help with Activities of Daily Living (ADL) has increased
9. % of residents who lose too much weight
10. % of residents who have depressive symptoms
11. % of residents who received antipsychotic medications
12. % of residents assessed and appropriately given flu vaccine
13. % of residents assessed and appropriately given pneumococcal vaccine

Quality Insights of Delaware's 11<sup>th</sup> SOW will contain/ build on the above and also include the following:

1. Obtain a composite score of six or less by 2019
2. Include all one star performing Delaware facilities
3. Include high performing Delaware facilities – to serve as mentors/coaches
4. Increase family participation
5. Increase mobility of LTC residents
6. Initiate two separate collaborative efforts (18 month duration) starting 4/15/15
7. Provide assessment(s)
8. Review quality measures
9. Encourage 33 Delaware facilities to participate in the collaborations

A letter was recently sent to all Delaware nursing homes asking for participation in this effort. QI's will begin identifying high performing Delaware nursing homes/peer coaches in the near future.

The goal is to have 33 Delaware nursing homes participate in this collaboration. Initially, 11 Delaware nursing homes will need to commit to this project. Melissa Heck suggested that QI consider attending the November 2014 LTC Continuum Nurse Council Meeting to speak with the Directors of Nursing and encourage participation. The first collaborative effort will begin 4/15/15.

### Brookside Clinical Laboratory, Inc

Annette Iacono, Vice President, presented to the Commission about Brookside Clinical Laboratory, Inc that serves 120 LTC facilities throughout: Delaware, New Jersey, Maryland and Pennsylvania. In addition, they provide community-based services. Brookside offers a personalized type of service – no voice mail, same day turn around, and most lab work is completed in-house.

Brookside also provides a home draw service for individuals living in the community that are homebound and need blood work, culture, etc.

### Staffing Report

Rob Smith presented the third quarter 2014 Staffing Report to Commission members. All facilities were in compliance. The hours per day staff to resident ratio was 3.72, which exceeds Eagle's Law of 3.28.

Victor Orija shared that during a recent Consumer Voice event, it appears Congress is considering to raise the per patient day (ppd) Federal staffing ratio to 4.21. Mr. Smith mentioned that the way the Federal government versus State government determines staffing is quite different. The State uses RN, LPN and CNA to determine whether a facility is staffing appropriately (Eagles Law). The Federal government adds other occupations such as: physical therapy, social workers, etc into their calculation. As a result of the measurement differences, a ppd increase in Delaware to 4.21 is not a significant difference.

### Civil Monetary Penalty Report

Rob Smith, DLTCRP Licensing Administrator presented the Civil Monetary Penalty Report (January 2013 – August 2014). There were 14 facilities that were fined by CMS for “actual harm” to residents – totaling \$490,825. DLTCRP primarily uses the funds for educational purposes: mandatory Director of Nursing (DON) training, Minimum Data Set (MDS), etc.

The question was raised as to why facility names do not appear on the CMP Report. DAG, Lisa Barchi shared that this report is subject to FOIA. Mary Peterson added that these are Federal impositions and are “FOIA- able”. Ms. Peterson added that DLTCRP would need to check with CMS before releasing the names of facilities on a report, such as this one.

Mary Peterson shared that CMP monies are available for anything that will make care or life in a nursing home better. Facilities that are Medicare certified are able to submit a request to DLTCRP for CMP funds ----stating the reason and amount. In the near future, DLTCRP will be developing a CMP request form and append to their webpage.

### Money Follows the Person

Ronnette Anderson, Program Manager for MFP, provided an update to Commission members. MFP began in 2007 with \$5.3 M over a five year period. The program was extended through 2016 and might receive additional funds.

To date, there have been 206 individuals transitioned to the community; 68 active MFP members residing in the community and 38 individuals preparing to move out into the community.

A Commission member requested program statistics. Ms. Anderson will forward statistical data to the Commission.

#### 4. Old Business/New Business

### 2014 Annual Report

Margaret Bailey and Brian Posey are working on FY 2014 DNHRQAC Annual Report and will forward to commission members for review.

### DNHRQAC Meeting Schedule

Commission members were reminded that DNHRQAC will meet next on Friday November 21, 2014 at 1:00 pm. This will be a joint meet with the Governor's Commission on Building Access to Community-Based Services. The meeting location is TBD.

Margaret Bailey provided a copy of the 2015 meeting schedule (draft) to members for review.

#### 5. Public Comment

### National Assisted Living Week

September 7-9 is assisted living week throughout the United States. The theme this year is "Aloha Spirit".

### Residents Rights Rally

The 13<sup>th</sup> Annual Residents Rights Rally will be held October 21, 2014 at the Modern Maturity Center (1:00-3:00 pm) – an event to honor and celebrate long-term care/assisted living citizens; to recognize their individuality; and reaffirm their rights as community members and citizens - including the right to have their voices heard regarding their care. A tribute will be prepared by Senator Hall-Long, and Representative(s) Barbieri and Longhurst.

### DHCFA Trade Show

Delaware Healthcare Facilities Association will host their annual Trade Show & Conference at Dover Downs September 25, 2014.

## Fiscal Year (FY) 2016 Budget Hearing Schedule

Margaret Bailey provided commission members with a copy of the FY 16 Public Budget Hearing schedule. DHSS is scheduled to present on Friday November 20, 2014 1:00-3:45 pm in the Senate Chamber at Legislative Hall.

### Healthy Aging Month

September is Healthy Aging month designed to focus national attention on the positive aspect of growing older and promote personal responsibility for one's health.

### Administrative Office of the Courts (AOC)

AOC has moved. The new address (as of 8/18/14): 405 N King Street Suite 507 Wilmington, DE 19801. The state location code is: N210R.

6. Next meeting will be **Friday, November 21, 2014 @ 1:00 pm**. This meeting will be held jointly with the Governor's Commission on Building Access to Community-Based Services. The location is TBD.

7. Adjournment

The meeting was adjourned at 11:26 AM by Kyle Hodges.

Attachments: March 11, 2014 meeting minutes draft  
May 13, 2014 meeting minutes draft  
July 8, 2014 meeting minutes draft  
Staffing Report – 2<sup>nd</sup> Qtr 2014  
Civil Monetary Penalty Report  
FY 15 OMB Public Hearing Schedule  
DNHRQAC 2015 Meeting Schedule  
Quality Insights of Delaware 11<sup>th</sup> Scope of Work  
MFP Brochure