
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION
Division of Developmental Disabilities - Fox Run
2540 Wrangle Hill Rd
2nd Floor Training Room "A"
Bear, DE 19701
FINAL

Meeting May 10, 2016
Minutes

Commission Member (s) Present: Amy Milligan; Melissa VanNeerden; and Karen Gallagher.

Commission Member (s) Absent: Representative Kim Williams; Yrene Waldron; Lisa Furber; Senator Bethany Hall-Long; Vicki Givens; and Kyle Hodges.

Others Present: Margaret Bailey; Barbara Bass, Aide for Karen Gallagher; Dr. Terrence Macey, DDDS; Maria Miller, St Francis Life Center; Quinesha Harris, DHCI; Dawn Moore, Governor Bacon; Kathleen Dougherty, DMMA; Suzie Tadlock, GBHC; Mary Peterson, DLTCRP; William Brawders, Hillside; Linda Brittingham, CCHS; Jenn White, DHCFA; Eileen Sparling, UD; Dr. Greg McClure, PH; Jalana Dorsey, Brandywine Nursing & Rehabilitation Center; Walter Ferris, DOJ and Tina Showalter, DOJ.

1. Call to order

The meeting was called to order at 9:37 AM by Margaret Bailey.

2. Approval of the Minutes for the meeting of:

Meeting minutes were not approved due to lack of quorum.

3. Discussion of:

Oral Health & Dental Services

Dr. Greg McClure, Dental Director provided an update regarding the Bureau of Oral Health and Dental Services (PH). The bureau offers population based programs and clinical services at five locations throughout the state.

Dr. McClure shared that 33% of individual's have untreated dental disease. These folks are at a higher risk ---which could affect their overall systemic health. As one ages, conditions of teeth and periodontal support structures can be maintained by proper nutrition, healthy behaviors and dental check-ups.

The bureau provides leadership and advocacy so that Delawarean's can access affordable, good quality oral health care. Emphasis is placed on prevention and early diagnosis as they contribute to total health and well-being.

The Oral Health Coalition is comprised of volunteers who assist with oral health and dental care awareness throughout the state. One of the “action groups” works on addressing issues for vulnerable adults.

DHSS’s FY 17 Budget Request included startup costs associated with piloting an adult dental program. This request was not included in the Governor’s FY 17 Recommended Budget.

Senator Hall-Long has sponsored legislation over the past several years for adult Medicaid clients to receive preventative or urgent dental services including: fluoride treatments, teeth cleaning, restorative treatments, treatments to prevent periodontal disease and dental caries disease, and any other dental care or treatment which the Department of Health and Social Services shall authorize.

Dr. McClure mentioned that in Kent and Sussex, there is a shortage of dental health professionals. He added that many other states permit dental hygienists to complete preventative dental procedures, etc in long term care facilities by affiliation with a dentist.

UD Center for Disabilities Studies, Healthy Delawareans with Disabilities (HDWD) initiative develops and implements various health initiatives and health promotion activities in collaboration with state and community partners; analyzes data related to health and disabilities; raises awareness about health and wellness issues encountered by individuals with disabilities; works to improve access to and inclusion in health care and wellness activities; and provides technical assistance to state and community agencies about health and disability-related issues.

HDWD provided oral health training to 300 LTC support personnel/caregivers, majority of the staff were CNA’s. Ms. Sparling shared that CNA’s appreciated the strategies presented however mentioned that the system within facilities do not appear to support on-going oral health since it is not a quality measure. HDWD asked if oral health is maintained on a consistent basis and what tool is being used to guide staff. The response provided was that facilities are utilizing Minimum Data Set (MDS); however MDS focuses primarily on function aspect (can resident hold a tooth brush etc). As a result, HDWD is compiling a list of oral hygiene standards.

Ms. Marvel added that if a Medicaid resident needed dental services (ie dentures) a facility would send paperwork to DMMA social worker; who would recalculate the patients pay amount. Ms. Dougherty shared that “Medicaid state funded dollars makes up the difference. State funded dollars are increased for the MCO’s capitation (rate) so nursing homes continue to receive payment. The state’s general funds allow for a protection such as dental services. This is not a dental benefit. There is a little rule we use to protect individuals in nursing homes”.

Ms. Dougherty added that Medicaid included oral health in a quality improvement project this past year for the Managed Care Organizations (MCO’s) to find out what type of oral health screening is being done. Ms. Harris shared that DHCI does include oral health in a residents care plan and CNA’s also track oral health under general care needs on their flow sheets.

As a result of this two year study, a Best Practices Descriptive Report was created by the Association of State and Territorial Dental Directors. In addition, a Best Practices Approach Report for Older Americans will be published summer 2016.

Dr. McClure added that oral health training needs to be sustained and considered routine in order to achieve better outcomes.

The Bureau also recently hired University of DE (via grant) to create a survey and train dentists. The vision is to provide more skills to those working with individuals with disabilities and folks with medically complex health conditions.

Dr. McClure shared that the University of MN lists state dental policies:

<http://www.hpm.umn.edu/nhregsplus/NH%20Regs%20by%20Topic/Topic%20Dental%20Services.html>.

Public Health had a mobile dental van (two suites) built a few years ago. The van is available for non-profit organizations to utilize. During the school year, the van is used for the sealant programs throughout the state.

LTC Medicaid Process

Staci Marvel, DMMA Chief Administrator, provided an update regarding long term care Medicaid process. There is a two part process in determining eligibility; medical and financial.

Individuals contact the Central Intake Unit and schedule an appointment: (866)940-8963. An application is mailed to the individual/representative to complete. At the same time, a nurse determines the individual's level of care. The application processing time is 45 days.

If an individual is denied, there is an appeal process. An independent contractor has been hired by the state to review appeals (RFP). Family members are also able to go to the Supreme Court if denied.

“Facilities are advised on first day of admission to begin working in discharge plan or start LTC application process” stated Ms. Marvell. “If an individual is eligible for LTC Medicaid, the coverage begins 90 days prior to application date” added Ms. Dougherty.

Division of Developmental Disabilities Services (DDDS)

Dr. Terrence Macy, Director of Community Services provided an overview of developmental disabilities services to commission members.

DDDS provides client services as it relates to: institutional placements, residential/community placements and family support. As of April 2016, the majority of clients served by DDDS fall within family support (3,145). Residential placements (1,057) and institutional placements (116) make up the remainder of clients served by DDDS.

A. Institutional Placements

Individuals reside in the following settings: nursing homes, Mary Ann Coverdale Center, and psychiatric placements. Stockley Center (Sussex) is licensed as an intermediate care facility and is has 60 beds.

B. Residential (Community) Placements

Individuals receiving residential services may live in a variety of different settings depending on their needs and preferences. Individuals interested in obtaining community-based residential services, as well as those currently being supported are encouraged to visit a variety of Authorized Providers and ask questions, so that they can ensure that they are receiving services from the agency best prepared to meet their needs. Some of these settings may include:

Supported Living - Individuals living in the community who request/require less than 12 hours of support per day.

Supervised Apartments - Individuals who need more than 12, but less than 24 hours of support per day in an apartment setting.

Staffed Apartments - Individuals requiring 24-hour support in an apartment setting.

Shared Living - Individuals who want to live in a family setting.

Neighborhood Homes - Up to 5 individuals in a single-family home setting. These homes are licensed by the Division of Long Term Care Residents Protection and must meet a minimum acceptable standard for living conditions and supports.

DDDS contracts with numerous providers throughout the state in order to offer a varied selection of residential community-based programming in a wide variety of settings. Services include:

- Case Management
- Service and Therapy referral
- Health and Behavioral Support planning, implementation and monitoring
- Life skills development
- Recreational and leisure activities

C. Family Support Services

Support individuals receive living with their families by providing community resources and services to keep the family together in the family's home. Family Support Services are individualized and vary according to the needs of the individual.

Family Support staff provides an array of services to individuals and their families, including:

- Meeting with individuals and their families to discuss concerns.
- Determining what services the individual and his/her family need and want.
- Completing a Family Support Agreement in cooperation with each individual and his/her family. (This agreement outlines needed services and who will take responsibility for obtaining and monitoring these services).
- Assisting with Transition Planning from school to adult services.
- Coordinating referrals for services, including assessments, therapy, day program and residential services.
- Assisting families to navigate other service systems to help obtain needed services.

QART Report

Mary Peterson, DLTCRP Director presented the 1st quarter 2016 QART Report. Two surveys involving a “G” level citation were reviewed and it was determined the deficiencies would be upheld.

Activities

Jalana Dorsey, Brandywine Nursing & Rehab Center, Activities Director, provided an overview of activity services offered at the facility. This facility has eight part-time activity assistants who engage residents during day, evening and weekends. Ms. Dorsey added that residents are encourage but not forced to attend activities.

Ms. Peterson shared that when a large group of residents are gathered for an activity and 90% of the residents are sleeping in their chairs, it’s not an activity. Facilities need to start changing concentration from group activity to resident centered activities. Ms. Peterson added that all facility staff should be involved with activities (dietary, maintenance, etc.) and feedback should be gathered from family about resident’s likes and dislikes.

Ms. Peterson added that Nov 2017 the annual survey process will be restructured for surveyors to observe and interview residents more and look at outcomes (are residents engaged in something they are doing).

Civil Monetary Penalty funds (CMP) are available for facilities to purchase iPod’s so residents can listen to their favorite music. CMP request form:

http://www.dhss.delaware.gov/dhss/dlcrp/files/dlcrp_cmp_request_form_final_061815.pdf.

DLTCRP hoping to have a music and memory program opportunity available in the near future: <http://musicandmemory.org/>.

4. Old/New Business:

No old or new business presented at this time.

5. Public Comment:

2016 All-Star's Awards

Delaware Health Care Facilities Association will be hosting and honoring Delaware's long term care professionals on Wednesday May 11, 2016 at Dover Downs Hotel and Casino. Fifteen recipients will receive recognition and applause for their dedication in providing quality care for Delaware's vulnerable citizens. Senator Hall-Long sponsored SCR 74 to pay tribute to these exemplary employees and National Nursing Home Week.

UD Elder Abuse Conference

The University of Delaware will host a multidisciplinary conference on Thursday May 12, 2016 to help professionals, advocates, and community members better understand elder abuse and to take responsible actions. Contact Lynn Fishlock:lynnaf@udel.edu, Lisa Malbone:lmalbone@udel.edu or phone: 302-831-3474 for more information about this event.

May Health Observances

- Older American's Month
- May 8 – 15 National Nursing Home Week
- May 6 – 12 National Nurses Week
- Mental Health Month
- Stroke Awareness Month

6. Next meeting will be **Tuesday July 12, 2016 @ 9:30 AM. The meeting location: Division of Developmental Disabilities Services - 2540 Wrangle Hill Rd 2nd floor Training Room "A" Bear, DE 19701.**

7. Adjournment

The meeting was adjourned at 11:31 AM by Margaret Bailey.

Attachments: January 12, 2016 meeting minutes draft
March 8, 2016 meeting agenda
1st Qtr 2016 Staffing Report
DDDS Monthly Census Report
Oral Health – Take One Brochure
Activity presentation