



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

June 10, 2022

**AL TSA: NH #2022-035**  
**NURSING HOME INFORMAL DISPUTE RESOLUTION PILOT PROJECT**

Dear Nursing Facility/Home Administrator:

In 2001, Residential Care Services (RCS) initiated the Informal Dispute Resolution (IDR) process. The process allows Nursing Home Administrators to have citations or enforcement actions reviewed outside of the formal administrative hearing process.

In August 2022, RCS plans to launch a pilot project for providers to choose between a panel or traditional IDR. Traditional IDRs consist of a meeting with the provider and IDR Program Manager for the provider to dispute any number of citations. Panel IDRs includes a meeting with a panel of individuals and the provider and will only be offered if the nursing home is disputing three or fewer citations.

The pilot project will last for six months. After the pilot is complete, stakeholders and RCS staff will review the panel process for effectiveness and implementation.

**The panel composition will consist of:**

- One nursing home representative;
- One resident or resident representative;
- One RCS representative; and
- One panel chair

**Panel information and process:**

- IDR Panel reviews will be held monthly.
- The nursing home representative requesting an IDR must submit a completed "NH IDR Request" form, [DSHS 27-209 \(04/2022\)](#) for **each disputed citation** to the RCS IDR Unit within 10 calendar days of receipt of the 2567 Statement of Deficiencies (SOD).
- Requests will be denied if not received within the 10 day timeframe.
- Requests without a "NH IDR Request" form for each citation will be considered incomplete and may be denied.
- Requests to add citations to the original request must be made within the 10-calendar day requirement.
- Each request must include a detailed explanation of why the citation is being disputed.
- The nursing home must provide all evidence including supporting documentation within 20 calendar days from the SOD delivery date if it wants it to be considered for the panel review.
- Any supporting documentation/evidence not submitted within the 20-calendar day timeframe, will not be considered during the panel IDR.
- Requests and supporting evidence should be emailed electronically to [rcsidr@dshs.wa.gov](mailto:rcsidr@dshs.wa.gov), but documents will also be accepted by postal mail.
- The request must indicate the type of review preferred; in person (video conference), via telephone, or desk review.
- Submission of large volumes of extensively detailed, redundant, or irrelevant material may impede the review process.

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- The panel will not make minor editorial changes to the SOD. Requests for such changes will be directed back to the local field office who initially completed the SOD.
- One nursing home employee or their representative must present the case to the panel. A maximum of three nursing home employees or representatives may attend the IDR. All individuals may answer the panelists' questions.
- During the IDR review, both the nursing home and the RCS staff responsible for issuing the citation are given the opportunity to present information and evidence to support their case.
- The nursing home will present first, followed by the RCS presentation. Both the nursing home and RCS will have the opportunity to hear each other's presentations.
- Each presentation is time limited:
  - The nursing home will have a total of 30 minutes to summarize their position on all the deficiencies in dispute.
  - RCS staff will have 20 minutes to summarize their position on the deficiencies in dispute.
  - The disputing provider is given a brief rebuttal period after the RCS presentation. The amount of time given for rebuttal is at the discretion of the panel chair.
- The panel will rely on relevant documentation.
- Presentations should focus on the specific reasons that each citation or enforcement action is invalid and provide the panel with the submitted documentation that supports their position.

Information and documents regarding the Nursing Home IDR Panel Project are now available on the IDR webpage ([Informal Dispute Resolution \(IDR\)](#)).

If you have any questions about the IDR process or the NH IDR pilot project, please contact Mike Tornquist, IDR Unit Manager, at (360) 725-2383 or [michael.tornquist2@dshs.wa.gov](mailto:michael.tornquist2@dshs.wa.gov).

Sincerely,



Mike Anbesse, Director  
Residential Care Services

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