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DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

Legislative Hall  
Senate Hearing Room  
411 Legislative Ave  
2<sup>nd</sup> Floor  
Dover, DE 19901  
FINAL

Meeting January 12, 2016  
Minutes

Commission Member (s) Present: Lisa Furber; Amy Milligan; Senator Bethany Hall-Long; Vicki Givens; Karen Gallagher; and Yrene Waldron.

Commission Member (s) Absent: Representative Kim Williams; Kyle Hodges; and Melissa VanNeerden.

Others Present: Margaret Bailey; Haddie, Aide for Karen Gallagher; Quinesha Harris, DHCI; Dawn Moore, Governor Bacon; Kathleen Dougherty, DMMA; Suzie Tadlock, GBHC; Hooshang Shanehsaz, State Pharmacy Director; Rob Smith, DLTCRP; Debbie Lemke; United Health Care; Yesenia Traveras, United Health Care; Ronniere Robinson, Public Health; Belinda Far, The Center at Eden Hill; Carol Lovett, Consumer; Ruth Cornelison, Consumer; Jodi Peek, Delmar Nursing & Rehab; Ryan Weller, Exceptional Care for Children; David Mangler, Division of Professional Regulations; Staci Marvel, DMMA; and Lisa Barchi, DOJ .

1. Call to order

The meeting was called to order at 9:36 AM by DNHRQAC member, Lisa Furber.

2. Approval of the Minutes for the meeting of:

September 8, 2015 & November 10, 2015 meeting minutes were approved without comments.

3. Discussion of:

Medical Interpreter Program

Ronniere Robinson, Program Administrator, provided an update to Commission members about the Medical Interpreter Program. The program currently has 165 volunteers & offers assistance in 30 different languages to individuals needing an interpreter.

Volunteers participate in a 40 hour course called “Connecting Worlds”, which is offered twice a year. The next Medical Interpreter educational opportunity will be offered June 2016. Please contact Ronniere Robinson @: [Ronniere.Robinson@state.de.us](mailto:Ronniere.Robinson@state.de.us) or (302)223-1293 for more information.

QART Report

Rob Smith, DLTCRP Licensing Administrator, presented the 4th Qtr 2015 QART Report. The survey team recommended seven “G” level deficiencies during this time frame. The QART Team reviewed the seven “G” level deficiencies and decided after review that one of the “G” level deficiencies was better suited as “G” level “Accident/Hazard” instead of original citation “Quality of Care”.

## Civil Monetary Penalty (CMP) Report January 1, 2015 – December 31, 2015

Rob Smith, DLTCRP Licensing Administrator, presented information about CMP's imposed in 2015. Seven nursing homes and one assisted living facility were charged with civil monetary penalties during the calendar year 2015 - \$290,519.18. Centers for Medicare & Medicaid Services (CMS) imposed \$119,797.31 and State of Delaware imposed \$170,721.87. In the past, CPM funds were used to pay for training of providers and staff. It also was used to pay the vendor who maintains the online CNA Registry. The cost of the CNA Registry is now being paid with the \$25 fee charged for renewals of CNA certifications.

### Background Check Center 2015

Rob Smith shared with DNHRQAC members about the Background Check Center applications that were created during FY 15. There were 15,996 applications created in 2015 - Nurse Aide 3,064 (Nurse Aide in training there was an additional 1,130 applications), Personal Care Worker 1,596, LPN 1,276, RN 1,484, etc.

### United Health Care (UHC)

Debbie Lemke, United Health Care DE Health Plan Health Services Director, provided information regarding UHC's involvement as a Managed Care Provider (MCO) for Medicaid clients in Delaware; in particular relating to individuals served in long term care.

An estimated 100,000 Delaware UPC members are covered through Medicaid services. UPC currently has 4,200 members residing in long term care facilities throughout the state.

UHC: works with over 200 network providers; 8 hospitals, several Urgent Care/Medical Aid Units; all LTC facilities; advocate; 94 HCBS providers; host town hall meetings and has an administrative advisory council.

United Health Care provides: Care Management Services, Personal Attendant Care Services, Respite, Home Delivered Meals, Day Habilitation and Personal Emergency Response.

UPC contact information - Long Term Care Member Services: (877)542-9248 and 24/7 Nurse Line: (866)915-0311.

### Professional Regulations (DPR)

David Mangler, Director for the Division of Professional Regulations, spoke to the Commission about services offered by DPR: to protect public's health, ensure protection of public health, safety and economic well-being through administrative and investigative services to Governor-appointed boards and commissions.

DPR provides regulatory oversight for 35 boards & commissions. The Division provides services for 300 board/commission members and 80,000 licensees. The licensure fees fund the Division and expenditures attributed to each licensing board.

The Division receives one thousand complaints per year. Some of the complaints are referred to the Attorney General's Office, others enter a consent agreement, receive disciplinary action or complaint is closed because the Division lacks authority.

Professional Regulations also manages the Prescription Monitoring Program. The Delaware Prescription Monitoring Act ([16 Del. C. § 4798](#)) authorizes the [Office of Controlled Substances](#) (OCS) in the Delaware Division of Professional Regulation to establish, maintain and monitor the PMP in order to reduce misuse of controlled substances in Delaware and to promote improved professional practice and patient care.

The PMP is a system that collects information on all controlled substance (schedules II-V) prescriptions. Using the PMP website: <http://dpr.delaware.gov/boards/controlledsubstances/pmp/default.shtml>, Delaware-licensed pharmacies and prescribers who dispense controlled substances report prescription data to the PMP daily. Prescribers and dispensers registered with the PMP can obtain immediate access to an online report of their current or prospective patient's controlled substance prescription history. This PMP website is available 24/7 and is to be used for healthcare purposes only.

The Division's contact information - [www.dpr.delaware.gov](http://www.dpr.delaware.gov) or (302) 744-4500.

4. Old/New Business:

#### FY 15 DNHRQAC Annual Report

FY 15 Annual Report was approved by commission members present. Ms. Bailey will distribute the report to the Governor, Legislators and Commission members in February 2016.

5. Public Comment:

6. Next meeting will be **Tuesday March 8, 2016 @ 9:30 AM. The meeting location: Division of Developmental Disabilities Services - 2540 Wrangle Hill Rd 2<sup>nd</sup> floor Training Room "A" Bear, DE 19701.**

7. Adjournment

The meeting was adjourned at 11:12 AM by Senator Hall-Long.

Attachments: September 8, 2015 meeting minutes draft  
November 10, 2015 meeting agenda  
4th Qtr 2015 QART Report  
2016 DNHRQAC meeting schedule draft  
United Health Care presentation  
Civil Monetary Penalty Report 2015  
Criminal Background Check Center Report 2015  
DLTCRP Organizational Chart  
Division of Professional Regulations presentation  
FY 17 JFC hearing schedule