

**How do I get information about a particular long term care or assisted living facility?**

The federal government has a Web site called "Nursing Home Compare" that gives information about every nursing home in Delaware that is Medicare - or Medicaid-certified. The Web site has information about the nursing home, the staff, and the residents. The Web site also has summary results from the last annual inspection by the state survey agency, the Division of Health Care Quality.

The Web site is:

<http://www.medicare.gov/nhcompare/home.asp>.

Results from both annual and complaint inspections and the long term care facility's plans of correction are also available from the Division of Health Care Quality by calling the Licensing and Certification Section at (302) 577-6661.

**Who do I call to report possible abuse or neglect of a resident?**

To report possible abuse, neglect, mistreatment, or financial exploitation of a resident, or if you have other complaints or concerns about a long term care facility, call the Division of Health Care Quality at (877) 453-0012 (24-hour, toll-free number).

**Current Members of the Delaware Nursing Home Residents Quality Assurance Commission**

**Lisa Furber, Chairman**

**Hooshang Shanehsaz, RPh**

**Karen E. Gallagher**

**Lorraine Phillips, Ph.D., RN**

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**Representative Kim Williams**

**Tonya Burton**

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**Norma Jones**

**Delaware Nursing Home Residents Quality Assurance Commission**

**Introduction**

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The Delaware Nursing Home Residents Quality Assurance Commission was established by legislation passed and signed by the Governor in 1999. The primary purpose of this Commission is to monitor Delaware's quality assurance system for nursing home residents in both privately operated and state operated facilities, to ensure that complaints of abuse, neglect, mistreatment, and financial exploitation are responded to in an effective and timely manner. The Commission also reviews policy issues related to the quality of life and quality of care of residents of other long term care and assisted living facilities.

## Commonly Asked Questions

### Who are the Commissioners?

The Commissioners include two individuals appointed by members of the General Assembly. Seven members are appointed by the Governor and represent consumers of nursing home services or family, nursing home providers, health care professionals, and advocates for the elderly and disabled. In addition, four members serve by virtue of position or designee: Attorney General, Community Legal Aid Society, Delaware Health Care Facilities Association and Delaware Health Care Association.

### What are the Commission's duties?

The primary duties include:

- (1) Examining policies and procedures and evaluation of the effectiveness of the quality assurance system for nursing

home residents, including the respective roles of the Department of Health and Social Services, the Attorney General's Office, law enforcement agencies, health care professionals, and nursing home providers.

- (2) Monitoring data and analyzing trends in the quality of care and quality of life of individuals receiving long term care in Delaware.
- (3) Reviewing and making recommendations to the Governor, the Secretary of the Department of Health and Social Services, and the General Assembly concerning the quality assurance system and improvements to the overall quality of life and quality of care of nursing home residents.
- (4) Protecting the privacy of nursing home residents, including following guidelines for the confidentiality of records.
- (5) Specific responsibilities as designated by the General Assembly, such as making recommendations as to the required minimum nursing staffing levels in nursing homes and reviewing requests by the facilities to waive the requirements on a time-limited basis.

### Where and how often does the Commission meet?

The Commission is required to meet at least once every three months. The Commission usually meets every other month. For a schedule of the meetings and the locations, contact DNHRQAC listed on the front of this brochure.

### Are Commission meetings open to the public?

Yes, the meetings are open to the public. There is also time set aside in each meeting for public comment.

### Do Commission members visit long term care and assisted living facilities? What is the purpose?

Yes, Commissioners often visit facilities. They also attend meetings held at the facilities by DHCQ that give the results of the annual licensing/certification surveys. If invited by a resident or family council, they will also attend the resident and family council meetings. Commissioners will only enter a resident's room if invited by the resident or his/her authorized representative. Commissioners or staff visiting a facility will usually be identified by a photo ID badge.

The visits help the Commission and staff carry out its duties and make its required recommendations to the Governor, DHSS Secretary, and General Assembly, about improvements to the overall quality of care and quality of life of residents.

### Who can contact the Commission and how?

Anyone can contact the Commission, by letter, phone, email or fax. The Commission's address, phone number, email address and fax number are on the front of this brochure.