



Transforming lives

Assisted Living Facility Quality Measures Work Group Meeting Minutes

October 12, 2018

On October 12, 2018, the Department of Social and Health Services convened the first meeting of the Assisted Living Facility Quality Measures Work Group. This work group is the result of [Engrossed House Bill 2750](#), passed during the 2018 legislative session, with authority found in [RCW 18.20.510](#). The meeting was co-facilitated by DSHS staff, Cathy McAvoy and Jessica Dingwall-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), Nora Gibson (Full Life Care), Carolyn Ham (Department of Health), Patricia Hunter (LTC Ombuds), Morei Lingle (Merrill Gardens/Argentum), Jamie Queen (Squaxin Island Tribe), Alyssa Schnitzius (LeadingAge Washington), and Betty Schwieterman (Developmental Disabilities Ombuds)

Work Group attendees on the phone or webinar: David Black (King County Mental Health Ombuds), Katie Jacoby (Community Health of Central Washington), Sandra Miles (Sea-Mar Community Health Centers), Linda Moran (resident of Kings Manor Assisted Living in Tacoma), and Don Tavolacci (CRH Northwest)

Guest attendees: Vicki Elting (LTC Ombuds) and Melanie Smith (LTC Ombuds)

Guest attendees on the phone or webinar: Austin Evans (CRH Northwest) and Amy Freeman (LTCOP)

Department of Social and Health Services Staff attendees:

Amy Abbott, Clare Bantog, Jeanette Childress, Jessica Dingwall-Salquist, Roger Gantz, Cathy McAvoy, Tracey Rollins, and Jim Sherman

Introductions & Overview (Amy, Cathy, Jessica)

Amy Abbott welcomed members and read a statement prepared by Candace Goehring, the Director of Residential Care Services. Candace sent her regrets but she was needed to participate on another important work group that was wrapping up their project.

Multiple participants reported they are unable to open zip file with the handouts that Cathy sent via email. Cathy has established a website for the project and will post the handouts and other resources for the group at this website:

<https://www.dshs.wa.gov/altsa/stakeholders/assisted-living-quality-project>

Cathy reviewed the sections of the binders. For those on the phone, let her know if you would like her to mail a binder following the meeting.

Work group meetings will be two to three hours each month as needed. October through December meetings will be held in King County. There was a request to hold meetings in Olympia when the legislative session begins in January. Cathy scheduled meetings at ALTSA's Blake East Office Building starting in January 2019. Meetings are scheduled through April. Meetings will not be held in Olympia even though it is closer to the capitol because parking is very difficult. We will determine the need for meetings as the project progresses. Monthly meetings will not be held unless needed. We may take a break for the summer months. If needed there may be informational webinars offered so that time in meetings can be spent for discussion and decision making. There may be break-out meetings where a subgroup will meet to work on different facets of the bill's provisions. Then the subgroup will come back to the entire group to discuss the issue or results of their research on a specific topic.

Patricia Hunter expressed concern about the composition of the work group. She felt that providers had more representation than others. She would have liked to see that a consumer is included as a member of the work group. Robin Dale commented that while he could justifiably take the opposite position - that the work group seemed to represent fewer providers than others – he was satisfied with the current makeup of the work group. Cathy has a spreadsheet indicating which work group members meet the bill's requirements for work group composition. She will share this with work group members but will not post it on the website. With permission she will post member names and their affiliation. The work group roster will become part of the two reports to the Legislature.

Robin notified the group he will not be at the November 8th meeting and will send a representative. Since he's attending the Argentum Senior Living Symposium where ALF quality metrics will be discussed he may have something to bring back to group to discuss at the December meeting.

Linda Moran asked the group to keep in mind that not all ALF residents are adults who are older. She encourages the group to remember that there are younger consumers to take into consideration when we discuss possible outcome measures.

Cathy reviewed the PowerPoint slides containing a legal definition of ALFs. The group will not focus on other types of residential settings such as independent living communities, Developmental Disabilities Administration settings (e.g. Residential Habilitation Centers and group training homes), adult family homes, or enhanced services facilities.

Review of 2750 Section 3 and Purpose

Cathy clarified that this group is not a council. Councils have specific legal requirements. As stated in the bill it is a work group. The composition of the work group meets the requirements of the bill. Some members represent more than one category of stakeholder. The bill requires that a record is kept of public comment. The work of the group will determine how we will keep a public record and what will be included in the reports to the legislature. DSHS staff will not be voting members of the work group and are participating to provide technical assistance to the group. The three goals for the group were reviewed. We will discuss the study of the states and how we would like to proceed with this at the November 8th meeting. This research will be shared at a future meeting and may provide the group with ideas on performance measures and systems for gathering data and providing it to the public.

Review of the Project Timeline

The project timeline handout was reviewed. The report due to the Legislature on September 1, 2019 will provide a snapshot of work group’s progress up until March/April due to the multiple reviews needed to finalize the report. The report is due to Bill Moss’s office by mid-June in 2019. The final report is due to the DSHS Office of Policy and External Relations (OPER) by July 15, 2019 to meet their requirements. OPER will send the report to the Legislature on behalf of the work group.

No meetings are scheduled for the summer months. The group can decide if it wants to take a break for summer vacations. Smaller subgroups may continue their work on specific goals required by the bill during that time.

Progress made on the requirements of the bill will inform us as to how often we will meet during the second year and what will need to happen to complete the final report due to the Legislature on September 1, 2020.

Review of the Draft Charter

The draft charter was reviewed. Robin recommended exchanging the term outcome improvement measures to quality metrics under the Purpose section to align with the language of the bill.

During the review of the Background section, Betty Schwieterman recommended moving the section that contains the three goals of the work group to the Purpose section. Amy Abbott pointed out that prior to July 1, 2000, ALFs licensed for three to six could retain their license. Robin recommended that this exception is added as a footnote. Linda Moran added that as an attorney, she feels the WAC requirements should be accurate and should include the exception.

Roger Gantz stated that it may be beneficial to ferret out ‘health support services’ amongst ourselves for the purpose of discussion.

The Decision Making Process and Communication sections were reviewed. Voting will occur only during meetings so if a member cannot attend a meeting a representative should be sent to cast their vote. A webpage has been established to provide information to support the work group and to inform the public about the project.

If the group cannot come to consensus the bill allows for a dissent report. Patricia raised the question about public comment. Nora Gibson shared that she has been in meetings where a period of time is allotted for guests to make comments and ask the work group questions. Cathy will allocate time on future agendas for guests to share their comments. These comments will be captured in the meeting minutes to create a public record. Cathy will also establish an e-mailbox so that the public can submit questions and comments for the work group's consideration. As the work progresses the work group can decide how public comment will be managed and presented in the reports to the Legislature.

No further edits were recommended however there was discussion about how the work group will define metric systems language. It was proposed that the November 8th meeting agenda will include foundational information about Residential Care Services, existing data collection systems, a definition and samples of performance measures and clarification about terms such as outcome improvement measures and health support measures.

Robin shared his concern about the wide variety of populations and acuity levels of residents in ALFs. How can we develop performance metrics that will apply to such diverse populations? Katie Jacoby suggested that the group look at quality metrics that have been established for nursing homes. Roger commented that looking at metrics being used by other states may be helpful. Other work group members suggested other sources of data collection including: the General Accounting Office Report, Alzheimer's Association, Center for Disease Control (CDC) LTC Study, Oregon's demographics of people in ALFs, AARP, the Brief Risk Factor Surveillance System (BRFSS) data from the CDC, the Minimum Data Set (MDS) system at the Centers for Medicare and Medicaid Services (CMS) for broad trends, and the Traumatic Brain Injury (TBI) council for identifying the impact as veterans and others with TBI age into the system.

Jim Sherman encouraged the group to keep in mind that providers are as unique as the populations they serve. Roger recommended that we look at 'what's out there' but cautioned that it could be a long process requiring a lot of validation.

Review of the Parking Lot

Public comments was added to the parking lot as a result of Patricia's earlier statement. The work group will need to develop a system or process on how to establish and note public input. There are a number of options to represent public comments and each approach has pros and cons.

Wrap Up & Next Steps

Work group members were sent the meeting invitations for November and December via Outlook. A call in option will be available for all meetings. Dave Black commented that joining via webinar works really well, both by phone and computer.

At our November 8th meeting we will identify what we have in place for data collection to build upon and what may be used to gather metrics/data. Other agenda items for the next meeting may include: how to proceed, a study of other states, regulatory structure, existing data sources and an inventory of performance measurements that already exist and may be considered for our project. We can then work on consensus by the work group on how to proceed and what that would look like.

Starting in January meetings reflect a change of venue to Lacey so that those involved in the legislative session will be near Olympia. Carolyn Ham offered Town Center in Tumwater as potential venue option. The DOH building is not too far from the capitol and there is ample free parking.

Next Meeting

The work group's next meeting is scheduled for Thursday, November 8, 2018, 9:00 am to noon at this same location (DOH) in Kent.