



Assisted Living Facility Quality Measures Work Group Meeting Minutes

April 18, 2019

On April 18, 2019, the Department of Social and Health Services (DSHS) convened the seventh 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, Tracey Rollins.

Work Group attendees: G De Castro (Asian Counseling and Referral Service), Robin Dale (Washington Health Care Association), Vicki Elting (designated LTC Ombuds representative), Candy Goehring (DSHS-Residential Care Services), George Dicks (Harborview Medical Center), Cathy MacCaul (AARP Washington), Dave Foltz (designated LeadingAge Washington representative) and Betty Schwieterman (Developmental Disabilities Ombuds)

Work Group attendees on the phone or webinar: David Black (King County Behavioral Health Ombuds), Erica Farrell (Alzheimer’s Association), David Haack (Living Care Lifestyles), Katie Jacoby (Community Health of Central Washington), Morei Lingle (Argentum), David Lord (Disability Rights Washington), Sandra Miles (Sea-Mar Community Health Centers), Linda Moran (resident representative), John Swenson (resident representative) and Patricia Hunter (LTC Ombuds)

Department of Social and Health Services staff attendees:

Amy Abbott, Michael Ball, Jeanette Childress, Beverly Court, Trish Harmon, Sapphire Knight, Maggie Lohnes (UW Intern), Cathy McAvoy, Ken Michie, Tracey Rollins (facilitator), Rhonda Schultz and Jim Sherman

Logistics and introductions

Tracey Rollins presented the housekeeping instructions and reviewed the ground rules. Members introduced themselves. John Swenson, a resident representative from Aberdeen, joined the group by phone for his first meeting and was welcomed by Cathy McAvoy. Michael Ball from Residential Care Services (RCS) introduced himself; he is the new program manager hired to develop training for RCS related to ALFs.

Review of March minutes

No changes were made to the minutes that had been emailed to the group. A vote to approve the minutes passed unanimously. Vicki Elting voted to approve the minutes because she was the designated representative for the LTC Ombuds Program at the March meeting.

Intern report on the results of research of our project

Maggie Lohnes, the University of Washington (UW) intern for the Masters in Nursing Program, presented the results of her research to identify quality measures for ALFs by searching websites and literature to see what was out there. She completed a literature review using the UW's library. She also completed an online search of each state to see what was available to the public related to quality metrics. She is creating a spreadsheet that will contain links to the top publicly facing websites for each of the 50 states. She spoke about the National Quality Forum (NQF) database and the life cycle of a quality measure. Entities that want to create measures and have them endorsed by NQF spend a lot of time and pay thousands of dollars, as these become a licensed proprietary measure. She showed the two measures endorsed for assisting living facilities for the American Health Care Association (AHCA):

1. AL family satisfaction measure
2. AL resident satisfaction measure

Robin Dale shared that the cost to members is nominal for their CoreQ system for AHCA's Quality Initiative. He shared that Cathy McAvoy and he are working together to have a representative from the National Center for Assisted Living (NCAL) present at the July meeting. NCAL and AHCA worked together to develop CoreQ to solicit information from member ALF providers as part of AHCA's Quality Initiative.

Tracey Rollins commented that we really enjoyed having Maggie as part of the team and thanked her for her participation.

Cathy McAvoy thanked Candy Goehring for assigning Maggie to work with our work group. Maggie expressed her thanks to Candy for making the opportunity available to her.

Update on draft interim report to the Legislature

The subgroup will be meeting on May 10th for initial editing and Cathy McAvoy will edit and release the report to the full work group for editing. We will discuss the interim report during the meeting on May 16th. The updated draft needs to be to Candy Goehring by the end of May.

Candy Goehring had a follow up question. The Agency for Healthcare Research and Quality (AHRQ) created a report in 2006 on Consumer Quality Measures that Candy emailed to Cathy McAvoy and Maggie Lohnes. Cathy McAvoy will forward the document, [*Environmental Scan of Instruments to Inform Consumer Choice in Assisted*](#)

[Living Facilities](#), to the whole group for review. Anyone interested in volunteering for the subgroup to review the draft of the interim report please let Cathy McAvoy know.

Betty Schwieterman asked who would be on report subgroup. She suggested that we include resident or consumer representative. Cathy McAvoy reported that the following volunteered to serve on the subgroup: Candy Goehring, Alyssa Schnitzius, Patricia Hunter, and Robin Dale.

Patricia Hunter commented she thought Linda Moran may be interested in being on the group.

Linda Moran and David Lord both expressed an interest in being on the subgroup.

Cathy McAvoy will send an invitation to both Linda Moran and David Lord to the subgroup meeting on May 10th.

Robin Dale asked if the interim report reflects what we have accomplished thus far.

Cathy McAvoy affirmed that it does and it includes information about the study of states. Changes to the ALF locator will be one recommendation included in the report.

John Swenson would like to see the draft and also volunteered to serve on the subgroup.

Study of the states

Cathy McAvoy reported that the SurveyMonkey online instrument is almost done and is easy to use. A PDF of the survey questions will be posted on the Assisted Living Quality Measures Project website once they are finalized. Cathy McAvoy will mail the survey formatted in PDF to the group.

Oregon, New Jersey and Wisconsin telephone interviews are being scheduled for May.

Robin asked if we have a discussion of other states would it be beneficial if Oregon came to a meeting to discuss what works and what does not. He has a contact for Oregon.

Robin Dale shared that New Jersey's program is purely voluntary and is not run by the state.

Cathy McAvoy shared that Minnesota might be doing something.

Patricia Hunter liked the idea of Oregon coming and she would invite an Ombuds member from Oregon as well. Robin Dale said that he could invite someone too.

Candy Goehring stated that she might be able to help with the travel costs for Oregon to participate. Cathy McAvoy will contact staff for Oregon's council and invite them to a meeting this fall.

Report on Residential Care Services (RCS) resources

Candy Goehring presented information that was requested by the work group at the March meeting. Candy informed the work group that the ALF application asks whether the ALF applicant is for profit or non-profit. She also confirmed that the profit status is recorded in the Facility Management System (FMS) after the assisted living facility's application is received.

Candy, as requested, provided information about the [ALF Locator](#). It offers customized search results by care setting, facility name, license number, city, county and zip code. The LTC Professional and Providers webpage offers enhanced search features. Beverly Court reported some issues with the functionality of the webpage for consumers and the general public which have been fixed since the last meeting. Candy asked the group if we should consider consolidating the two webpages into a single webpage.

Candy Goehring discussed the ALF Fact Sheet and provided the links to this information and other Fact Sheets. Work group members were given a copy of the *Choosing Care in an Adult Family Home or Assisted Living Facility* brochure. The webpage for the public includes a link to the brochure. Dave Foltz thought it would be nice to give the brochure to prospective residents and family members as it is a great document. Most facilities only have information that they produce to give to prospective residents and their family.

Cathy McAvoy informed the group on how to order the brochures using the information listed on the back of the brochure. She will also provide this information in an email with a link to the website to order copies online. G De Castro asked if the brochure was provided in other languages other than English. Cathy will find out and get back to the group.

Candy Goehring also described the [Long-Term Residential Options](#) webpage as another resource for consumers.

The Disclosure of Services (DOS) form DSHS 10-351 was reviewed as Candy Goehring highlighted some of the services listed on the form.

Robin Dale thinks the form is a good thing personally but expressed concern that some providers do not have access to the internet so they would not be able to fill it out and submit it online.

Jeanette Childress commented that assisted living facilities must be able to access the internet as part of their business with the state.

George Dicks stated that the definition for Care for Residents with Dementia, Developmental Disabilities or Mental Illness can be a magical term used for memory care.

Jim Sherman stated that current WAC does not provide a definition for memory care.

Dave Foltz added that memory care encompasses a wide range of care needs and services. It can range from having some memory loss to needing a secured unit.

Patricia Hunter asked the group if ALFs should be required to post their DOS form online as required by adult family homes.

Robin Dale asked the group if they thought providers would oppose posting the DOS form online.

Dave Foltz responded that personally he would not care since they already have the requirement to fill out the form and he would have the ability to submit it online.

Beverly Court stated it would be nice if the forms were completed online as some were handwritten and hard to decipher.

Robin Dale pointed out some providers are not as technically sophisticated as we might assume and that just five to six years ago they were still communicating by fax machine instead of email.

Jeanette Childress commented that background checks are an example of how far providers have come, since they are now required to complete these checks online.

Dave Foltz commented some DOS forms might not be updated by the individual ALF and are instead completed by the corporate owner.

Patricia Hunter said she would like to see ALF DOS form posted on ALF Locator and kept up to date.

Robin Dale said the DOS is not part of our mission. He encouraged the group to not go down a road that will take our focus away from developing quality metrics as stated in statute.

Cathy McAvoy stated that there are three requirements in the bill and one is to recommend a system to inform consumers so posting the DOS may be a means for informing consumers.

Patricia Hunter then inquired how often the DOS forms are updated and Candy responded that the WAC defines how often.

Sandra Miles stated that she would be fine with posting the DOS form online as long as it is easy to update.

Dave Foltz said that [WAC 388-78A-2710](#) defines when the DOS form should be provided to residents.

Vicki Elting said they run into an issue with the form at discharge. Residents have reported to ombuds staff that the DOS form is only shared with them when facilities are trying to discharge them. She believes that it would be better if they had a place to go and see the form.

Cathy MacCaul said the form is available upon request.

Candy Goehring stated that it sounds as if a subgroup for this topic would be the next step as this isn't metric related as Robin Dale stated.

Robin Dale stated he is not disagreeing with posting the form only that it is beyond the scope of this group.

Candy Goehring stated that the work group should plan to think about how we could move to implementing posting the DOS form online in future. We need to find a home for this discussion but it may not be with this group. There appears to be a lot of energy behind this issue. We could add the DOS form posting to the parking lot for a discussion later but it would not be included in this report.

Betty Schwieterman commented this is squarely inside the scope of informing the consumer and is a key piece to what we are trying to accomplish.

Robin Dale stated that he is struggling with larger issue of recommending a quality metrics system. Robin reiterated George Dick's comment about the LGBTQ community and agreed with George and also warned that it is easy and feels good to discuss these issues but we do so at the risk of losing sight of the bigger issue, which is making progress on proposing a quality metrics system.

Robin Dale also returned to the discussion about the DOS form stating that this form is intended for use by facilities and is better used as part of a face-to-face discussion with prospective residents and their families.

George Dicks asked the group what "memory care" means. Jim Sherman reported that there is no definition of this term. Jeanette Childress informed the group that a definition of this is being added to the WAC.

Dave Foltz stated that memory care encompasses a wide range and is hard to define.

Candy Goehring shared that the Dementia Specialty Care contract specifies this.

David Haack pointed out that there is a very big difference between supported memory care and memory care. The DOS form is filled out and signed together by the provider and resident or representative. Residents with memory loss may not understand that the DOS form was handed to a family member.

Beverly Court asked the group if they thought that posting the DOS form online could become one of our performance measures.

Vicki Elting said that the DOS form helps people think about future care and can be used as a planning tool.

Candy Goehring stated that posting the DOS form on the ALF Locator is something she can bring back to RCS to have a look at and consider input from various stakeholders.

Performance metrics system

Beverly Court prepared a preliminary suggestion for possible domains. She reviewed the summary document of potential performance metrics she created based on previous discussions by the work group. She included the pros and cons for each domain.

Candy Goehring stated regulatory/citations are out. She stated she would not want to go into antipsychotics. She is leaning more towards the measures used by CoreQ as what might be most important.

Beverly Court stated that the Leg report might want to highlight that many measures have a clinical focus and that the work group was more interested in a more social focus. The report needs to reflect which direction the work group is going. Documenting what is in, as well as what is out by the work group is just as important. She asked the work group how they would want to document this and encouraged their suggestions.

Robin Dale thought it was a good idea to keep track of what we were discussing.

Beverly Court offered to capture what she was hearing from the group and bring that back to the group. She would also catalog what measures the work group had thrown out in their discussions.

Vicki Elting stated she respectfully disagreed about measures relating to regulations and citations.

Robin Dale said the ALF Locator has this regulatory information and inspection results and he does not want to confuse quality with survey results. A survey is a snapshot and could be the result of a poor management decision at the time. CMS's 5 star ratings are survey driven and a national database that cost billions of dollars to create. He warned against confusing survey results and attempting to incorporate this information into a system to inform consumers.

Dave Foltz said the ALF Locator provides a link to direct consumers to survey results.

Patricia Hunter stated that she doesn't want another survey process and we don't want another MDS or survey results as we already have that information. She thinks the Minimum Data Sheet (MDS) is not helpful to consumers. She suggested that the group needs to revisit the charter for our guiding principles. What do consumers want and

need in selecting an ALF? Patricia stated that consumers don't care about hospitalizations and falls. She thinks that consumers are interested to know if the people are happy with their activities and if they are concerned about their safety.

Maggie Lohnes suggest that the group think about a process. Her example was the three aims or pillars developed by one group. The pillars then were used to define the priorities and how to measure them.

Robin Dale stated he agreed with Patricia Hunter on what consumers are interested in knowing. He suggested that consumers don't want a straight survey and that there are certain areas we could focus on.

Candy Goehring stated the five guiding principles in the charter appear to be what DHHS's three overarching aims* does and that they ring true. She suggested that perhaps Beverly Court could build off of those.

Beverly Court asked if our domains should come from the group's guiding principles for the group to develop measures.

John Swenson commented that our measures should focus on what residents want as they are our consumers.

Candy Goehring responded "absolutely" to John's statement.

Dave Foltz reported that his group uses [GSI Research](#) which is a research and consulting company. He will provide the link to Cathy McAvoy to share with the group.

Beverly Court stated she would capture today's discussion of what direction we were going and not going in and convert the guiding principles into domains for the work group to consider at their next meeting. She will also record measures that have been considered and rejected by the group such as use of antipsychotic medications and hospital readmissions.

Public comments

Betty Schwieterman stated that she wanted to be clear about the grid. Will the summary that Beverly Court will be working on look similar to the one she provided today? Beverly stated that she will create a new document based on the guiding principles and also list potential measures the group has decided not to use.

The flip chart containing the May agenda items was reviewed and the agenda will include:

- review of the interim report to the Legislature;

*The [Department of Health and Human Services National Quality Strategy](#) identified three aims: better care, healthy people and communities and affordable care.

- an update on study of the states;
- discussion about the document Beverly Court will generate when she converts the guiding principles to potential domains for the work group to consider; and
- standing agenda items, such as approval of the meeting minutes.

George Dicks asked what committee in the Legislature the report will go to. Cathy will find out from our Legislative Liaison in Bill's office and let the work group know what she finds out.

Robin Dale commented that he thought Tracey Rollins did a great job today acting as the facilitator.

Next meeting

The work group's next meeting is Thursday, May 16, 2019, 9:00 a.m. to 12:00 p.m. at DSHS Blake East Office Park Building located at 4500 10th Avenue SE Lacey WA 98503. The meeting will be held in the Mt Hood Conference Room on the second floor.