



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

June 20, 2019

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On June 20, 2019, the Department of Social and Health Services convened the ninth 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), Robin Dale (Washington Health Care Association), Erica Farrell (Alzheimer’s Association – Washington), Candy Goehring (DSHS-Residential Care Services), Patricia Hunter (LTC Ombuds), David Lord (Disability Rights Washington), Vicki McNealley (Argentum), Linda Moran (resident representative), Alyssa Schnitzius (LeadingAge Washington), and Betty Schwieterman (Developmental Disabilities Ombuds)

Work Group attendees on the phone or webinar: David Black (King County Behavioral Health Ombuds), George Dicks (Harborview Medical Center), Cathy MacCaul (AARP Washington) and John Swenson (resident representative)

Department of Social and Health Services staff attendees: Jeanette Childress Beverly Court, Jessica Dingwall-Salquist (facilitator), Roger Gantz, Trish Harmon, Melissa Lawton, Cathy McAvoy, Ken Michie, Tracey Rollins and Jim Sherman

Guest attendees: Dave Foltz (Fred Lind Manor)

Logistics and introductions

Jessica Dingwall presented the housekeeping instructions and reviewed the ground rules. Members introduced themselves. Jessica reported that it had been brought to her attention that one of the members commented after the May meeting that we were not following the charter by allowing members of the public to comment during the meeting rather than waiting for the public comment period. Jessica reviewed the description of the roles of a guest and member as listed in the charter, which states that guests could comment if called upon during the meeting. Jessica indicated that she would follow the guide lines established in the charter.

Cathy McAvoy shared that Jan Hanson, the tribal representative, can no longer participate in the work group. Candy Goehring supported the idea to replace Jan with a tribal member as RCS is getting more inquiries from the tribes about building assisted living facilities. A motion was made to have a replacement for the tribal representation and a vote passed unanimously. Cathy McAvoy recommended a revision of the charter to indicate a process for filling vacancies. She suggested that if there is a vacancy near the end of the project it may not be helpful to bring on a new work group member. Linda Moran recommended that the group consider if a member should be replaced. They might wish to recruit a new member in order to ensure representation by a certain type of stakeholder. Cathy McAvoy will report back to the group at the July meeting if anyone volunteers to serve following the IPAC meeting on July 9th.

Review of May Minutes

Linda Moran made a motion to approve the minutes as written. A vote was cast and the minutes passed unanimously.

Update on Interim Report for the Legislature

Cathy McAvoy reports that the report is making its way through the system. Candy Goehring forwarded the approved draft to Bill Moss for review. He will forward the report to OPER by July 15th with a final submission to the Legislature by August 30th. Cathy McAvoy thanked the group for their time and contributions. Candy Goehring echoed Cathy's sentiments stating their contributions have been valuable and extremely helpful.

Alzheimer's disease and other Dementias

Erica Farrell gave a presentation on Alzheimer's disease and other dementias. It was noted by Candy Goehring that the ALF locator has the contracts and specialized care levels listed. Robin Dale stated that the group should have accurate numbers of how many residents may have dementia if the group is going to consider measures related to this population. Vicki McNealley commented that she suspects that the numbers are high; she rarely encounters a resident that does not have some level of cognitive impairment.

Jim Sherman shared with the group that WAC 388-110 related to specialty care does not indicate that a secured unit is required. The EARC contract does not indicate a specialty.

Candy Goehring shared that the Dementia Action Collaborative is meeting to look at regulation around dementia.

Roger Gantz asked for the references for the numbers provided in the slides. Erica Farrell will share her references.

Patricia Hunter asked if the Alzheimer's Association might have a recommendation for staffing. Consistent assignment of staff might be more important than reporting the number of staff.

Erica Farrell stated that there is a concept about the “culture of care” and she would like to see something specific to dementia in the measures.

Patricia Hunter commented she thought the work group had evolved beyond guests having to be called upon to speak. She made a motion to amend the rule that would allow for guests to participate in the discussion. Robin Dale seconded the motion. He also added that this would include guests on the phone/webinar. Candy Goehring expressed concern that the group may be making a decision without the presence or input from the anonymous person who brought up the issue following the May meeting. Cathy McAvoy acknowledged that the person was aware of the conversation. Jessica Dingwall-Salquist added that if we allow the motion we can always check with the group when there are a lot of guests from the public present at a meeting. A decision on how to proceed in this case can be made by the group when it covers the ground rules at the beginning of the meeting.

Linda Moran requested that the group take a break and then come back for a vote on the motion.

Following the break a vote was taken and the motion passed unanimously. The language in the charter will be amended to include this decision. The public comments at the end of the meeting will also be maintained. Candy Goehring noted that all comments, work group members and others, would be recorded in the minutes.

Study of the States update

Roger Gantz presented an update to the Study of the States. Patricia Hunter thought that the number of ALFs for Wisconsin sounded high and asked what percentage of ALFs in Wisconsin are participating. Cathy McAvoy stated that when Kevin Coughlin spoke with DSHS last fall he reported that participation was about 10 percent. Robin Dale asked for clarification, as he believes the ALF percentage is low. He also stated Oregon will be doing some ranking by quartile and if we could get that information it would be helpful. Roger Gantz offered to provide more detail about the numbers.

The group raised some questions such as what Oregon will share with the public when it begins collecting data on their measures. Cathy McAvoy invited the Oregon Department of Human Services and perhaps a council member to join us this fall. Oregon staff is looking at dates after our September meeting and Cathy McAvoy hopes to hear from them soon. Dave Foltz was able to pull up and report the number of ALFs on his cell phone which aligned with Roger Gantz’s numbers.

Performance Metric Domains

Beverly Court proposed to proceed with indicators or asked the group if they should consider the domains Erica Farrell put forth in her dementia presentation. Candy Goehring recommended a “gut check” on the domains that have already been proposed.

Beverly Court recommended that the group look at other states. She proposed that they document that there was discussion and document the decision by the group to not go forward with some domains when they develop their recommendation.

Linda Moran asked if it's worthwhile to put Alzheimer's work into the Guiding Principles and Domains document. She thought they could quickly go through it.

Robin Dale stated that some are certainly in here and some are not. He worries about getting too far down the road without thinking things through. For example, vendors do resident satisfaction surveys on behalf of the providers because it's a complex process and it can be burdensome to complete the interviews and generate reports. Robin expressed concern that the group may be leaving that piece out and fears that in 6 months we may find out that our ideas are not feasible due to the costs. Robin stated that he would prefer to set aside a session to just talk about this.

Betty Schwieterman stated the Guiding Principles and Domains document was helpful. She recommended that the work group look again to see if there is something else that they may want to include. Some of the measures being used were very medical in their focus. It is valuable to see what others are collecting. The National Core Indicators also has developed measures specific to developmental disabilities. She will share this information with Cathy McAvoy to forward to the group.

Robin Dale stated that the dementia presentation has valid measures coming from residents/family.

Patricia Hunter recommended that the group have a sole discussion on domains, including their merits. She proposed a six to eight hour meeting to consider all of the domains and pare them down and look at potential costs to capture the data.

Alyssa Schnitzius stated that she has a hard time thinking of the big picture without considering the money.

Betty Schwieterman commented that the group should not create domain and that they should look for something that already exists.

David Lord stated he would like to get granular looking at things in detail.

Robin Dale stated that quarterly surveys can get complicated and that the group doesn't have to be experts.

Vicki McNealley stated that Washington State has always been a leader and not a follower. We don't want to just do what Wisconsin is doing. She encouraged the group to not set limits because she recommends that ALFs have the ability to do more if they choose.

Patricia Hunter indicated that the work group must learn about what exists, look at creating hybrid, or create something unique to Washington. She recommended that the group fine tune the domains and then dive deeply once we've learned about Wisconsin, New Jersey and Oregon.

Beverly Court asked if it is important for the group to put the reasons they didn't go down a particular road as other states did into the Leg report.

Patricia Hunter indicated that they should include the reason why they did not go in a certain direction.

Linda Moran asked how the group will look at Alzheimer's and DD domains and suggested we put that question on the parking lot so it is there for future consideration.

Erica Farrell echoed Vicki's comments that we should not throw things out if we really believe in them. What could we do to be different or better?

John Swenson comments in the Question Pane were shared with the group: Will Washington enact a similar rule that all our ALF must participate in this program also or will it be left to facilities' discretion? The work group is tasked with developing a recommendation on what we want to measure, how we want facilities to report, and what of this information will be shared with consumers. So, Oregon is currently the only program requiring that facilities report.

Candy Goehring stated that she agreed with the consensus of the group, the big picture and granular should be considered keeping in mind what is important to the consumer.

George Dicks commented he echoed what was being said. We should go into a deep dive and then the work group can organically sort it out.

Beverly Court suggested that the next step should be to amplify the spreadsheet to include mental health, DD, and Alzheimer's to the list of potential domains. Is there a proposal to start with guiding principles?

Linda Moran stated that now that we have all this data, what do we want our next agenda to be? She shared that she was not convinced we want to separate all these domains but was also not sure how to break it down. She doesn't want to forget to include this in the final report and what the work group did and why it did not go down a particular road.

Candy Goehring stated that all of these discussions are also being captured in the meeting minutes to reflect their rationale and decisions.

Roger Gantz shared that we have a sense of what three other states have. That is background material to help with domain exercise.

Candy Goehring stated that she doesn't think that they have a mandate for facilities to use our metrics.

Cathy McAvoy read the bill's requirements and recommendations that the work group needed to make to report to the Legislature.

Betty Schwieterman asked what the purpose is for the three states. She would like to know the purpose of their metrics. What are they trying to do and the costs?

Beverly Court stated that it would be good to reflect this in report and point to what direction we are going.

Vicki McNealley agreed with Candy Goehring that informing consumers is direction to go and that facilities would run with it as they want to rise to the top.

George Dicks stated that he appreciates the focus with a deeper dive into the larger concepts.

Public and work group comment period

Dave Foltz commented we are looking at dementia as it relates to numbers. He would challenge each member to identify the programs that are in place not whether the building is secure or not. It is the facility's program that matters and the focus on person-centered care that is important, not what the building looks like. Staff and programs make the difference.

Erica Farrell commented that care setting doesn't matter as much as quality of life in the programs. Studies show that it is the quality of care, not the setting, which impacts outcomes.

Dave Foltz commented that "dementia care without walls" is the direction that things are moving in. In this case then programming make difference. Patricia Hunter added that there is evidence that they are moving away from secure units even though facilities want secure units.

Jim Sherman commented that Dave, Erica and Patricia had talked about specialty care and stated that they would be surprised about the lack of creativity in care plans and person-centered care planning.

George Dicks shared in the Question Pane that environmental factors like noise, lighting and way-finding, are important considerations in the expression and management of behavior and asked the work group not to ignore or minimize this. We can discuss this at the next meeting. There is a concept called 'Gentle Care' or 'prosthetic support' that describes appropriate interventions at all stages of the dementia process.

July agenda and wrap up

Jessica Dingwall-Salquist reviewed the agenda items for the July 24th meeting that the group identified during the meeting which included:

- Lindsay Schwartz from NCAL will provide a demonstration of the LTCSM Trend Tracker;
- June Meeting Minutes will be reviewed and approved; and
- The Guiding Principles and Domains document will be revised and shared by Beverly Court.

A member asked to squeeze another speaker on the agenda. Perhaps George Dicks on Mental Health, Betty Schwieterman on DD or Brad Forbes on behavioral health?

Another suggestion was to do long days with two focused meetings with no other discussions. All members in the room agreed to longer meetings.

Erica Farrell has offered a room in Tukwila to hold a retreat in September or October.

Cathy McAvoy offered two meetings in September or one in early October.

Linda Moran requested education prior to deep dive into the proposed quality metrics.

An option of presenter providing a webinar was suggested in order to learn more about special populations.

G De Castro stated that there is not much diversity being used in the indicators for other states.

Patricia Hunter stated that the purpose of presenters is to gain information for domains. Mental health and co-occurring substance abuse should be a topic.

George Dicks stated that co-occurring disorder would be a very good place to start.

Next meeting

The work group's next meeting is Wednesday, July 24, 2019, 9:00 a.m. to 12:00 p.m. at the DSHS Home and Community Services building located at 1949 South State Street, Tacoma WA 98405. The meeting will be held in the room 291.