

Residential Care Services (RCS) And Nurse Delegation

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Residential Care Services Division

Aging and Long-Term Support Administration

Residential Care Services (RCS)

Mission: To protect the **rights, security, and well-being** of individuals living in licensed or certified residential settings.

RCS Purpose Statement: To promote and protect the rights, security and well-being of individuals living in licensed or certified residential settings.

Our objectives include:

- Advocacy partnerships with vulnerable individuals, their representatives, family members, providers, and others working for their benefit.
- A fair, consistent, and efficient regulatory system that promotes positive outcomes.
- A division culture that values learning, respect, improvement, teamwork, and adaptability.
- Individual and organization efforts to build a working environment that attracts and retains a highly skilled workforce.

Snapshot of Residential Care Services:

- Staff conduct routine surveys and inspections to ensure providers follow state and federal regulations.
- When a provider has failed practice, our staff promote the protection of vulnerable adults through enforcement actions that require the provider to correct the issue(s).
- RCS processes allegations of abuse or neglect against vulnerable persons.
- Staff conduct unannounced investigations in response to complaints received to verify allegations and assess potential for harm to residents.

Residential Care Services (RCS)- 6 care settings

RCS is responsible for the licensing/certifying and oversight of:

- Adult Family Homes
- Assisted Living Facilities
- **Nursing Homes**
- **Intermediate Care Facilities for Individuals with Intellectual Disabilities**
- Supported Living/Group Training Homes
- Enhanced Services Facilities



Distribution of beds/facility types

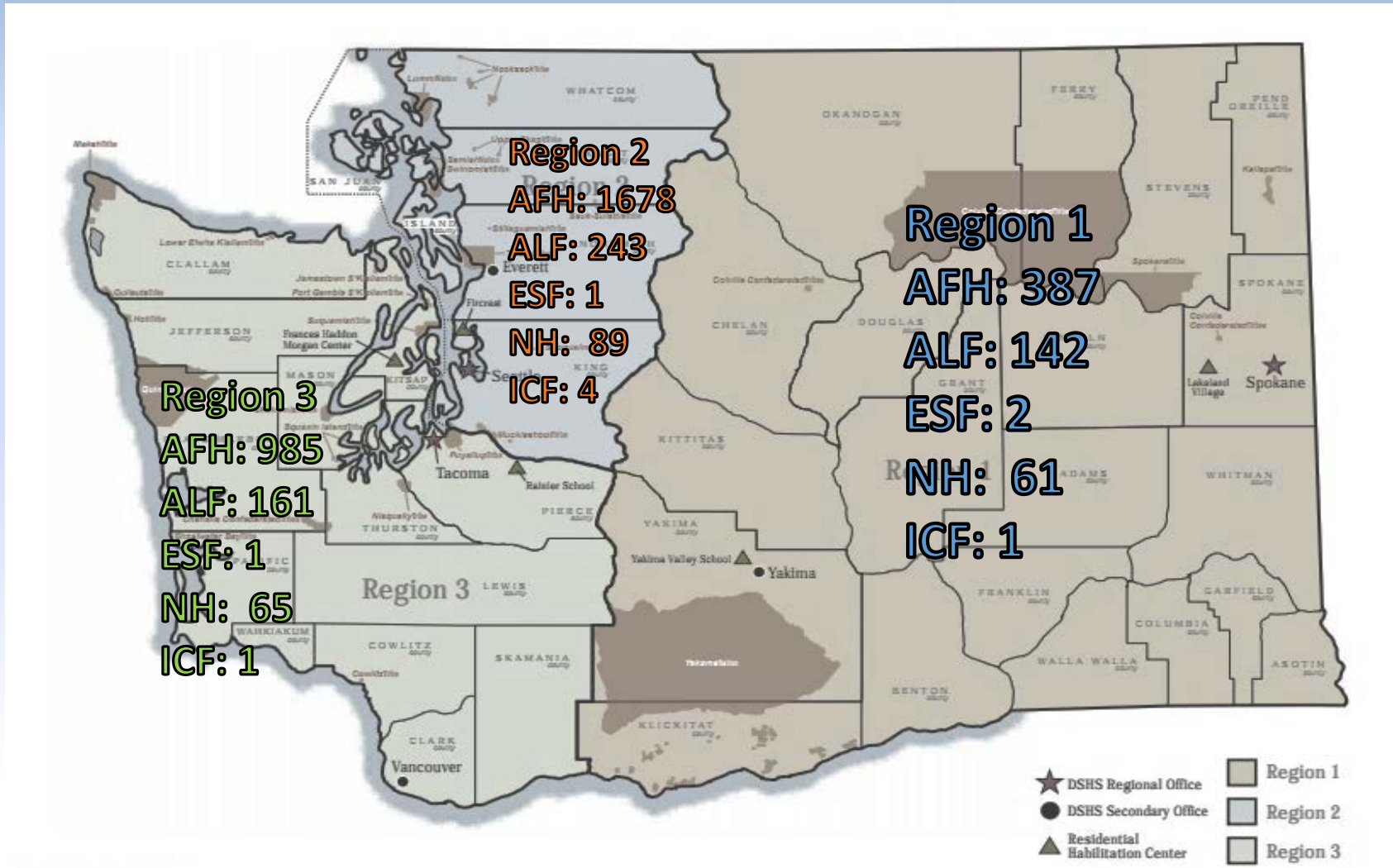
All beds	76,977
Adult Family Home	17,193
Assisted Living Facility	34,222
Nursing Home	20,545
ICF/IID (Intermediate Care Facilities for Individuals with Intellectual Disabilities)	938
Enhanced Service Facilities	52
Supported Living Agencies	4,027

Licensed and Certified Settings

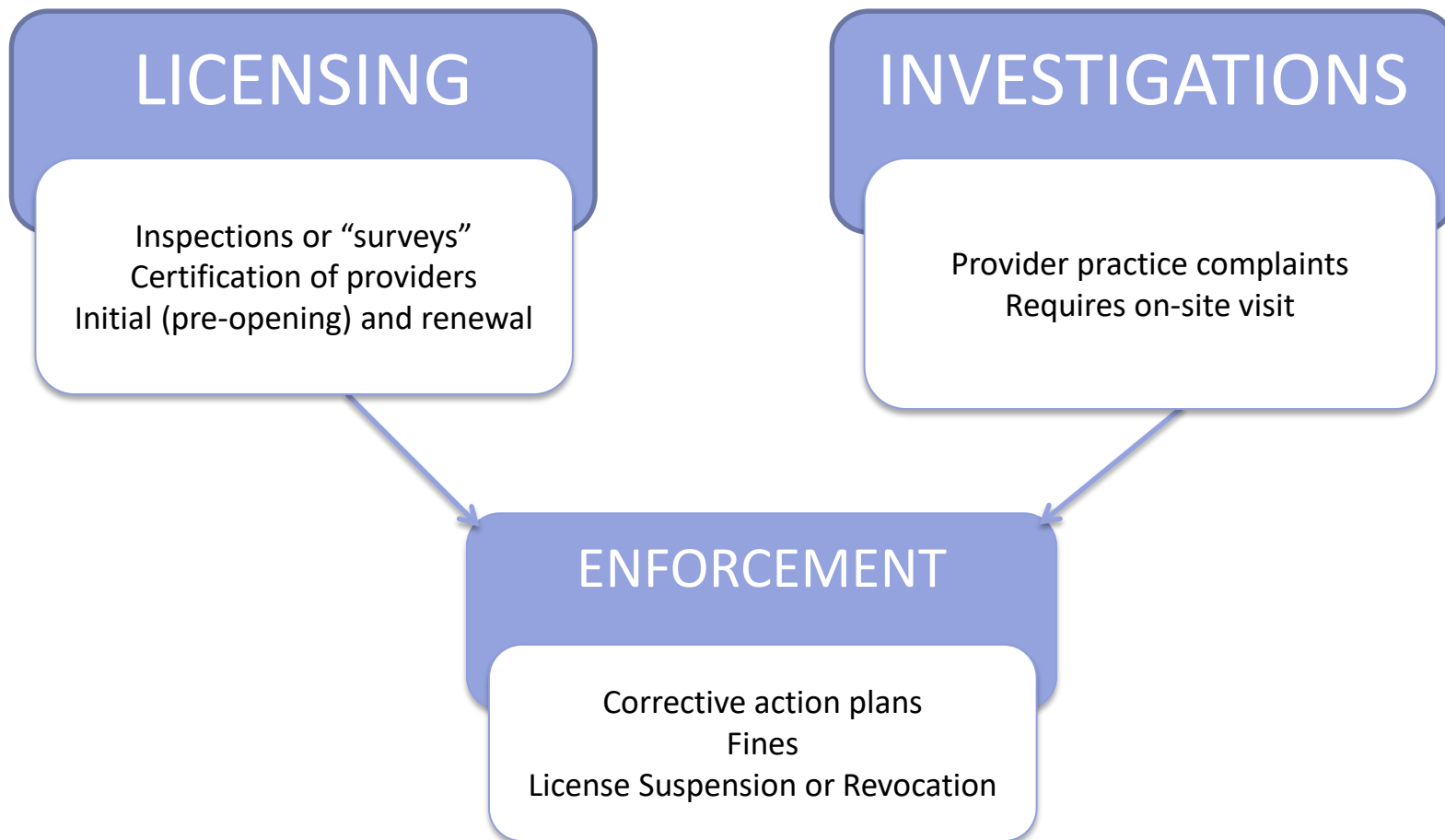
by Size and Type of Oversight

Setting	Size (number of residents)	Statutory Oversight	Frequency of Inspection/ Certification
Skilled Nursing Facilities ("Nursing Homes")	90 average	Federal and state	Every 15 months (12 month average)
Assisted Living Facilities	60 average	State	Every 18 months (15 month average)
ICF/IID (Intermediate Care Facilities for Individuals with Intellectual Disabilities)	Varies	Federal and state	Every 15 months (12 month average)
Adult Family Homes	6 maximum	State	Every 18 months (15 month average)
Supported Living	Up to 4	State	At least every 24 months
Enhanced Services Facilities	16	State	Every 18 months (12 month average)

Facility Types by Region



Residential Care Services: Current Key Elements



Licensing/Certification

- Federal Settings- ensure facilities are following **BOTH** federal and state laws. Community settings- ensure facilities/homes are following state laws- WACs.
- Each setting has its own requirements for how often annual surveys/relicensing inspections are completed. Also survey length varies by program.

Licensing/Certification

- During the survey, RCS staff interview residents, family members and staff. They observe care being provided and the interactions between staff and residents.
- The physical environment is also assessed.
- A report is given at the end of the survey which summarizes which deficiencies or “tags” the facility is required to fix.
- A re-inspection occurs.

RCS Complaint Investigations

- State Fiscal Year 2018 35,860 intakes
- Facility Report 64%
- Public Report 18%
- Other (law enforcement, anonymous, state employee) 18%

Top 10 Complaint Allegations Public Reporters

Allegation Category

Quality of Care/Treatment

No Alleged Violation

Admission, Transfer & D/C Rights

Misappropriation of Property

Other

Resident/Patient/Client Rights

Resident/Patient/Client Abuse

Physical Environment

State Licensure

Resident/Patient/Client Neglect



Complete Incident Report

Everyone has a role in the safety of residents



Investigations are targeted to two kinds of safety issues

Abuse and Neglect

Adult Protective Services

Example 1:

An elderly neighbor with dementia appears neglected, and you also worry his “friend” is defrauding him.

Example 2:

A woman living in facility is being mentally and physically abused by a specific staff member.

Provider Practice Complaints

Residential Care Services

Example 1:

Resident isn't receiving the medications at the right time

Example 2:

Residents are being put to bed at 6:30 pm each day, not by choice.

Enforcement

- When Deficiencies are written, RCS has the authority to fine or give what is called a civil money penalty. CMS also gives out their own fines for harm level citations.
- Remaining out of compliance too long can put the facility/home on the path to closure or 'revocation.'

RCS Review of Nurse delegation

- Review during licensing/certification visit if sample client is nurse delegated
- Review during complaint investigation:
 - If investigation includes medication concerns
 - If sample resident(s)/client(s) receive ND services

RCS Review of Nurse delegation

- If problems found:
 - We will reach out to Nurse delegator for interview
 - May contact RCS policy team for clarification of regulation and Standard Operating Procedures
 - Policy team may reach out to the Nurse Delegation Program to ask questions, get clarification, review rules

RCS Review of Nurse delegation

- If problems found:
 - AFH WAC 388-76-10455
 - ALF WAC 388-78A and 388-110
 - CCRSS WAC 388-101D-0160 and 388-101D-0315

Thank You!

Any questions?