

Delaware Nursing Home Residents Quality Assurance Commission

February 16, 2021

History

State Legislative & Citizens Investigative Panel on Nursing Home Reform
(late 90's)

“The purpose of the Legislative & Citizens Panel on Nursing Home Reform is to ensure that residents of Delaware nursing homes are safe and secure, are receiving quality care and free from abuse, neglect and financial exploitation.”

Stated panel to examine every relevant issue, including licensing, state laws and regulations, funding, training, staffing, quality of care and personal safety

History Continued

Panel's review of nursing home practice since the 1960's included:

- Public Hearings and Executive Sessions
- Public Review of State Agencies

History Continued....

- Public Hearing for Nursing Home Industry Representatives
- Roundtable Workshop
- Recommendations made as result of Roundtable Workshop

Who We Are

Elisabeth Furber, Chair

Karen Gallagher

Lt Governor Bethany Hall-Long

Amy Milligan

Representative Kim Williams

Dr. Michela Coffaro, Psy.D

Lorraine Phillips, Ph.D, RN

Norma Jones

Hooshang Shanehsaz, RPH

Christina Kontis, Esquire

Kyle Hodges

Cheryl Heiks

Margaret Bailey

Delaware Code

The Delaware Nursing Home Residents Quality Assurance Commission is established by 29 *Del. C.* § 7907. All action taken by the Commission and all organizational structure shall conform to 29 *Del. C.* § 7907 and relevant provisions of 16 *Del. C.* §§ 1162 and 1167.

What We Do

Examine policies and procedures

Monitor data

Analyze trends

Ensure complaints responded to in a timely manner

Review and make recommendations

Prepare and publish an annual report

Work with agencies and providers

Resource for residents and families

Who We Serve

Adults 18 years +

- Skilled, Intermediate or Assisted Living Facility services
- Residents with cognitive or physical disabilities
- Temporary or permanent services

Children birth – age 21

- Pediatric Long Term Care services for Children

Other Notable DNHRQAC Facts

- A majority of the total membership of the Commission constitutes a quorum. A quorum is required for the Commission to take official action.
- The Commission may adopt rules and bylaws necessary for its operation.
- Commission meetings and activities are governed by *Robert's Rules of Order*.
 - The Commission, as operated within the limitation of the annual appropriation and any other funds appropriated by the General Assembly, furnishes staff for the Commission.
- The Department of Justice provides legal advice to the Commission

Statistics

50 (Skilled) Nursing Homes (5,106 residents)

34 Assisted Living Facilities (3,315 residents)

Five Star Senior Living Article, Delaware News Journal February 2020:

“There is good news for older Americans: You’re living longer. In fact, by the year 2030, all baby boomers will be older than 65, expanding the retirement-age group to 1 in 5. This means a significant population of aging Americans must plan for an extended life expectancy.”

Outreach

Incoming and/or Outgoing

- Phone Calls
- Emails
- Texts
- Letters
- Drop by visits
- Events
- Webpage
- Commission brochure
- Presentations

Who We Work With

Residents Families

State Agencies Legal Community

Nursing Home Industry

Colleges Legislators Managed Care Organizations

Organizations

Hospitals Health Care Professionals

Service Providers

Advocacy groups Federal Government

Case Studies

Challenges

Workforce

- State
- Private Sector

Leadership Changes

- DHSS & other State agencies or organizations
- Health Care Professionals

Advocacy

Membership appointment process

Opportunities

- Boards/Commissions to appoint & maintain memberships
 - Verify through Adult Abuse Registry
 - No more members held over, know what we need
 - Elder Caucus
 - Address issues regarding aging population in Delaware
 - Legislative Advocacy
 - Service hours for DHSS Administrators & others in multiple settings
(to see impact of their decisions)
 - Offer ombudsman training
- Centralized Education Center
- CNA, Dietary Aide or Activity Aide cross training
 - Value workforce

Opportunities Continued

Community and Facility-Based Advocacy

Staff support to expand mission

Gaps in service

- Veterans and Wilm VA Community Living Center
- 18 - 59 year olds: TBI, Intellectual Disabilities, etc
- Ventilators

Re-evaluate Staffing Ratio's for Skilled

Create Staffing Ratio's for AL and other settings

- Modify Staffing Ratio's for facilities that combine rehab & LTC residents

Workforce

COVID PANDEMIC

- Participating on State Health Operations Center calls with LTC Providers
- Reviewing COVID-19 statistics daily
- Interacting with State agencies, stakeholders, families
- Analyzing & providing feedback on proposed policies for LTC Reopening Plan, Visitation Plan, Support Person, etc
- Attending Vaccine Distribution Sub-Committee meetings
- Frequenting hospital/LTC provider information sharing meetings
- Compiling recommendations for quality of care during pandemic

Thank you!

Contact Information

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<https://courts.delaware.gov/dnhrqac/>