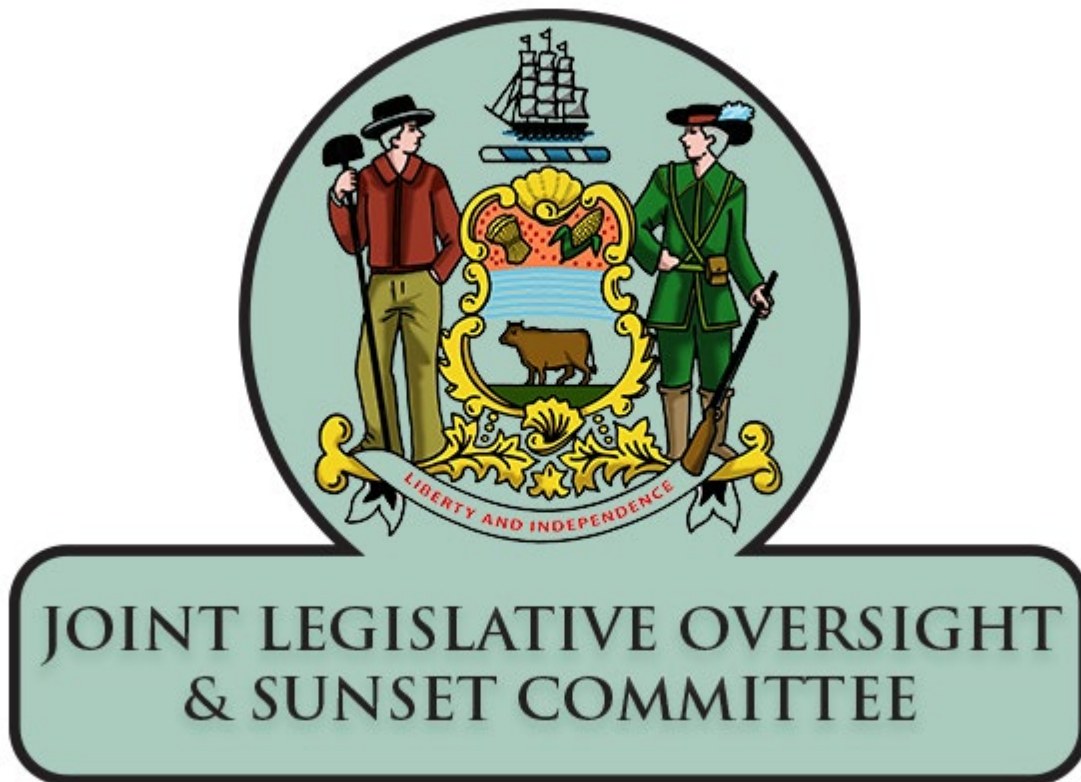


Progress Report

Delaware Nursing Home Residents Quality Assurance Commission

151st General Assembly, 2nd session



*Submitted by DNHRQAC to the
Joint Legislative Oversight and Sunset Committee
January 2022*

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STAFF NOTE

All documents found in this document have been submitted by the Delaware Nursing Home Residents Quality Assurance Commission. JLOSC staff has not edited any of the text in the progress report or subsequent documents.

PROGRESS REPORT

DNHRQAC

January 2022



Joint Legislative Oversight
& Sunset Committee

Adopted Recommendation 1, Option 1: Continue

The Delaware Nursing Home Residents Quality Assurance Commission shall continue, subject to any further recommendations that JLOSC adopts.

Progress Reporting not needed for this Recommendation.

Additional Comments from Entity:

Adopted Recommendation 2: General Statutory Updates & Technical Corrections

JLOSC will sponsor a bill to make any technical corrections to DNHRQAC's entire governing statute, Chapter 79, Title 29.

Progress Reporting not needed for this Recommendation.

Additional Comments from Entity:

DNHRQAC respectfully requests JLOSC to provide draft of any legislation regarding general statutory updates and/or technical corrections relating to the commission, so we have an opportunity to review and provide feedback.

Adopted Recommendation 3, Option 1: Administrative and Budgetary Responsibility

JLOSC shall sponsor legislation specifying that administrative and budgetary responsibilities related to DNHRQAC are the responsibility of the Department of Safety and Homeland Security.

Progress Reporting not needed for this Recommendation.

Additional Comments from Entity:

Location - DNHRQAC has had multiple discussions regarding this recommendation with commission members, Administrative Office of the Courts, JLOSC staff and Dept of Safety & Homeland Security (DSHS). The discussions continue.

DNHRQAC does not believe a move would be beneficial for those served, DNHRQAC staff or resources and therefore does not support a move elsewhere in State of Delaware Government at this time. It doesn't appear JLOSC spoke with any recipients of long term care services such as residents, families or the industry to gauge the impact of this recommendation.

DNHRQAC believes this particular recommendation needs further review, deliberate planning and research before any considered move within State government for DNHRQAC determined.

Staff Support - In addition, DNHRQAC requested funding for support (staff) which was unfortunately not addressed in any JLOSC reports. The Commission clearly expressed that additional staffing resources are needed to safeguard long term care residents and monitor State agencies that provide services and supports. This is something we had hoped JLOSC would have identified under the review process and has been immensely highlighted during COVID-19 pandemic.

Additional staffing support continues to be greatly needed. The commission currently has one staff member, an Executive Director, that has many competing demands on her time. Commission members are volunteers. As volunteers, many members are not able to commit beyond the scheduled open public meetings.

As a result, this leaves the Executive Director to complete the majority of work for the Commission. Unlike other agencies where multiple staff is responsible for carrying out tasks (even JLOSC has several staff members to carry out their duties).

DNHRQAC kindly requests JLOSC to respond to this request and provide funding for staff support.

Adopted Recommendation 4: Name Change

DNHRQAC shall explore changing its name to one more easily recognizable to long-term care residents, the public, and other stakeholders. (example: DCARES: Delaware Commission for Aging Residents' Safety)

Update from Entity:

Commission members met during Working Session #1 (October 19, 2021) & Working Session #2 (December 19, 2021) to discuss JLOSC recommendations. In addition, discussion regarding JLOSC recommendations continued during regular business meetings (November 16, 2021 & January 18, 2022, etc).

DNHRQAC members voted & approved name change to reflect "Delaware Long Term Care Oversight Commission" during DNHRQAC Meeting of November 16, 2021. Some details are still being polished as to whether the use of an acronym or hyphen will be included in name change. DNHRQAC will continue to work with Judicial Information Center (JIC), Department of Technology, Administrative Office of the Courts (AOC) and others to implement this recommendation once legislation has been passed by Delaware General Assembly.

Adopted Recommendation 5: Criteria for Facility Visits

DNHRQAC shall develop a criteria and rubric for visits to long-term care facilities. This rubric shall be published to its website and included in the annual report.

Update from Entity:

Commission members met during Working Session #1 (October 19, 2021) & Working Session #2 (December 19, 2021) to discuss JLOSC recommendations. In addition, discussion regarding JLOSC recommendations continued during regular business meetings (November 16, 2021, January 18, 2022, etc).

As a result of this recommendation, a form was created to identify facility visitation data that will be captured during visits. A draft of said criteria was presented during DNHRQAC Meeting of January 18, 2022. Commission members approved the facility visit rubric with minor changes to the draft.

Adopted Recommendation 6: Eagle's Law Update

DNHRQAC shall engage the necessary stakeholders to report and recommend to the Department of Health and Social Services and the General Assembly needed changes to Eagle's Law, Chapter 11, Title 16 of Delaware Code, no later than January 31, 2022.

Update from Entity:

Commission members met during Working Session #1 (October 19, 2021) & Working Session #2 (December 19, 2021) to discuss JLOSC recommendations. In addition, discussion regarding JLOSC recommendations continued during regular business meetings (November 2021, January 2022, etc).

This particular recommendation is a complex issue and further complicated by the pandemic. As a result, DNHRQAC would like to revisit this recommendation once COVID19 has been better stabilized in Delaware.

Adopted Recommendation 7: Staffing Ratios at Assisted Living Facilities

DNHRQAC shall conduct the required research to report and recommend to the Department of Health and Social Services and the General Assembly the necessary policy to adopt staffing ratios at assisted living facilities no later than January 31, 2022.

Update from Entity:

Commission members met during Working Session #1 (October 19, 2021) & Working Session #2 (December 19, 2021) to discuss JLOSC recommendations. In addition, discussion regarding JLOSC recommendations continued during regular business meetings (November 2021, January 2022, etc).

This particular recommendation is a complex issue and further complicated by the pandemic. As a result, DNHRQAC would like to revisit this recommendation once COVID19 has been better stabilized in Delaware.

Tabled Recommendation 8: Elder Caucus

DNHRQAC shall provide information to the General Assembly relating to the creation of an Elder or Aging Caucus with a focus on the structure other legislatures and governing bodies have utilized.

Recommendation not adopted: Progress Reporting not needed.

Additional Comments from Entity:

DNHRQAC respectfully requests JLOSC reconsider the creation of an Elder Caucus. Although an Aging in Place Work Group was created after this recommendation was shared with JLOSC, we believe an Elder Caucus would embrace state-wide legislative initiatives in all environmental settings for Delaware's aging population. Delaware's population is aging rapidly and therefore we believe the State should be looking at ways to improve the delivery of care, services and assistance for those aging in Delaware.

Adopted Recommendation 9: Annual Report Updates

DNHRQAC shall add the following information to its annual report:

- a. Rubric, criteria, findings, and recommendations from facility visits.
- b. Any recommendations, including all correspondence, made to the Department of Health and Social Services, the Governor, the General Assembly, and other stakeholder organizations.
- c. Summary of legislative lobbying efforts, including the Commission's position on legislation and regulations effecting long-term care residents.
- d. Policy, advocacy, and legislative goals for the upcoming year.
- e. Breakdown of Executive Director duties including the percentage of time devoted to each duty.

Update from Entity:

Commission members met during Working Session #1 (October 19, 2021) & Working Session #2 (December 19, 2021) to discuss JLOSC recommendations. In addition, discussion regarding JLOSC recommendations continued during regular business meetings (November 2021, January 2022, etc).

- a. Members continue to work on annual report formatting & other changes to include rubric, criteria, etc.
- b. Any formal correspondence to DHSS, the Governor, etc will be included in annual report.
- c. DNHRQAC does not lobby however provides feedback regarding proposed legislation, regulations and emergency orders.
- d. DNHRQAC does not write long term care policies. Any future advocacy efforts or legislative goals will be included in annual report.
- e. Executive Directors duties and % of time devoted to such tasks will be highlighted in future annual reports.

Adopted Recommendation 10: Follow Up Reporting

DNHRQAC shall submit a status report, no later than January 31, 2022, updating the JLOSC on the implementation process of the adopted recommendations as well as a succession plan for the role of Executive Director, including a job description.

Update from Entity:

Executive Director will provide 3 months notice, when feasible, when retiring from State employment. DNHRQAC Chair will notify full commission as well as Administrative Office of the Courts. DNHRQAC will create a sub-committee to engage in search for prospective candidates. Further activities will include: utilizing the State of Delaware Employment page, conducting interviews completing criminal background checks, etc.

Executive Director's job description is attached.

Adopted Recommendation 11, Option 1: Release from Review

DNHRQAC is released from review upon enactment of JLOSC-sponsored legislation and submission of the status report.

Progress Reporting not needed for this Recommendation.

Additional Comments from Entity:

DNHRQAC respectfully requests JLOSC to provide draft of any legislation regarding general statutory updates and/or technical corrections relating to the commission, so we have an opportunity to review and provide feedback.

Any additional information DNHRQAC wishes to share with the Committee, including but not limited to, the following information, as applicable:

- Changes to board membership (including any vacancies).
- Updates to rules, policies, or by-laws.
- Information regarding new complaints, appeals, audits.
- Summary of any new board decisions.
- Any planned or submitted rule or policy changes.
- Information regarding new challenges, goals, or ideas for improvement.

Additional Comments from Entity:

- Current commission/board membership roster attached.
- Updated By-Laws (5/19/2020) and Member Proxy Policy (11/16/2021) - see attached.
- Approved meeting minutes: <https://courts.delaware.gov/dnhrqac/minutes.apx>
- Commission is considering a more formalized data tracking system. This would require additional staff support and funding to implement.

- No new commission/board decisions at this time other than responding to JLOSC recommendations.
- The pandemic continues to provide many challenges. Members will continue to discuss goals for future advocacy efforts.

Please contact JLOSC analysts with any questions.

DELAWARE NURSING HOME RESIDENT'S QUALITY ASSURANCE COMMISSION
2540 Wrangle Hill Road
Bear, DE 19701

Facility Visit Report

Day & Date of Visit: _____

Reason for Visit (Circle All That Apply):

- Care Plan Meeting Resident Council Meeting Tour of Facility
Drop off DNHRQAC Information Meet with a Resident Post Survey Meeting
Meet with Facility Administrators/Staff Meet with Ombudsman New Facility
Other Meeting (Specify): _____
Other Follow-up (Specify): _____

Health or Safety Concerns Observed During Visit (Circle One): YES NO

If yes, what was observed:

What action was taken to address the concern:

Outcome of Visit/Other Comments:

DNHRQAC Staff Completing this form: _____

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

Melissa Winters, PsyD, NHSP

Amy Milligan

Lt Gov Bethany Hall-Long

Cheryl Heiks

Jennifer McLaughlin

Representative Kim Williams

Tonya Burton

Kyle Hodges

Ed Black, Esquire

Norma Jones

Delaware Nursing Home Residents Quality Assurance Commission

Introduction

DNHRQAC Contact:

Margaret E. Bailey
2540 Wrangle Hill Rd
Suite 223
Bear, DE 19701
Phone: (302)836-2133
Fax: (302)836-2644

margaret.e.bailey@delaware.gov

<http://courts.delaware.gov/AOC/?dnhrqac.htm>

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.

The length of the visits can vary. For example, if the Commissioner goes to the survey report meeting or has been invited to attend a resident or family council meeting, they may spend a few hours at the facility.

Commissioners will only enter a resident's room if invited by the resident or his/her authorized representative.

At the end of the visit, the Commissioner may ask to meet with the administrator or other person in charge to share information gathered during the visit. This might include examples of good care or opportunities for improvement. If a Commissioner sees something that might be an issue affecting the health/safety of residents, this will also be reported to the administrator or other person in charge.

What happens to the information that a Commissioner gathers during a visit to a long term care or assisted living facility?

The results of a visit may be reported at a Commission meeting. No facilities, staff, families or residents are identified during the report.

If residents or family members wish to share information that they do not want reported to the administrator, they will be given the phone number of the Division of Health Care Quality (DHCQ) toll-free complaint line (1-877-453-0012), so that they may report their concern to the appropriate authority.

If a Commissioner or Executive Director has reasonable cause to believe that there is abuse, neglect, mistreatment, or financial exploitation of a resident, it will be reported to DHCQ.

Current Members of the Delaware Nursing Home Residents Quality Assurance Commission

Lisa Furber, Chairman

Melissa Winters, PsyD, NHSP

Karen E. Gallagher

Hooshang Shanehsaz, RPh

Lt Gov Bethany Hall-Long

Representative Kim Williams

Cheryl Heiks

Amy Milligan

Jennifer McLaughlin

Ed Black, Esquire

Kyle Hodges

Tonya Burton

Norma Jones

Delaware Nursing Home Residents Quality Assurance Commission Visiting Long Term Care & Assisted Living Facilities

Facility Visits

DNHRQAC Contact:

Margaret Bailey
2540 Wrangle Hill Rd
Suite 223
Bear, DE 19701
Phone: (302) 836-2133
Fax : (302)836-2644
Margaret.E.Bailey@delaware.gov

<http://courts.delaware.gov/AOC/?dnhrqac.htm>

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.

The main duties of the Commission include:

- (1) Examining policies and procedures and evaluating 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 the guidelines for the confidentiality of

records established by the Division of Health Care Quality, in Delaware Health and Social Services (DHSS).

- (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.

Commonly Asked Questions:

Who are the Commissioners?

The Commissioners include one appointed by the Speaker of the House and one appointed by the President Pro-Tem of the Senate. Seven are appointed by the Governor and represent consumers of nursing home services, nursing home providers, health care professionals, and advocates for the elderly and disabled. Four serve by virtue of position or designee as follows: The Attorney General, Community Legal Aid Society, Delaware Health Care Facilities Association and Delaware Healthcare Association.

What is the purpose of the Commissioner's visits to long term care and assisted living facilities?

The purpose of the visits is to promote an atmosphere of information sharing so that Commissioners and staff may fulfill their responsibility to monitor the effectiveness of the quality assurance system in the State of Delaware. Commissioners and staff are interested in open communications with facility administrators, staff, residents and families and in promoting a cooperative

atmosphere. Information will be gathered to help the Commission make its required recommendations to the Governor, DHSS Secretary and General Assembly, concerning improvements to the overall quality of care and quality of life of nursing home and assisted living residents.

What determines which facilities are visited and which Commissioner(s) will visit?

Before a visit, DNHRQAC will check with DHCQ staff to determine which facilities have been visited recently (the Division maintains a log of visits), so that duplicate visits of the same nature may be avoided. Commissioners and staff may also attend meetings held at the facilities by DHCQ that give the results of the annual licensing/certification surveys. Commissioners or staff may be invited to resident and/or family council meetings. Commissioners will avoid visiting facilities with which they have a conflict of interest.

What can be expected during a Commissioner's visit to a long term care or assisted living facility?

Generally, visits will be made by one or two Commissioners at a time. If Commissioners or staff are visiting a facility after normal visiting hours, they will call prior to visiting, so facility staff will be available to open the door. Commissioners or staff will usually be identified by a photo ID badge. Commissioners will sign the visitors' log and give the administrator or other person in charge a copy of this brochure and a Commission business card. Commissioners will gladly explain the purpose of the visit to anyone who asks.

Summary Statement:

An incumbent is responsible for working with 13 volunteer commission members to monitor Delaware's quality assurance system for nursing home and assisted living facility residents in both privately operated and state operated facilities so that complaints of abuse, neglect mistreatment, financial exploitation and other complaints are responded to in a timely manner so as to ensure the health and safety of nursing home residents.

Nature and Scope:

This incumbent reports to DNHRQAC Chair and works closely with Administrative Office of the Courts regarding budgetary responsibilities. DNHRQAC meets every other month where they invite State agencies and others to attend and provide testimony regarding quality of care and life of Delaware long term care residents. This incumbent works with volunteer commission members to develop by-monthly meeting content, write annual report, communicate or respond to Federal and State Legislative initiatives, and advocate for residents of Delaware long term-care facilities. Work includes serving as liaison with other State agencies, providers, or stakeholders throughout the State. The ability to address sensitive issues, coordinate agency activities, arrange meetings, obtain speakers, participate and represent the Commission is a significant aspect of this position.

Essential Functions:

Essential functions are fundamental, core functions and are not intended to be an exhaustive list of all job duties for this position.

- Provides DNHRQAC members with most recent Federal and/or State regulations/legislation or other materials regarding long term-care services and supports.
- Works with Administrative Office of the Courts to develop, coordinate and maintain the commission's operating budget.
- Attends budget hearings and represents DNHRQAC during workshops, conferences, etc. on behalf of the commission. Additionally, serves on committees, task forces and problem-solving groups.
- Participates in care plan meetings, post survey meetings, budget hearings and other on-site facility visits to gain insight regarding quality of life concerns. (such as events, celebrations, etc) .
- Acts as liaison with State agencies, organizations and stakeholders.
- Responds to requests for information & questions regarding services.
- Monitors and evaluates programs affecting the quality of care for residents in licensed long term-care/assisted living facilities in Delaware.
- Directs the daily operation of the Commission.
- Reviews theories, principles, laws and practices of health or human service programs and services to assist and improve quality of life for residents in LTC and AL.
- Responds and interacts with residents, family members, state agencies, and others regarding quality of care and quality of life concerns for residents living in long-term care and assisted living facilities.
- Prepares ad hoc reports and other materials as needed.
- Organizes annual report for Governor and Delaware General Assembly members.

- Works closely with State Regulatory agencies, advocacy groups and others regarding quality of care and quality of life.
- Provides feedback of laws, rules, regulations, standards or procedures effecting long term-care residents to commission members, stakeholders or providers.
- Hosts bi-monthly open public meetings to address gaps in service, identify concerns and review laws/policies/guidelines regarding the quality of care.

Knowledge, Skills and Abilities:

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for this position; therefore, the KSA's listed are not exhaustive or necessarily inclusive of all the requirements.

- Knowledge of state/federal laws, rules and regulations governing social service programs.
- Knowledge of methods and techniques of operating principles, budget preparation and program analysis.
- Knowledge of functions and resources of health and related social service agencies.
- Skill in working with multiple time sensitive situations and applying appropriate principles and practices.
- Skill in interpreting, applying and explaining laws, rules and regulations governing social service programs and agency requirements.
- Ability to establish and maintain effective working relationships with State regulatory personnel, representatives from nursing home industry, health and social organizations/agencies and the public.
- Ability to communicate effectively orally and in written form,
- Ability to analyze situations, evaluate information and recommend courses of action.
- Ability to work independently on time sensitive and confidential matters.

Job Requirements:

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Three years experience in health or human services work such as reviewing theories, principles, laws and practices of health or human services programs and services that assist with and improve life for individuals such as financial support, employment, unemployment, housing, health care, disease prevention, substance abuse, child protective services, physical/mental health treatment and prevention or rehabilitation.
2. Three years experience in health or human services program administration such as overseeing and directing the development, implementation and evaluation of health or human services programs and services; planning and establishing short and long range program goals and objectives. Providing advice to other agency organizational units through consultation.
3. Six months experience in reviewing regulations, policies or procedures.
4. Knowledge of budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting and controlling a budget within set policies and procedures.
5. Six months experience working with volunteer commission members preferred.

DNHRQAC Commission Member Proxy

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

The purpose of the Commission is to monitor Delaware’s quality assurance system for nursing home residents in both privately operated and state operated facilities with the goal that agencies responsible with the oversight of facilities are coordinating efforts to achieve optimum quality outcomes.

The governing body of each participating commission member is permitted to designate a proxy as noted in DNHRQAC By-Laws incorporated 5/11/2021.

The purpose of designating an alternate person to attend a DNHRQAC meeting is to ensure quorum of members is present to vote and conduct business during regularly scheduled meetings. A proxy should not be frequently taking the place of commission member serving in their capacity. As such, a proxy may be authorized to attend and vote two times in a calendar year on behalf of the commission member.

DNHRQAC member will notify DNHRQAC Executive Director with name, title and contact information of proxy within two weeks of particular meeting should they elect to utilize a designee.

Should proxy have a conflict of interest regarding a particular subject matter of discussion, he/she will abstain from voting.

DNHRQAC Commission Member

DATE

DNHRQAC Member Roster

(as of 1/14/2022)

Elisabeth Furber (Chair)

Appointed by CLASI
Patient Advocate for CLASI, MS
Member since: Sept 2008

Norma Jones

Appointed by Governor's Office
Consumer
Member since: October 7, 2019

Karen Gallagher

Appointed by Governor's Office
Advocate
Member since: June 2000

Cheryl Heiks

Appointed by DHCFA
Executive Director of DHCFA
Member since: July 2019

Lt Governor Bethany Hall – Long

Appointed by Senate Protempore
Doctorate & Professor of Nursing
Member since: September 2009

Ed Black, Esquire

Represents Attorney General's Office
Deputy Director MFCU
Member since: March 12, 2021

Representative Kim Williams

Appointed by Speaker of House
Legislator
Member since: July 2012

Tonya Burton

Appointed by Governor's Office (Sussex)
NHA in Training
Member since: August 6, 2021

Kyle Hodges

Appointed by Governor's Office
Advocate
Member since: July 29, 2019

Hooshang Shanehsaz, RPH

Appointed by Governor's Office (Kent)
State Pharmacy Director (Cardinal Health)
Member since: July 29, 2019

Amy Milligan

Represents Delaware Health Care Association
Ex Director @ St Francis Life Center, MSW
Member since: October 2013

Dr. Melissa Winters, PsyD, NHSP, CCP

Appointed by Gov's Office
Healthcare Professional
Member since: January 14, 2022

Jennifer McLaughlin

Appointed by Governor's Office (NCC)
Occupational Therapist
Member since: June 22, 2021

Randy Vesprey – DNHRQAC DAG

Joined: July 7, 2021