

Assisted Living Facility Quality Measures Work Group Charter

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| Sponsor: Bill Moss, ALTSA Assistant Secretary, DSHS | Project lead: Cathy McAvoy, ALF Outcome Improvement Program Manager, DSHS |
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Purpose

This work group, facilitated by the Department of Social and Health Services, hereafter referred to as the Department, will develop recommendations for quality metrics in Assisted Living Facilities for the Washington State Legislature in response to Section 3 of Engrossed House Bill (EHB) 2750. The purpose of the quality metrics will be to inform consumers. The work group must meet the following goals and objectives:

- submit recommendations for a quality metrics system,
- propose a process for monitoring and tracking performance, and
- recommend a process to inform consumers.

Background

The Department licenses Assisted Living Facilities (ALFs), which are community-based residential settings that provide housing and basic support services to seven or more residents. An ALF that is licensed for three to six residents prior to or on July 1, 2000, may maintain its ALF license as long as it is continually licensed as an ALF. Each ALF may provide a different set of services, but services generally include: housekeeping, meals, laundry, activities, health support services, intermittent nursing services, and may include assistance with activities of daily living such as bathing, dressing, eating, personal hygiene, transferring, toileting, mobility, and medication assistance.

On June 7, 2018, EHB 2750 was enacted and relates to quality in ALFs. The bill amends RCW 18.20.190 and 18.20.430. Section 3 of the bill added a new section to chapter 18.20 RCW. This new section, RCW 18.20.510 Work group-Quality Metrics, directs the Department to facilitate a work group process related to ALFs.

Scope and Boundaries

The scope of the work group is to meet the three goals or objectives stipulated in the bill. It is within the scope of the work group to develop recommendations for submission to the Legislature. There is no budget for administrative costs, travel costs for work group members, or the development of software or other methods for collecting data related to performance measures. A full-time position is funded for the ALF Quality Improvement Program Manager within the Aging and Long Term Support Administration/Residential Care Services to act as the

project lead. A part-time position within the Research and Data Analysis Division was created to support work group activities.

Creating rules, writing legislation, and developing budget requests are out of the scope for the work group.

Guiding Principles

The following are guiding principles for reference in the course of the work group's deliberations:

1. ALF residents are entitled to care, support and a home-like environment that promotes personal safety, independence, and privacy.
2. ALF residents should receive person-centered care* that reflects their individual preferences, care needs, social support, and activity needs.
3. ALFs should provide an environment that is inclusive, respects diversity, and ensures equity.
4. ALF residents and their family and/or friends should have access to accurate, clear, and objective information about ALFs.
5. ALFs should include inquiry into the experiences and responses of residents and their family and/or friends.

Timeline and Deliverables

The work group shall make an interim report by September 1, 2019, and final report with recommendations to the appropriate legislative committees by September 1, 2020, and shall include a dissent report if agreement is not achieved among stakeholders and the Department. The Department shall also keep a public record of comments submitted by stakeholders throughout the work group process.

Roles and Responsibilities

The Department is responsible for recruiting founding members for the work group. EHB 2750 stipulates which organizations, health care professionals, and licensed health care professionals must be represented. The work group will comprise a maximum of 23 members. If a vacancy is created on the work group the work group will:

- Determine if the vacancy will be filled;
- Nominate and review qualifications of potential candidates; and
- Hold a vote to approve the preferred candidate.

* The term person-centered refers to a process of planning that's driven by the individual and is rooted in community. It's focused on the person, not the service system.

Source: Informing Families website <https://informingfamilies.org/pcp/>

The role of the sponsor is to provide support to the work group to ensure the success of the work group. The sponsor will provide leverage to remove barriers and obstacles to the work group in completing the requirements of the bill. The sponsor is responsible for the content of reports and all other communication to the Legislature.

The role of the project lead is to coordinate the activities of the work group and ensure that work group members receive the logistical and administrative support needed to meet the objectives of the bill. The project lead will collaborate with work group members and DSHS staff to compose legislative reports and ensure that the reports meet requirements and deadlines for submission through the sponsor's office. The project lead is responsible for scheduling monthly and special meetings, generating meeting agendas and minutes, and providing all resources and information needed so that work group members may effectively and efficiently meet the requirements of the bill.

The role of work group members is to discuss and create recommendations to meet the three objectives for the work group as defined by the bill. Only work group members will be seated at the meeting table and may participate in discussions, activities, and voting during meetings. Work group members may contribute to the drafting and editing of the interim and final reports to the Legislature.

One DSHS staff will serve on the work group as a voting member. The role of other DSHS staff is to provide technical assistance to work group members during meetings and as needed by the work group, sponsor, and project lead. As DSHS is responsible for the public record, a designated DSHS staff member will be seated at the meeting table to ensure an accurate record of minutes. All other DSHS staff, guests, and others will not be seated at the meeting table, as it is reserved for work group members.

The role of guests and others is to observe the proceedings of work group meetings. Guests and others may participate in discussions as long as the work group is not delayed in completing discussions and agenda items. Time is allocated at the end of every work group meeting for guests and others to ask questions and provide comments. Guests and others are not allowed to vote on motions.

Effective work group members:*

- Attend all meetings or provide a designated representative to attend in their place.
- Are well prepared for meetings by reviewing or preparing materials in advance.
- Recognize that serving the public interest is the top priority.
- Recognize that the work group must operate in an open and public manner.

*Adapted in part from the [Boards and Commissions Membership Handbook](#), Office of the Governor, January 2013.

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- Communicate well and participate in group discussions by:
 - Respecting different points of view and listening as others speak,
 - Providing support for work group members and remaining positive by providing constructive input, and
 - Focusing comments on the process, not the person.
- Exhibit a willingness to work with the group in making recommendations.
- Recognize that while consensus may be the desired outcome, dissenting opinions are heard, may become a part of the public record, and may be included in the final report to the Legislature.
- Report to the project lead when unable to attend meetings. An absence of three consecutive meetings without notification to the project lead will result in dismissal from the work group.

Decision Making Process

The following guidelines are established to ensure that the decision making process is as efficient and equitable as possible. Work group members:

- Should strive toward consensus in developing recommendations to the Legislature.
- Should understand that consensus may not be possible in all areas of discussion. Work group members are responsible for developing recommendations, as well as, pros and cons, for each recommendation. To achieve the goal of transparency to the public, dissenting opinions will be recorded.
- Have one vote. When consensus cannot be achieved a vote will be taken and simple majority rules will apply. A tie vote will be recorded into the record as a tie vote when a majority vote cannot be achieved.
- May be asked to serve on a subcommittee when additional information or discussion is needed in order for work group members to develop recommendations. The Department may recruit content and subject matter experts to provide technical assistance to the work group.
- Are encouraged to honor their commitment to the work group and its purpose. If unable to attend a meeting, work group members should send a representative to participate in discussions and cast a vote on their behalf if needed.

Communication

Transparency will be maintained through effective communication. Work group members may expect that:

- The Department will create minutes for all regular meetings. Draft minutes will be emailed to work group members for review before the subsequent meeting. The minutes will be approved by the work group.

- Each meeting will allow a brief period of time (ten to fifteen minutes) for guests and others to share their comments and ask questions.
- An email box is available to submit comments which may become part of the public record. The address is: ALFQualityMeasuresProject@dshs.wa.gov
- An Assisted Living Quality Measures Project webpage is available on the DSHS Aging and Long Term Support Administration (AL TSA) Internet webpage at: <https://www.dshs.wa.gov/altsa/stakeholders/assisted-living-quality-measures-project>
A work group member roster is posted on the webpage. Announcements, meeting minutes, resources, and reports will be posted on this website.
- The sponsor or their designee will be responsible for official communication with the Legislature and retains final authority on the content of the interim and final report.

Please contact Cathy McAvoy, ALF Outcome Improvement Manager at the Washington State Department of Social and Health Services at cathy.mcavoy@dshs.wa.gov for information regarding this charter.

| Version Number | Date | Description |
|-----------------------|-------------------|--|
| 1.0 | February 21, 2019 | Initial Charter approved by Work Group |
| 1.1 | March 21, 2019 | Correction of the third guiding principle |
| 1.2 | July 24, 2019 | Revisions to guest policy and member vacancies |
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