



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

September 29, 2022

AL TSA: AFH #2022-045
AL TSA: ALF #2022-038
AL TSA: NH #2022-055
AL TSA: CCRSS #2022-026

RESIDENTIAL CARE SERVICES LONG-TERM CARE QUALITY IMPROVEMENT PROGRAM

Dear Administrator/Provider:

In 2021, six Quality Assurance Nurse positions were funded by the legislature. Residential Care Services (RCS) used this funding to develop a Long-Term Care Quality Improvement Program (LTC QIP) outside of and separate from the inspection and investigation processes. The intent of the LTC QIP is to help providers comply with regulatory requirements and improve care in three specific areas, with additional care areas to be added in the future. The current focus areas are:

1. Medication Management
2. Infection Prevention and Control (IPC)
3. Fall Prevention and Safety

The LTC QIP will serve Adult Family Home (AFH), Assisted Living Facility (ALF), and Nursing Home (NH) LTC settings. The program incorporates evidence-based practice and adult learning theory in interventions. Short term, intermediate and longer-term outcome measures help track program effectiveness.

Under this program, providers may receive technical assistance from the LTC QIP Specialist to improve care systems through one-to-one consultation specific to their setting. Services include:

- Off site informational interview with the provider
- On site observation of care and care systems
- Coaching through on-site and virtual interaction
- A written summary of the LTC QIP visit findings and specific recommendations to improve care and care systems to meet the provider's goal
- Resources shared with providers to address education or performance gaps

Priority is given to providers who have had citations in the care areas named above. Providers currently engaged in informal dispute resolution (IDR), or administrative reviews, or hearings to dispute citations are not eligible for LTC QIP services until the IDR, administrative review, or hearing is resolved.

In July 2022, an allied health professional position was added to the LTC QIP team to provide AFH Early Inspection visits in **Region 2**. AFH providers with two or more residents can request a LTC QIP early inspection visit before their first licensing inspection.

In September 2022, an allied health professional position was added to the LTC QIP team to provide services to Certified Community Residential Supports & Services (CCRSS) providers. This part of the program is under development and is expected to start in January 2023.

ALTSA Provider Letter: **Residential Care Services Long-Term Care Quality Improvement Program**

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You can request or inquire about LTC QIP services

- Through your Field Manager
- By emailing RCSQIP@dshs.wa.gov

For more information, please see:

- [LTC QIP Web Page](#)
- [LTC QIP Brochure \(DSHS 22-1878\)](#)
- [LTC QIP Fact Sheet](#)

Sincerely,



Mike Anbesse, Director
Residential Care Services

DSHS: "Transforming Lives"