



Assisted Living Facility Quality Measures Work Group Meeting Minutes

January 23, 2020

On January 23, 2020, the Department of Social and Health Services convened the fourteenth meeting of the Assisted Living Facility Quality Measures Work Group. This work group was established in response to [Engrossed House Bill 2750](#), passed during the 2018 legislative session, with authority found in [RCW 18.20.510](#). The meeting was facilitated by DSHS staff, Jessica Salquist.

Work Group attendees: G De Castro (Asian Counseling and Referral Service), Robin Dale (Washington Health Care Association), George Dicks (Harborview Medical Center), Erica Farrell (Alzheimer's Association Washington), Carol Foltz (Transforming Care), Carolyn Ham (Department of Health), Patricia Hunter (LTC Ombuds), Candy Goehring (DSHS-Residential Care Services), Morei Lingle (Argentum), Linda Moran (resident representative), and Alyssa Odegaard (LeadingAge Washington)

Work Group attendees on the phone or webinar: Ian Davros (consumer representative) Brad Forbes (NAMI Washington), Sandra Miles (Sea Mar Community Health Centers), and Don Tivolacci (CRH Northwest)

Department of Social and Health Services staff attendees: Amy Abbott, Amber Crosby, Beverly Court, Trish Harmon, Cathy McAvoy, Jeff Nelson, Jessica Salquist (facilitator), Jim Sherman, and Tracey Rollins

Department of Social and Health Services staff attendees on the phone or webinar: Jaclyn Ford

Guest attendees: Rich Kortum (NRC Health), Maureen Linehan (Dementia Action Collaborative)

Logistics and introductions

Jessica Salquist presented the housekeeping instructions and reviewed the ground rules. Members introduced themselves.

Discussion on potential measures and approach

Beverly Court led the discussion on domains and potential measures. She developed the Summary of Assisted Living Facility Quality Measures Workgroup document based

on the discussion at the December 13th meeting. The document, included below, was systematically reviewed by the work group.



Summary of Assisted
Living Facility Quality I

Cathy McAvoy will tabulate the results of the five votes to include in the Final Report. The work group completed five votes during the review and discussion of domains as listed in the Summary of Assisted Living Facility Quality Indicators. The motions and votes are summarized below:

1. First vote: vote on the motion to accept consumer satisfaction as a domain and use the CoreQ as its measures. Motion made by Linda Moran and seconded by Candy Goehring. Voted in favor: G De Castro, Robin Dale, Ian Davros, Erica Farrell, Carol Foltz, Brad Forbes, Candy Goehring, Carolyn Ham, Morei Lingle, Sandra Miles, Linda Moran, Alyssa Odegaard, and Don Tivolacci. Voted against: none. Abstained: none. Not present to vote: David Black, George Dicks, Patricia Hunter, Cathy MacCaul, Betty Schwieterman, and John Swenson.

Some of the comments from the discussion follow:

- G De Castro noted that the CoreQ questions have appeared in multiple iterations.
- Alyssa Odegaard stated that she likes the questions and that they are a good place to start.
- Carolyn Ham added that CoreQ uses a valid process and allows us to cover what we want to measure that isn't quality of life.
- Alyssa Odegaard commented that CoreQ would allow us to benchmark against a larger group outside of the state.
- Candy Goehring stated that CoreQ compliments RCS processes.
- Morei Lingle noted that she agreed and that this would level the playing field.
- Linda Moran asked if these would be the only questions we would use adding that these are the significant things consumers want to know.
- Robin Dale recommended that they start with the four questions. CMS (Center for Medicare and Medicaid) is on board with this.
- Linda Moran made a motion to accept the domain and use CoreQ as its measures. Candy Goehring seconded the motion.

2. Second vote: vote to set aside safety as a domain with discussion about specific measures in the future. Motion made by Robin Dale and seconded by Carol Foltz. Voted in favor: G De Castro, Robin Dale, Ian Davros, Erica Farrell, Carol Foltz, Brad Forbes, Candy Goehring, Carolyn Ham, Morei Lingle, Sandra Miles, Linda Moran, Alyssa Odegaard, and Don Tivolacci. Voted against: none.

Abstained: none. Not present to vote: David Black, George Dicks, Patricia Hunter, Cathy MacCaul, Betty Schwieterman, and John Swenson.

Some of the comments from the discussion follow:

- Bev Court shared that for the question, “do you feel safe” that staff at RDA recommended that the question be more specific, “do you feel safe at this facility?”
 - G De Castro agreed that they need a qualifier for the safety question.
 - Alyssa Odegaard agreed that this is the right way that it is worded when facility is added.
 - Carolyn Ham commented that she doesn’t think “safety” is best measured by a questionnaire. It would be hard for those with cognitive decline to answer.
 - Candy Goehring stated that this question would not be her highest priority and that she likes NCI-AD, which has another way to ask about this. She recommends that they not include safety in their first round of measures.
 - Morei Lingle added that she agreed, she wants the words vetted with those who have tested it. She recommended that they take this off of the list.
 - Linda Moran made a motion to take this off of the list.
 - Carol Foltz noted that there are all kinds of safety.
 - Robin Dale stated that he agreed with all of the comments.
 - Brad Forbes added that it is paramount to measure safety but difficult. Would the measure be “do you feel safe” versus “be safe”?
 - Don Tavolacci favored less detail and more open ended questions like, “do you feel safe in this facility?” Using more open ended questions will get more information.
 - Ian Davros added that using open ended questions will get responses from residents using their own words.
 - Carolyn Ham noted that using open ended questions makes it more difficult to aggregate the data.
 - Don Tavolacci shared that he likes their five metrics, retention of direct care staff is easy to count but recommends open ended questions for resident questions.
 - Robin Dale stated that they need numbers in order to quantify. Their facilities could interface and follow up with residents to find out about the food.
 - Carol Foltz seconded Linda Moran’s earlier motion to take the safety domain off of this list at this time but keep it for future consideration.
3. Third vote: vote to approve Equity, Diversity, and Inclusivity as a domain with measures to be determined at a future time. Motion made by Robin Dale and seconded by Carolyn Ham and Linda Moran. Voted in favor: G De Castro, Robin Dale, Ian Davros, Erica Farrell, Carol Foltz, Brad Forbes, Candy Goehring, Carolyn Ham, Morei Lingle, Sandra Miles, Linda Moran, Alyssa Odegaard, and Don Tavolacci. Voted against: none. Abstained: none. Not present to vote: David Black, George Dicks, Patricia Hunter, Cathy MacCaul, Betty Schwieterman, and John Swenson.

Some of the comments from the discussion follow:

- Robin Dale stated that he listened to the webinars on special populations and thinks a question would be good and that they would need to test the language but it is valid to consider measures for this domain.
 - Carol Foltz agreed and encouraged the group to consider what they would want as a question so that it would be framed in a meaningful way for transgenders and that they would feel good about answering it.
 - Linda Moran stressed that how they ask needs to be determined.
 - Morei Lingle said “yes” to the domain and “no” to the language, it will be hard to cover all of this in one question.
 - Candy Goehring added that this will be even more of an issue for the boomers. We could include the domain and would need to find out from experts on questions.
 - Carolyn Ham agreed, adding that this would be of great interest to perspective residents.
 - Ian Davros stated that the first question (Leadership promotes an inclusive culture.) could be reported by staff and the second question (Can you be yourself?) could be reported by fellow residents.
 - Alyssa Odegaard supported this, adding that it needs to be meaningful to folks.
 - G De Castro agreed and stated that it will be difficult to measure the two questions.
 - Brad Forbes agreed that this is important but they need to take a closer look at the questions.
 - Don Tavolacci entered into the webinar Question Pane the following: like the first measure, do not like other two questions at all. Not clear what the other two questions actually mean. What does it mean to be yourself?
 - Sandra Miles added that she likes these measures especially the question, “leadership promotes an inclusive culture.”
 - Robin Dale made a motion to adopt the domain with the language to be tested as validated. Measures need to be explored.
 - Linda Moran and Carolyn Ham seconded the motion.
4. Fourth vote: vote to approve informed choice and decision making and add person-centered care planning to this domain. Individual measures would be determined at a future date. Motion made by Candy Goehring and seconded by Alyssa Odegaard. Voted in favor: G De Castro, Robin Dale, Ian Davros, George Dicks, Carol Foltz, Erica Farrell, Brad Forbes, Candy Goehring, Carolyn Ham, Morei Lingle, Sandra Miles, Linda Moran, and Alyssa Odegaard. Voted against: Don Tavolacci voted no because’ “ from our experience as an operator this domain is not tied closely enough to quality measures which can be controlled by facility staff or facility owner. Both questions are excellent questions an individual and their family should ask themselves. But in high acuity facilities like all of the ones we operate, it is primarily the resident’s physician and facility nurse who makes most of the important decisions in their daily lives. I could see this domain and its questions being valid for a low acuity or independent living facility.”

Abstained: none. Not present to vote: David Black, Patricia Hunter, Cathy MacCaul, Betty Schwieterman, and John Swenson.

Some of the comments from the discussion follow:

- G De Castro stated he supported the domain but they would need to determine the measures.
- Erica Farrell added that she would want to know if the questions made sense but agrees with the domain.
- Alyssa Odegaard asked the group, “how would we measure this?” How would we tie this in with person-centered care planning (PCP)?
- Carolyn Ham stated that she did not think this was a great survey question.
- Candy Goehring said she would blend this in with PCP and is a “big fan” of NCI (National Core Indicators).
- Carolyn Ham offered the HCBS (Home and Community Based Services) question, “can you make choices on the care you receive here at the facility?”
- Candy Goehring added that they report this to CMS.
- Tracey Rollins informed the group that the Health Care Authority sends a survey asking, “did you get the services we paid for?” The HCBS questions are included when RCS surveys a facility. They ask at least two residents, who are not Medicaid funded, the HCBS questions.
- Morei Lingle said that she agreed with Candy, that the questions are duplicative and that they could expand the questions to their surveys.
- Carol Foltz added that this question will have a different outcome based on if the resident is Medicaid or private pay. Many Medicaid residents feel that their choices are made for them while private pay believe they purchase what they want.
- Robin Dale agreed with Carol adding that it yields useful data.
- Don Tavolacci stated that the domain is hard to measures and would like to see the question go away.
- Brad Forbes recommended that they test a number of questions and break it down to something more specific.
- Don Tavolacci thinks the questions are appropriate for independent living but not for high acuity residents like mental health and memory care.
- Ian Davros shared that the question needs some “dialing down” and that is important to know which level of care they are receiving.
- Sandra Miles agreed that yes it is important, but it depends on the facility; it is a reasonable question.
- George Dicks informed the group that even those with mental health should be included in decision making and added that we recognize the individuality of each person’s mental illness and their strengths. They promote decision making as part of recovery and are respectful of those opinions.
- Candy Goehring made a motion that the domain (informed choice and decision making) be included with additional work on validation of measures.

- Alyssa Odegaard seconded the motion.
5. Fifth vote: vote to approve community participation as a domain but with further discussion and to include quality of life with the first domain (consumer satisfaction) as this is captured by the adoption of CoreQ as its measure. Motion made by Candy Goehring and seconded by Carolyn Ham. Voted in favor: G De Castro, Robin Dale, George Dicks, Erica Farrell, Carol Foltz, Brad Forbes, Candy Goehring, Carolyn Ham, Patricia Hunter, Morei Lingle, Sandra Miles, Linda Moran, Alyssa Odegaard, and Don Tivolacci. Voted against: Ian Davros, “quality of life should be a stand alone domain and not combined with others.” Abstained: none. Not present to vote: David Black, Cathy MacCaul, Betty Schwieterman, and John Swenson.

Some of the comments from the discussion follow:

- Morei Lingle expressed concern that measuring activities does not level the playing field for those that are not private pay. They don’t need a question if overall they are satisfied because this is in the CoreQ.
- Linda Moran stated the quality of life and participation in activities is captured in CoreQ. Activities is not fair across all platforms. She recommended taking out community participation.
- Sandra Miles shared that she thought that is a good idea.
- Carol Foltz agreed with Morei Lingle, that the ability of the facility would effect the answer, so get rid of the question on community participation.
- Robin Dale agreed and that sometimes the quality of life is too broad and it is already incorporated in CoreQ.
- George Dicks shared that he struggled with how general CoreQ is but now thinks if they are going with “overall satisfaction” he supports going with CoreQ.
- Erica Farrell stated that she agreed with CoreQ.
- Alyssa Odegaard added that it is easily accessible.
- Carolyn Ham added her support stating that they don’t need a question for this domain because CoreQ covers it.
- Candy Goehring stated that she agreed with quality of life as a part of CoreQ but believes activity and community involvement are important. She expressed that she was not sure if they should table community participation and that it should be separate.
- Ian Davros voiced his support, agreeing with the comments.
- Sandra Miles added that she is comfortable with leaving community activities in.
- Candy Goehring made a motion to include quality of life with the consumer satisfaction domain.
- Alyssa Odegaard seconded the motion.
- Ian Davros voted against the motion because he believes that quality of life should become a stand alone domain.

Resident and family satisfaction surveys

Rich Kortum with NRC Health presented on resident and family satisfaction surveys. His presentation was followed by a lengthy and in-depth question and answer period.

He noted that they prefer the term client “experience” instead of “satisfaction”. He also liked the concept of “service recovery” over the term “plan of correction”. Patricia Hunter asked the reasoning for not asking families the question about the food. Robin Dale offered to reach out to Lindsay Schwartz at NCAL to find out. Rich also recommended CoreQ followed by an open ended question if you want to use the survey as a quality improvement tool as CoreQ is not a tool for quality improvement. Asking an open ended question allows the facility to know what they should work on specifically to improve quality.

Rich Kortum presented a proposal for posting survey results on the existing ALF Locator. He also provided an estimate for the costs to distribute the surveys, tabulate the results, and produce PDF reports for the state. One of the questions raised was if the state planned to write a state-wide report and make it available to the public.

Maureen Linehan asked how the survey process accounts for residents with memory loss. Are they included?

Morei Lingle asked if paper surveys were an option in addition to Interactive Voice Response surveys using the telephone. Morei’s experience was that residents and families like paper surveys.

Public and WG comment

There were no comments. However, Maureen Linehan asked a question during the presentation by Rich Kortum.

February agenda and wrap-up

The agenda was not discussed but the group agreed earlier during the meeting to resume discussion of the domain for community participation.