



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

February 21, 2019

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On February 21, 2019, the Department of Social and Health Services convened the fifth 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 Dingwall-Salquist.

**Work Group attendees:** G De Castro (Asian Counseling and Referral Service), Lauri St. Ours (Washington Health Care Association), Carolyn Ham (Department of Health), Alyssa Schnitzius (LeadingAge Washington), Morei Lingle (Merrill Gardens/Argentum), Cathy MacCaul (AARP Washington), Brad Forbes (NAMI Washington), Candy Goehring (DSHS-Residential Care Services), Patricia Hunter (LTC Ombuds), Linda Moran (resident representative), and David Lord (Disability Rights Washington)

**Work Group attendees on the phone or webinar:** David Black (King County Behavioral Health Ombuds), Ian Davros (consumer representative), Betty Schwieterman (Developmental Disabilities Ombuds), Erica Farrell (Alzheimer's Association), Sandra Miles (Sea-Mar Community Health Centers), and Nora Gibson (Full Life Care)

**Guest attendees:** Maggie Lohnes (UW Intern)

**Guest attendees on the phone or webinar:** Amy Freeman (LTC Ombuds)

**Department of Social and Health Services staff attendees:**

Trish Harmon, Jeanette Childress, Roger Gantz, Beverly Court, Cathy McAvoy, Tracey Rollins, Jim Sherman, Ken Michie, and Jessica Dingwall-Salquist (facilitator)

**Logistics and introductions**

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

## **Recap of January meeting**

The members of the work group voted and approved the primary purpose or guiding star for our performance metrics. As agreed, the purpose of the performance metrics system would be to inform consumers. They also adopted Beverly Court's proposed four-step process for developing our quality metrics system:

- Determine the purpose of potential measures
- Determine the categories or domains
- Given the domain/categories of interest, develop potential measures (imagine there are no current limitations)
- Given the desired measure, assess the current limitations (using a two-step process)

Lauri St. Ours cautioned the group about the impracticalities of using some of our measures. There are limits as to which ones we can use.

Patricia Hunter stated that she didn't think that the bill called for measures.

Patricia Hunter was interested in finding out what measures exist for DSHS's Home and Community Based Services (HCBS). Tracey Rollins stated that there was a lot of focus on choice. Tracey Rollins was aware of information about our Community First Choice State Plan and HCBS setting rules.

## **Guest Speaker – David Mancuso**

David Mancuso, Director of the Research and Data Analysis Division, presented on "Principles of Performance Measurement and Case-Mix Adjustment".

Patricia Hunter stated she wanted to check Engrossed House Bill 2750 as to whether we are building a Quality Metrics System.

David Mancuso responded that he used metric and measure interchangeably. Quality measurements are in the same family as outcome measures.

Customer satisfaction surveys could be a part of a measurement system.

Linda Moran asked if the customer satisfaction surveys use open-ended questions. She questioned what constitutes satisfied.

Carolyn Ham stated it can be challenging to obtain the survey data because response rates are often low for surveys.

Morei Lingle suggested that outside unbiased volunteers can provide support and help for respondents to facilitate the process of completing customer satisfaction surveys.

David Lord commented that using surveys can provide a positive impact on the people providing the data. The approach used by the interviewer can influence the responses of interviewees and impact the results.

Candy Goehring commented that ALFs specializing in serving mental health, memory care, and home health could not use a one-size fits all survey. She cautioned against having different expectations for private versus Medicaid funded residents.

Patricia Hunter asked to see the Home and Community Based Services (HCBS) outcome measures used by AL TSA.

Tracey Rollins will reach out to HCS to see if we can have a speaker at our next meeting to share information about the HCBS setting rules.

### **Study of the States**

Roger Gantz provided an update on the study of the states. The subgroup met on February 15<sup>th</sup>. The subgroup decided they they would contact all states to inquire about their quality metrics system. States with a system would then be contacted for a telephone interview.

Candace Goehring stated that contacting all of the states may be a better approach because if we only contact the top 10 states identified by the AARP Scorecard we might miss a state that has a quality metrics system. The subgroup will begin with Oregon, Wisconsin, and New Jersey to test the survey instrument because these states have been identified as having a quality metrics system in place.

Candace Goehring asked if some of the organizations represented in the work group might have performance metrics on a national level. Brad Forbes, G De Castro, and David Lord will check to see if their national organizations have made any efforts in developing a quality metrics system. They will send any information they receive to Roger Gantz and Cathy McAvoy.

### **Review and approval of January minutes**

The members of the committee voted to approve the minutes from the January meeting. Lauri St. Our, David Haack, and Nora Gibson abstained from voting because they did not attend the meeting. All other voting members present or on the phone/webinar voted to approve the minutes. The minutes will be posted to the website.

### **Review of Charter**

Cathy McAvoy asked David Lord and Betty Schwieterman if they would draft guiding principles for the charter to bring to the meeting for discussion. As a result of this request, David Lord and Betty Schwieterman formed a subgroup which included: Linda Moran, Cathy MacCaul, Amy Freeman, and Patricia Hunter. They met on February 18<sup>th</sup> to discuss and propose guiding principles for the charter. The purpose of including guiding principles is to help provide grounding for the group during future deliberations.

David Lord created a document on person-centered resources which he reviewed. It included ten principles.

Betty Schwieterman stated that it is key that we ground our work into our charter.

A discussion of each of the five guiding principles proposed by the subgroup followed.

Carolyn Ham questioned the use of the term safety in the first guiding principle. Did it relate to personal safety or environmental safety?

Lauri St. Ours stated that there is tension between choice and safety. She preferred the word choice.

Patricia Hunter suggested that personal security may be a better term than safety.

Candace Goehring stated that there is a judgement about safety with residents; it can have a personal connotation. She questioned if there might be a better substitute for the word safety.

During the discussion about the term privacy, Candace Goehring stated that residents have different ideas about what constitutes privacy and gave the example that some residents do not want to receive their medications in public dining rooms and prefer to receive them in the privacy of their units.

Patricia Hunter asked if privacy is the same as confidentiality.

Linda Moran shared that for her, privacy is the idea of personal space. HIPAA guides us on confidentiality. Privacy could also be used in the sense of modesty.

Cathy MacCaul stated that she thought of information as being private.

Patricia Hunter suggested the phrase "access to privacy".

The group discussed using the term personal security instead of safety. The group agreed to the first principle as: ALF residents are entitled to care, support, and a home-like environment that promotes personal safety, independence, and privacy.

After discussion the group agreed to retain the second principle as written: ALF residents should receive person-centered care that reflects their individual preferences, care needs, social support, and activity needs.

Discussion then proceeded to the fifth principle. It was determined that the fifth principle should read as follows: ALFs should include inquiry into the experience and responses of residents and their family and/or friends.

Linda Moran asked that group if they could look at these principles during later discussion because she doesn't want to forget some of the principles discussed.

Jessica Dingwall-Salquist suggested that discussion of the guiding principles could go back to a subgroup for further discussion as needed. She proposed that the work group approve the charter with the option to amend it later as needed.

Candy Goehring commented that the right words may evolve as we get further into the process.

Discussion ensued about using different terms other than fair and truthful in the fourth principle. Maggie Lohnes suggested the term forthright. Other terms considered were transparent, objective versus fair, and clear versus truthful. It was agreed that words are important and there are many interpretations of these words.

Discussion about the fourth principle resulted in changing the sentence to: ALF residents and their family, and/or friends should have access to accurate, clear, and objective information about ALFs.

G De Castro commented that the third principle needs more work as it is too generic and not tied to receiving services. He suggested that the principle should be: ALFs should provide an environment that is inclusive, respects diversity, and ensures equity. Members questioned if the use of the term inclusive was too generic and finally decided to retain the principle as proposed by G De Castro.

Patricia Hunter suggested that the second principle be modified to include the third. She stated that the second and third principles aren't really that different.

The members of the work group voted unanimously to approve the charter with the edits discussed and on which they agreed.

### **Public comments**

Jim Sherman commented he was pleased to hear discussion about how diverse ALFs are. Conversations about home-like and personal are hard to define but very appropriate as a guiding principle.

### **Next steps**

Jessica Dingwall-Salquist reviewed the next steps for the work group:

- Tracey Rollins volunteered to reach out to HCS to present about HCBS at the March meeting.
- Brad Forbes and David Long will reach out to their national organizations to see if there have been any performance measures developed on a national level and report back to the group.
- Cathy McAvoy will finalize the charter incorporating the changes to the guiding principles as agreed to and route it to work group members and post it on the website.
- Cathy McAvoy will route updated project timelines for Year 1 and Year 2 to provide a roadmap for the group's work.

## **March agenda**

Jessica Dingwall-Salquist reviewed the notes on the flipchart for March agenda items. The group proposed the following topics:

- An update on the study of the states
- Report out by G De Castro, David Lord, and Brad Forbes if they were able to find out about efforts on a national level to develop performance metrics
- A presentation on performance measures for the HCBS setting rules
- A high level report on the interim report to the Legislature by Cathy McAvoy
- Lauri St. Ours asked that we provide a report on what data we already have. Bev Court also asked if there may be surveys that already exist that would get at our guiding principles. As a result, the group would like information about existing data systems.

## **Next meeting**

The work group's next meeting is Thursday, March 21, 2019, 1:30 p.m. to 4:30 p.m. at DSHS Blake West Office Park Building located at 4450 10<sup>th</sup> Avenue SE Lacey WA 98503. The meeting will be held in the Washington Conference Room on the first floor.