



Assisted Living Facility Quality Measures Work Group Workshop Summary

October 29, 2019

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Work Group attendees: Robin Dale (Washington Health Care Association), Ian Davros (Consumer Representative), G De Castro (Asian Counseling and Referral Service), George Dicks (Harborview Medical Center), Erica Farrell (Alzheimer’s Association – Washington), Dave Foltz (LeadingAge Washington), Candy Goehring (DSHS-Residential Care Services), Carolyn Ham (Department of Health), Patricia Hunter (LTC Ombuds), David Lord (Disability Rights Washington), Cathy MacCaul (AARP Washington), Linda Moran (resident representative), and Noah Seidel (Developmental Disabilities Ombuds)

Department of Social and Health Services staff attendees: Amy Abbott, Amy Besel, Beverly Court, Roger Gantz, Laura Holloway, Erica Hurley, Cathy McAvoy, Tracey Rollins, and Jessica Salquist

Logistics and introductions:

Concern was expressed that only half of the members were represented at the workshop. It was reiterated that work group members were fully informed that the purpose of the workshop was to take a deeper dive and that members needed to attend the workshop to vote on the quality measures. Discussion followed and participants stated that they wanted to develop a process so that those not present would have an opportunity to vote for the domains and measures. The agenda for the day was reviewed.

Amy Besel and Ericka Hurley, from AL TSA’s Organizational Development Unit from the Assistant Secretary’s Office, were introduced as the facilitators for the workshop.

“My Why” activity:

Amy Besel asked the group to fill out the “My Why” worksheet. Participants offered the following reasons for participating in the work group:

- To transform the perception of age;
- To smooth the difficulties of disabled residents in facilities;
- To advocate for the taxpayers;

- To recognize diversity;
- To make things better; and
- To support individuals and systems.

Review of the past year:

Beverly Court reviewed activities completed by the work group over the past year and the processes that contributed to the work group's progress toward meeting the requirements of the bill.

Domain and measures discussions:

The group participated in small and large group discussions about potential domains. The list was expanded from those listed on the handout. A large group discussion and vote resulted in the consolidation of the domains into six domains. Some of the originally proposed domains were dropped from the list as a result of the vote. Six domains were agreed upon:

1. Safety;
2. Person-centered planning and coordination of care and support;
3. Independence, community participation, access to community, access to ALFs community, and social support;
4. Inclusivity, diversity, and equity;
5. Informed choice and decision making; and
6. Consumer and family satisfaction.

Each of the three small groups were assigned two of the six domains to discuss. The small groups reported their ideas for potential measures for each of the domains. The full group was also provided an opportunity to suggest potential measures.

The large group decided that they would not cast votes on the measures so that work group members not present would be able to review the proposed measures prior to a final vote.

Bev Court and Cathy McAvoy will take the flipcharts and create a new document with the six domains and proposed measures. This document will be provided to participants by November 15th for review and editing.

Plus Delta exercise:

Amy Besel and Erica Hurley facilitated a Plus Delta activity to debrief on the day's activities. Participants expressed the following as positives to the day's activities:

- It was face-to-face;
- The location and venue were good;
- The group was able to get decisions down on paper;
- The facilitation was flexible;

- It was well organized;
- Light refreshments were provided;
- Participants were given a “heads up” and were well informed before the workshop; and
- There was good participation.

Recommended changes to the process included:

- Offer ice cream the next time with the birthday cake for David; and
- Evaluate the reasons and barriers to others not able to join in person.

Overview and next steps:

Jessica Salquist reviewed the day and gave kudos for the group for what they had accomplished. They were reminded how they stayed true to the guiding principles that have been so important to them. Of note was that the work group had proposed about 90 percent of the domains that are included in the National Core Indicator for Aging and Disabled.

The group was asked about their strategy and ideas on how they would like to share information and get input from the entire work group. The group was informed of November’s meeting which will feature staff from Oregon’s Department of Health about their new program. It was decided that the members wanted more time to consider the proposed domains and measures before the December meeting and that the final vote for measures will take place during the December 11th meeting in Lacey.

The Year Two Timeline was reviewed. Participants were reminded that after the December vote on a quality metrics system the work group must also develop recommendations for:

- A process for monitoring and tracking ALF performance; and
- A process to inform consumers.

The group discussed some options and ideas on extending meeting times, adding meetings, or offering additional webinars to allow more time to develop the final two recommendations. Participants were reminded that the work group must submit its Final Report to the Assistant Secretary’s Office no later than June 15th. Decisions about the three recommendations must be decided no later than April 2020 in order to draft the report and meet deadlines for DSHS management reviews.

The group decided to add time to the November meeting to review the domains and measures to prepare for a final vote at the December meeting. It was decided that all work group members will be provided the list of domains with measures and asked to submit their votes prior to the December 11th meeting if they are unable to attend in person. Members attending by GoToWebinar must also vote before the meeting.

The group also expressed concern at the tight timeline to develop the final two recommendations required by the bill.

There was discussion about informing the public about the proposed quality metrics system. DSHS and DOH have listserv lists for the public that include many organizations and individuals which would provide a mechanism for informing the public about the work group's recommendations.

The work group also requested a presentation by Rich Kortum from National Research Corporation (NRC) Health about their consumer and family surveys. Cathy McAvoy will contact Rich and arrange a time for a presentation either at a meeting or as a separate webinar.

The group also asked that the newly organized domain/measures spreadsheet include notes about other sources where this information might already be captured, such as inspection reports or on the ALF Locator. They would like the Disclosure of Services form included so they can see if any of the domains and measures are captured on the form. There was an agreement on the timeline of the group receiving the spreadsheet so they can review it before the November meeting.