

AGING & LONG-TERM SUPPORT ADMIN RCS QA Unit



2016 SUPPLEMENTAL BUDGET

Request	FY16	FY17	15-17
FTE	0	6.0	3.0
GF-State	\$0	\$307,000	\$307,000
Total	\$0	\$614,000	\$614,000

DECISION PACKAGE SUMMARY

The Aging and Long Term Support Administration (AL TSA) requests 6.0 FTE and \$614,000 (\$307,000 GF-State) to continue the Residential Care Services (RCS) Quality Assurance Unit to maintain the quality assurance system now in place. An ongoing Quality Assurance Unit will be dedicated to consistent, measurable quality assurance practices, increased risk management practices, and independent internal reviews to ensure state performance measures and Centers for Medicaid and Medicare Services (CMS) expectations around quality management are met.

PROBLEM STATEMENT

RCS received grant funding from CMS in order to develop and implement a structured, comprehensive quality assurance management system. The grant is for the funding of 6.0 FTEs (1.0 QA Nurse Manager and 5.0 Social and Health Quality Assurance Program Consultants) for approximately 24 months. Prior quality assurance activities in place were not coordinated or consistent across the division and did not encompass all core work areas. With project grant funds ending in Fiscal Year 2016, new coordinated practices will be unable to be maintained through current staffing. Failure to continue new quality assurance measures will result in potential increased risk to vulnerable adults and deficiencies in meeting CMS quality management requirements and state performance measures. There is a potential for repeat audit findings and loss of federal funds.

PROPOSED SOLUTION

Permanent funding is requested to maintain the quality assurance system now in place. An ongoing Quality Assurance Unit will be dedicated to consistent, measurable quality assurance practices, increased risk management practices, and independent internal reviews to ensure state performance measures and CMS expectations around quality management are consistently met. The QA unit will implement accountability review mechanisms and monitor proficiency improvement plans to prevent the recurrence of repeat audit findings.

EXPECTED RESULTS

The quality and timeliness of RCS services, including timely inspections and investigations, will be assured. In its approval of Home and Community Based Services waivers, a CMS-stated expectation about quality management is that “the State verifies that providers initially and *continually* meet required licensure and/or certification standards and adhere to other standards prior to their furnishing waiver services.”

There are three primary benefits that result from a systematic approach to quality assurance:



DSHS VISION

People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION

To transform lives

DSHS VALUES

Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

- Internal and independent reviews objectively inform assessments of program performance and effectiveness;
- Effective QA ensures the implementation of robust risk management to address potential problems before they occur; and
- Residents who live in the licensed and certified long-term care settings will also benefit by ensuring the services provided by the division are in compliance with federal, state and agency rules and regulations; thereby improving their quality of life.

STAKEHOLDER IMPACT

Stakeholders including residential providers and advocates for vulnerable people will support a solution that maintains quality assurance without increasing provider license fees. Stakeholders have been open and receptive to partner with RCS to create opportunities for positive program and system change.