



**Assisted Living Facility Quality Measures Work Group  
Meeting Minutes**

November 8, 2018

On November 8, 2018, the Department of Social and Health Services convened the second 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 facilitated by Jessica Dingwall-Salquist, DSHS QA Consultant.

**Work Group attendees:** G De Castro (Asian Counseling and Referral Service), Vicki McNeally (Representing Robin Dale for the Washington Health Care Association), George Dicks (Harborview Medical Center), Nora Gibson (Full Life Care), Carolyn Ham (Department of Health), Patricia Hunter (LTC Ombuds), Alyssa Schnitzius (LeadingAge Washington), Betty Schwieterman (Developmental Disabilities Ombuds), Lauri St. Ours (representing Morei Lingle for Argentum), Linda Moran (resident of Kings Manor Assisted Living in Tacoma), Sandra Miles (Sea-Mar Community Health Centers), and David Lord (Disability Rights Washington)

**Work Group attendees on the phone or webinar:** Katie Jacoby (Community Health of Central Washington), Don Tavolacci (CRH Northwest) and David Black (King County Mental Health Ombuds)

**Guest attendees:** Amy Freeman (LTCOP) and Austin Evans (on the phone)

**Department of Social and Health Services Staff attendees:** Amy Abbott, Candace Goehring, Trish Harmon, Jeanette Childress, Jessica Dingwall-Salquist, Roger Gantz, Beverly Court, Cathy McAvoy, Tracey Rollins, and Jim Sherman

**Logistics & Introductions (Jessica)**  
Jessica presented the housekeeping rules and noted that as requested coffee is available along with double-sided table tents for the work group.

**Minutes and revised Charter (Jessica)**  
The minutes will be posted to the website. Please send any corrections to the October 12<sup>th</sup> minutes to Cathy McAvoy by close of business on November 16<sup>th</sup>. They will be approved by the group at the December 11<sup>th</sup> meeting prior to posting.

David Lord inquired about how the agenda was built and what the process was. Could a draft be sent out prior to the meetings for input and common shared vision? Lauri St. Ours agreed with David Lord about the agenda.

When discussion proceeded to the draft charter Amy Freeman asked about the decision making process when sending a representative and what it means to be a guest. Cathy explained what it means to be a guest.

Patricia Hunter commented on the balance of representation on the work group, not the number of members. She sees it as three pots and proposed someone from AARP join the group.

David Lord commented there should be significant consumer representation and offered to help with recruiting.

Amy Abbott reviewed the language of the bill and noted the list is not exclusive and the work group could choose to expand the member roster to include consumers as well.

**Purpose of EHS 2750 (Beverly)**

Beverly Court began her presentation with her favorite quote, “if you don’t know where you are going any direction is fine.” She proposed four possible purposes for the performance measures. She encouraged work group members to cast off the concept of limits and to think in a creative framework. Work group members should think broadly about painting a picture of what is important.

Bev offered four potential purposes for performance measures which included:

- To promote quality of care
- To report to consumers
- To monitor performance (by the state, by the facility)
- To track performance over time (by the state, by the facility)

Participants were asked to write on Post-it notes what purpose each of these metrics meant to them and place their ideas under each metric.

After a discussion regarding quality of care versus quality of life it was agreed to change the category to quality of care/life for the brainstorming activity.

Linda Moran stated her concern that existing information that is available to the public does not represent the consumer point of view. It is not clear what is and what is not available in an ALF. She queried the group as to how we can get the resources out there as to what is good and not good and why?

Lauri expressed her concern that it has been 10 years without a significant rate increase. She stated that she appreciated the thought around money being no issue but that what

concerns her is that we have to be fiscally responsible because the affordability of care for clients is an issue for them.

Sandra stated Medicaid residents do not pay their portion for their care and regulations that sound great do not always work for all populations.

Patricia Hunter believes that performance measures can help tell the story and make their programs work.

Jessica explained the goal of the exercise is to get the creative juices flowing and asked the group if they were agreeable to move forward and then discuss the ideas.

Jessica reviewed each Post-it note on the four flip charts.

Beverly stated the main purpose is to inform consumers when choosing ALF.

Sandra stated that there are very few performance measures out there for ALFs, most of what she found was for nursing facilities.

Beverly asked the group to consider what they might imagine a mechanism for self-monitoring might look like.

Patricia would like to choose measures that have proof to back them up. She is interested in violence between residents. ALFs disclose what they specialize in, who we serve and their rates. Providers have the ability to nuance information. She encourages clinical ways to prevent resident to resident violence, and to not engage in a blame game. This approach would be a better way to serve residents.

Linda commented that regulatory issues are not what is at issue.

Patricia stated that there are reasons people move into ALFs and one of them is for safety and security.

David Lord commented it is important to have a common idea of what the expectations are.

Lauri asked if the Description of Services form could be used to inform consumers. Candace Goehring stated that the form is not currently posted on the ALF Locator website.

It was agreed the comments on each poster would be condensed and transcribed for future discussion and review. Bev will convert the Post-it notes from the exercise to a document and bring it to the December meeting for further discussion.

### **Study of the States (Roger)**

Roger Gantz presented the PowerPoint slide on the Study of the States and suggested picking the top 10 states that are national leaders to survey. The group could consider using the AARP Scorecard report from last year.

Betty Schwieterman recommended that information needs to be publically available and associations may be capturing information but not sharing it with the public.

Vicki McNeally cautioned that quality metrics have been borrowed from nursing facilities and encouraged the group to keep in mind what is important to residents in ALFs.

Patricia pointed out that there are a number of reports out there related to performance measures including a GAO report.

Roger proposed putting together an interview instrument for the surveys as a starting point for the work group to approve. Roger will bring the draft instrument to the December 11<sup>th</sup> meeting. We will discuss a strategy for reaching out to key states and determine how work group members may wish to participate.

It was recommended that the associations should be interviewed as a number of associations at the state and federal level may already have performance measures in place or are working on them.

Amy Abbott suggested that the work group can nominate work group members and the work group can vote on these candidates. The work group may want to discuss recruiting consumers specifically.

### **Next Meeting**

Roger will bring the interview instrument to the next meeting and begin identifying states to survey.

The work group may discuss expanding the work group to include consumers specifically and vote on adding additional work group members.

Bev will provide a document with the work group's ideas to further discuss the purpose of our performance measures.

Discussion may also focus on what's already in place for the data collection.

The work group's next meeting is scheduled for:

Tuesday, December 11, 2018  
9:00 am to noon  
DSHS Developmental Disabilities Capital Hill Office  
1700 East Cherry Street  
Second Floor Lunch and Conference Room  
Seattle WA 98122.