



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

November 9, 2023

ALTSA: NH #2023-038
INFORMAL DISPUTE RESOLUTION PILOT PROJECT FOR NURSING HOMES
WRAP UP AND FEEDBACK REQUEST

Dear Nursing Facility/Home Administrator:

The Informal Dispute Resolution (IDR) process allows administrators a means to have citations or enforcement actions, or both, reviewed outside of the formal administrative hearing process. When the process started, reviews were conducted, and decisions made by the IDR Manager.

In September 2022, Residential Care Services (RCS) launched a pilot project through which a panel reviewed IDR requests in nursing homes. (See NH #2022-035 and NH #2023-004). The NH Panel Pilot was completed end of August 2023.

RCS is seeking feedback from administrators, facilities, RCS employees who participated in the process, and Volunteer Panel Members. The feedback will help determine what went well during the NH Panel Pilot, what did not, areas to improve, and suggested next steps for NH panel.

Your feedback is valuable. Please take the time to complete the [NH Panel Pilot Feedback](#). We are seeking **feedback through end of day 11/27/2023**.

Once RCS receives and reviews feedback, a NH Panel Pilot report will be completed and shared.

Thank you for your continued commitment to resident health and safety. If you have any questions about the IDR process or the Nursing Home IDR Panel Project, please contact IDR Unit at RCSIDR@dshs.wa.gov.

Sincerely,

Amy Abbott, Director
Residential Care Services

DSHS: "Transforming Lives"