

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

December 11, 2018

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On December 11, 2018, the Department of Social and Health Services convened the third 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.

**Work Group Attendees:** G De Castro (Asian Counseling and Referral Service), Robin Dale (Washington Health Care Association), George Dicks (U.W. Harborview Medical Center), Alyssa Schnitzius (LeadingAge Washington), Morei Lingle (Merrill Gardens/Argentum), Linda Moran (resident representative), David Lord (Disability Rights Washington), Amy Freeman (LTC Ombuds), and Erica Farrell (Alzheimer's Association)

**Work Group attendees on the phone or webinar:** David Black (King County Behavioral Health Ombuds), Katie Jacoby (Community Health of Central Washington), Don Tavolacci (CRH Northwest), Carolyn Ham (Department of Health), Betty Schwieterman (Developmental Disabilities Ombuds), and Sandra Miles (Sea-Mar Community Health Centers)

**Guest attendees on the phone or webinar:** Austin Evans (CRH Northwest)

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

Candace Goehring, Amy Abbott, Trish Harmon, Jeanette Childress, Jessica Dingwall-Salquist, Roger Gantz, Cathy McAvoy, Tracey Rollins, and Jim Sherman

**Department of Social and Health Services Staff attendees on the phone or webinar:** Beverly Court

**Logistics & Introductions**

Jessica presented the logistics and went over the work group ground rules. Members introduced themselves.

**Report on Argentum Symposium**

Robin reported on the Argentum symposium he attended in November. He attended the session on Quality Metrics for Assisted Living. Robin reported that the issue of using

survey deficiencies to measure quality was addressed. Conference attendees agreed that complaint and standard survey results had zero correlation to facility quality. Robin shared that the following metrics were recommended for consideration: resident satisfaction, team satisfaction, key leader/associate retention, family satisfaction and a robust "Falls Management/Mitigation Program. He will send his detailed notes to Cathy to route to the group.

**Review of October minutes**

The members of the committee voted to approve the minutes from the October meeting. David Lord abstained from the vote since he did not attend the meeting, all other voting members voted to approve the minutes. The minutes will be posted to the website.

**Review of November minutes**

Amy Freeman does not recall any discussion that guests do not contribute to the discussion as noted in the minutes. Cathy stated that this was included in the second draft that was reviewed during the second work group meeting on November 12<sup>th</sup>.

David Lord would like the conversation enriched by guest speakers and more consumers.

Robin Dale stated it is important for individuals to know he/she is allowed to talk for broader prospective and public or guest comments could be at the end as to avoid excluding anyone.

Cathy explained she had drafted the charter and sent it to the work group members. She received feedback on the process and revised it to be clearer. It was agreed voting members would sit at the table and there would be time at the end for guest comments.

David Lord proposed that the sentence about guests not contributing to work group discussions and not casting votes be deleted from the minutes.

A vote was cast for approving the November minutes as amended by David. Work group members both in the room and on the phone passed it unanimously.

**Review of draft charter**

Cathy reported that she had revised the draft charter and sent it to work group members to provide feedback. She reviewed Revision 7 of the draft which incorporated the changes requested by the work group during the November 8<sup>th</sup> meeting. She received feedback that the charter was not clear how roles were defined during the November meeting and as a result the roles of voting members and guests were further defined. Bill Moss, AL TSA's Assistant Secretary, was also included in the charter.

Cathy raised the question about how to proceed with a tie vote. Robin stated a tie is a tie and should be written into the report as such. Dissenting views, pros and cons, should be included in the report to indicate what the discussions were.

There was a discussion about DSHS providing support to the group and the group felt that DSHS should also have a seat at the table as stated in the bill.

Candy stated the Department wants a balanced and transparent report and would be willing to have a seat at the table as a voting member. The Department must assure the report going to legislature is within DSHS regulation.

Robin, Amy Freeman, and the larger group proposed adding Candy Goehring to the work group to represent the Department. Candy agreed to serve as a work group member. The charter will be amended to add a DSHS representative (Candy) and if she cannot attend Candy will send a representative in her place.

David Lord inquired about a chair for the work group to regulate guests. Robin stated that he did not think that we needed a chair and that Jessica, our facilitator, can manage the work group and guests.

Cathy will revise the charter to incorporate the changes as discussed and send it out to the work group to review.

Robin had a question about the Scope and Boundaries. Cathy explained that the three goals and objectives were listed in the purpose section of the charter as recommended by Betty Schwieterman at a past meeting. Robin stated he would check the statute and let her know if he did not agree.

Jessica stated the group has 19 voting members and that it had been proposed at the November meeting to add more consumers and a representative from AARP.

Following discussion the members vote to add more members to the work group. The vote was recorded as follows:

Yes: G De Castro, Erica Farrell, Amy Freeman, David Lord, Linda Moran, George Dicks, Betty Schwieterman, Alyssa Schnitzius, Carolyn Ham, Katie Jacoby, Sandra Miles, and Don Tivolacci.

No: Robin Dale and Morei Lingle.

Abstain: David Black (not in attendance during the vote).

It was decided to add more members to the work group by majority rules.

Jessica asked how many more members should be added and what the maximum number should be.

Amy Freeman asked who on the list of work group participants were representing providers. Cathy reviewed the roster and provided information as to whether participants were providers or represented providers, such as associations.

Amy Freeman stated there six of the 19 members are providers and only two are consumers.

The question was asked for whom does Nora Gibson principally represent as she works for a provider and has been a family member of a consumer. Cathy will contact Nora about how she will represent primarily as a voting member of the work group.

Linda recommended 21 work group members and Robin seconded her motion.

Morei stated we needed to see who is missing from the group and liked the idea of an odd number.

Robin stated most members at the table are here to represent the consumers. He is afraid if we open the doors to everyone we will never complete the report for the Legislature.

George Dicks stated he feels he wears more than one hat depending on the discussion.

A vote to add another consumer living in an ALF followed and the vote was recorded as follows:

Yes: G De Castro, Robin Dale, George Dicks, Erica Farrell, Amy Freeman, David Lord, Linda Moran, Morei Lingle, Alyssa Schnitzius, David Black, Carolyn Ham, Katie Jacoby, Sandra Miles, Betty Schwieterman, and Don Tivolacci.

The proposal to add another consumer living in an ALF was passed by majority rule.

Cathy asked the group if there should be a clause in the charter addressing members who do not participate in the work group. Since membership is limited should a member that does not attend meetings or participate be removed from the work group and replaced if needed to meet the requirements of the bill. Cathy reports that David Haack has not attended any of the meetings and she has received no communication from him regarding his intention to serve on the work group. A vote to remove work group members who miss three meetings without any communication to the project lead (Cathy) followed and passed unanimously. Cathy will add a clause to the charter to reflect this decision and remove David Haack as a work group member.

There was discussion around of the diversity of new work group members. Suggestions for selection criteria for new members should be sent to Cathy by the end of the year.

Sandra commented that despite how diverse a community is all residents, regardless of income, should receive the same level of care. George supported this stating that whatever quality indicators are selected they should apply across the board.

Candy suggested the work group could meet with a pool of consumers including family members to get more consumer input. The group may wish to think about alternatives to reaching out to consumers and family members. Candy suggested that DSHS could sponsor some stakeholder opportunities to get input to guide our recommendations and performance measures. The work group could develop a script to present at stakeholder meetings. There is a clause in the bill that allows the work group to solicit input from individuals with additional expertise, if necessary.

Jessica asked if the group wanted to add any additional work group members. Amy Freeman suggested AARP and stated Patricia would like to include them.

Robin wants to know what AARP would bring to the table and would be interested to hear why Patricia feels a representative is necessary. Amy Freeman responded that AARP could represent the consumer.

Candy commented that AARP has expertise in insurance and they are a national platform with strength and a voice.

A vote was cast to include an AARP representative to the work group and was recorded as follows:

Yes: Amy Freeman, Linda Moran, David Lord, David Black, Carolyn Ham, Katie Jacoby, Sandra Miles, Betty Schwieterman, and Don Tivolacci.

No: Robin Dale, George Dicks, Erica Farrell, G De Castro, Morei Lingle, and Alyssa Schnitzius.

The decision to add a representative from AARP was passed by majority vote.

Discussion returned to the motion earlier discussed to limit work group membership to 21 members and the vote was recorded as follows:

Yes: G De Castro, Robin Dale, George Dicks, Erica Farrell, Amy Freeman, David Lord, Linda Moran, Morei Lingle, Alyssa Schnitzius, Sandra Miles, Betty Schwieterman, Don Tivolacci, and David Black

No: Carolyn Ham.

Abstain: Katie Jacoby (not in attendance during the vote).

The motion to limit work group membership to 21 members passed by a majority vote.

### **Study of the States**

Roger presented on the study of the states. He will take the top five to ten states from the AARP Scorecard report and survey these states regarding their quality metric system.

It was determined a subcommittee would do a deep dive into the interview instrument Roger drafted and then send it out to the full group for comments. The following members volunteered to be on the subcommittee: Linda Moran, Robin Dale, Amy Freeman, David Lord, Candy Goehring, Betty Schwieterman, and Don Tivolacci.

Roger will complete final edits to the interview instrument and send it to Cathy to forward to work group members to review. Work group members were encouraged to make edits using track changes or red font and return via email to Cathy and Roger by

the end of the year. A subcommittee meeting will be scheduled to review the instrument.

Cathy discovered comments from Betty Schwieterman which she entered in the Question Pane earlier during the discussion about the charter and would like to discuss Betty's comments. Betty indicated that the charter should add the guiding principles, such as, work from a person-centered perspective, consumer access to information, consumer choice and respect, etc. After discussion about adding these principles to the charter Jeanette proposed that we determine our purpose first and then decide if we need to add these guiding principles into the charter. Cathy stated that the purpose of the performance measures could be discussed and determined at our January meeting. This issue about guiding principles could be revisited at the meeting to determine if they need to be added to the charter or would become part of another of the work group's documents.

If there are any other suggestions please email Cathy. The charter can be amended at any time.

### **Wrap Up and next meeting**

Time for public comment was allowed in the agenda but there were no guests in attendance to offer comment and ask questions.

Slide 17 in the PowerPoint presentation was reviewed by Cathy. Discussion about the purpose of the performance measures was an agenda item that was postponed due to time. Work group members should come prepared to discuss the primary purpose of the performance measures at the January meeting.

The work group's next meeting is Thursday, January 17, 2019, 9:00 a.m. to noon at DSHS Blake East Office Park Building located at 4500 10<sup>th</sup> Avenue SE Lacey WA 98503.

Cathy is offering two webinars for the ALF workgroup the first viewing is December 27<sup>th</sup> from 3:00 – 4:00 p.m. and the second January 15<sup>th</sup> from 9:00 – 10:00 a.m. The webinar will cover foundational information about ALFs in Washington state. As requested, Cathy will be send an Outlook calendar invitation as well as the PowerPoint handout to the group. If work group members are not able to attend the webinar they may want to review the PowerPoint which may be used as a reference document for future discussions.