



Assisted Living Facility Quality Measures Work Group Meeting Minutes

November 22, 2019

On November 22, 2019, the Department of Social and Health Services convened the twelfth 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: Robin Dale (Washington Health Care Association), Ian Davros (consumer representative), George Dicks (Harborview Medical Center), Brad Forbes (NAMI Washington), Candy Goehring (DSHS-Residential Care Services), Carolyn Ham (Department of Health), Patricia Hunter (LTC Ombuds), Cathy MacCaul (AARP Washington), Sandra Miles (Sea-Mar Community Health Centers), and Alyssa Odegaard (LeadingAge Washington)

Work Group attendees on the phone or webinar: Alice Allen-Redfern (Alzheimer’s Association Washington), David Black (King County Behavioral Health Ombuds), Morei Lingle (Argentum), Betty Schwieterman (Developmental Disabilities Ombuds), and Don Tavalacci (CHR Northwest)

Department of Social and Health Services staff attendees: Amy Abbott, Beverly Court, Cathy McAvoy, Tracey Rollins, Jessica Salquist (facilitator), and Doug Sample

Department of Social and Health Services staff attendees on the phone or webinar: Jeff Nelson and Jim Sherman

Guest attendees: Lynn Beaton (Oregon Dept. of Human Services)

Guest attendees on the phone or webinar: Linda Kirschbaum (Oregon Health Care Association), Lindsay Schwartz (NCAL), and Fred Steele (Oregon LTC Ombuds)

Logistics and Introductions

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

Review of September Minutes

Jessica reported that there were no edits to the minutes since Cathy McAvoy had emailed them a few weeks ago. Jessica allowed work group members a few minutes to review the draft minutes. Robin Dale made a motion to approve the minutes and Candy Goehring seconded the motion. The vote to approve the minutes passed. Sandra Miles, Don Tavalacci, Brad Forbes, and Cathy MacCaul abstained from voting.

Resignation of Members

Cathy McAvoy reported that since the September meeting two members resigned. Nora Gibson reported to Cathy McAvoy that she is no longer an employee of Full Life Care and did not feel it was appropriate for her to represent that agency and so she resigned. David Haack called Cathy McAvoy and reported that he felt that he should no longer be an active member as work demands were not allowing him to participate at the level that he felt is needed. He expressed that his level of participation is not the norm for him and that typically he is very active when he commits to a project. The work group reviewed the procedure for replacing members contained in the charter. Alyssa Odegaard nominated Dave Foltz as a voting member to represent ALF providers. Robin Dale made a motion to approve Dave. A vote was taken and all of those present in the room voted yes. Patricia Hunter, Morei Lingle, Don Tavalacci, and Betty Schweiterman voted yes via GoToWebinar to approve the nomination. The nomination passed. Alyssa Odegaard texted Dave regarding his nomination to serve on the work group and he responded, “absolutely”.

There was further discussion about replacing the second provider vacancy. Candy Goehring expressed concern that the work group has gone so far that she would not have any issue leaving the position vacant. Robin Dale expressed that he was struggling with the loss of providers to the work group. Candy Goehring stated that it would be hard for a new member to participate and could delay what needs to be done if the group has to regroup to accommodate a new member. George Dicks expressed concern with losing a provider representative and suggested that perhaps a new provider could be added but not become a voting member. Alyssa Odegaard added that she would like to see another provider added. After discussion it was determined that work group members would submit their nominations to Cathy McAvoy by the close of business on December 2nd. Cathy will send out the names of the nominations and members must vote by December 5th. Nominees will still be considered even if they cannot attend the December 11th meeting. Cathy McAvoy will provide assistance if a new member is voted in to prepare them for the next meeting. Cathy MacCaul asked if the work group could brainstorm ideas for nominations and asked if there are certain groups that were not represented, such as veterans. Cathy McAvoy was asked if there were certain populations that were not represented. She replied that the two original tribal representatives who resigned were not replaced. Candy Goehring offered to reach out to Marietta Bobba, ALTSA’s tribal liaison, to see if she might have some ideas and perhaps recommend someone from the Lummi tribe.

Stakeholder Activities

During the July 24th meeting Cathy MacCaul and Patricia Hunter brought up the option to offer stakeholder listening sessions to get feedback and ideas about the domains and

measures proposed by the work group. An update on these activities was requested. Since Patricia was not in the room for this discussion, Cathy MacCaul requested postponement of this agenda item.

Presentation on the Oregon Quality Measures Program and Panel Discussion

Lynn Beaton, Policy Analyst with the Oregon Department of Human Services (DHS), provided a presentation on Oregon's Quality Measurement (QM) Program. She provided a presentation on the following and answered questions throughout her presentation:

- House Bill 3359 establishing the council and the requirements for the program
 - This legislature mandated the measures so Oregon's work group did not have to develop them for their program
- The structure of Oregon's QM Program
- The five metrics contained in the legislation
- The online reporting system and reporting requirements beginning in 2020
- Next steps for the council

Oregon has 550 facilities licensed as either residential care facilities or assisted living facilities and both will be required to report. The eight council members are appointed by the Governor to oversee the program. Due to the time needed to create the online reporting system they are requesting that the Legislature approve a plan to begin collecting data for 2020 for individual facilities but wait for data collected in 2021 before they begin publicly posting individual facility information. DHS would prepare an annual report for the entire state to identify patterns and trends using data from 2020. There is no regulatory enforcement for facilities that fail to report. The five metrics are:

1. Retention of direct care staff;
2. Compliance with staff training;
3. Falls with injury;
4. Non-standard use of antipsychotics; and
5. Resident experience/satisfaction.

Don Tavolacci commented in the question pane of the GoToWebinar that, "some facilities (especially older facilities) do not separate IL and AL on their resident rosters. Falls/resident is very difficult to measure."

A series of webinar trainings for facilities begins in December. Lynn reported that she hopes that they may be able to use Quality Care Funds to develop outreach and training for facilities. Candy Goehring stated that in Washington Civil Money Penalty funds cannot be used for this purpose. Patricia Hunter and Robin Dale commented that statute could be changed to allow for use of these funds. Candy Goehring added that state funds could not be used unless the statute is changed. Lynn Beaton noted that DHS cannot use the metrics tracking information for regulatory purposes. In response to a question, Lynn Beaton stated that DHS does not post Oregon's disclosure of services form on their public website.

Fred Steele, Oregon's LTC Ombuds, participated in the panel discussion via GoToWebinar. His comments included that he is interested in seeing how the program impacts the quality of care in the next five to ten years. Linda Kirschbaum, representing the Oregon Health Care Association (OHCA), also joined the panel via GoToWebinar and shared her experiences with development of the program. OHCA and LeadingAge Oregon do not have representatives on the council but both attend meetings and provide technical assistance to the council. Lynn Beaton and Linda Kirschbaum reported two lessons learned from their project. They would recommend fewer measures and more time to implement the program.

Review of October Workshop

Jessica Salquist requested that the work group take a few minutes to review the draft summary of the October 29th workshop held in Tukwila. Candy Goehring made a motion to approve the summary notes as written which was seconded by George Dicks. A vote was taken and all members in the room and on the GoToWebinar, who attended the workshop, voted to approve the summary as written.

The work group also looked at the document created as a result of the workshop, which contained the six domains identified by the work group. Measures and comments for each domain, as posted on the flipcharts, were also included. Candy Goehring questioned if the acronym PCP is primary care physician. She thinks that PCP as it referred to person-centered care plan. Cathy McAvoy will correct this on the document.

As requested, Rich Kortum from NRC Health was scheduled to present at the January 23rd meeting. Rich works for a company that develops and administers resident and family satisfaction surveys.

Public and Work Group Comment Period

No guests were present to offer comments. Work group members did not make any comments or ask any questions.

December Agenda and Wrap-up

Jessica reviewed the flipchart and discussed items for the December 11th meeting. Patricia Hunter and Cathy MacCaul will provide an update on stakeholder listening sessions. Results from the vote on measures will be discussed. Beverly Court recommended that the work group first decide if they want a consumer survey. If the work group decides that they want a survey then they need to decide what they want included in the resident satisfaction survey. Once this is decided then the work group can decide if there are other measures that they want to pursue. Discussion followed and Carolyn Ham proposed that the work group vote by choosing two measures for each domain. Voters would also prioritize the two domains. David Black noted in the GoToWebinar question pane that, "hopefully there will be a natural break that illuminates the best number within each domain." Cathy McAvoy will email the ballot by November 26th. Work group members will have until the close of business on Friday, December 6th to submit their ballots. The results of the vote will be available in time for

the December 11th meeting. Candy Goehring requested that Cathy McAvoy send reminders to members to vote by the 6th.

It was also decided that the meeting on December 11th would not run until 5:00 and end at 4:00.

Next Meeting

The next monthly meeting will be held on December 11th from noon – 4:00 at the Blake East Office Building located at 4500 10th Avenue SE, Lacey, WA, in the Hood Conference Room on the 2nd floor. Note that the meeting was extended to 5:00 on the Outlook appointment but members present at this meeting asked that the meeting end by 4:00.