Washington State
**Department of Social
& Health Services**
Transforming lives

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

July 24, 2019

On July 24, 2019, the Department of Social and Health Services convened the tenth 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. DSHS staff, Jessica Dingwall-Salquist, facilitated the meeting.

Work Group attendees: G De Castro (Asian Counseling and Referral Service), Robin Dale (Washington Health Care Association), Erica Farrell (Alzheimer's Association Washington), Brad Forbes (NAMI Washington), Candy Goehring (DSHS-Residential Care Services), Patricia Hunter (LTC Ombuds), Morei Lingle (Argentum), Linda Moran (resident representative), Cathy MacCaul (AARP Washington), Alyssa Schnitzius (LeadingAge Washington), and Betty Schwieterman (Developmental Disabilities Ombuds)

Work Group attendees on the phone or webinar: Nora Gibson (Full Life Care) and John Swenson (resident representative)

Department of Social and Health Services staff attendees:
Jessica Dingwall-Salquist (facilitator), Trish Harmon, Cathy McAvoy, Jody Pilarski, Amy Abbott, and Jim Sherman. Ken Michie and Tracey Rollins on the phone.

Guest attendees: Lindsay Schwartz (American Health Care Association/National Center for Assisted Living [AHCA/NCAL])

Guest attendees on the phone or webinar: Amy Freeman (LTC Ombuds)

Logistics and introductions
Jessica Dingwall-Salquist presented the housekeeping instructions and reviewed the ground rules. Members introduced themselves.

Review of June minutes
Candy Goehring asked that the comment on page 3 be removed from the minutes. A vote to approve the minutes as revised passed. Brad Forbes, Morei Lingle, and Nora Gibson abstained from the vote. John Swenson did not cast a vote.

Update on Interim Report for the Legislature
On June 15th the report was sent to Assistant Secretary Bill Moss and subsequently submitted to OPER on July 15th. Cathy McAvoy and Candy Goehring thanked everyone for their reviews and edits. The work group's suggestions improved the report.

Revision of the charter
Cathy McAvoy proposed revising the process for filling vacancies based on the discussion by the work group during the June 20th meeting. She also drafted a second revision regarding the role of guests as discussed at the June meeting. The revision reflects the work group's recommendation that guests may ask questions and make comments during the meeting as long as it does not impede the ability of the work group to discuss all agenda items. Work group members in the room and Nora Gibson on the phone voted unanimously to approve the changes. John Swenson did not cast a vote.

AHCA/NCAL LTC Trend Tracker presentation
Lindsay Schwartz, the Associate Vice President of Work Force and Quality Improvement with AHCA/NCAL, provided a presentation. She began her talk with guidance on data collection and the selection of performance measures. She shared information about AHCA/NCAL's Quality Initiative and CoreQ. She also shared a number of features for AHCA/NCAL's LTC Trend Tracker database and closed with a demonstration of the system. Lindsay Schwartz reported that they only utilized measures with literature to back them up.

Lindsay Schwartz recommended:
- Limit the amount of math needed to answer the questions; this decreases the number of errors. Forced functions can make the system easier to navigate and improve the accuracy of the data reported.
- Limit that number of measures to five to six domains/measures.
- Short training videos are more helpful than one-hour training. They used 10-15 minute videos on various topics to train ALF staff.
- Customer support is important. Support staff who are doing the data entry at the beginning so that they do not get frustrated and give up.

Cathy MacCaul asked if nationally and at a state level there is autonomy to generate reports from the system. Robin Dale responded that governments are not able to access data from the system.

Candy Goehring asked for clarification about the connection between CoreQ and the LTC Trend Tracker. Lindsay Schwartz responded that CoreQ is contained in the LTC Trend Tracker. The metric includes four questions. CoreQ is now public domain. Oregon's council voted to use CoreQ for their resident satisfaction measures. Unlike private vendors, CoreQ is free. Some vendors may also include the CoreQ questions in their surveys.

Patricia Hunter asked if they have seen resident-to-resident violence come up. Lindsay Schwartz reported that the University of North Carolina has worked on defining what the

perception of safety is and hopes that Agency for Healthcare Review and Quality (AHRQ) will fully fund a study.

Robin Dale commented that Lindsay Schwartz would be invited to future meetings to ensure that the group does not head in the wrong direction in selecting measures.

Patricia Hunter expressed interest in seeing the list of the states participating in the LTC Trend Tracker.

Lindsay Schwartz encouraged the work group to think of measures that can be easily implemented. She did not think that there are any National Institute of Health funds available to fund such efforts.

Candy Goehring reports that there has been a lot of interest in numeracy and that some people do not understand numbers when they are being asked questions. Has AHCA/NCAL taken the data and presented it in a way that informs consumers? Lindsay Schwartz replied that they use infographics instead of graphs, which are easier to understand.

Betty Schwieterman asked how the system takes into account various populations. Lindsay Schwartz replied that they do not combine all populations. CoreQ was not tested for individuals with developmental and intellectual disabilities. The LCT Trend Tracker does not adjust for risk, as this is expensive and difficult to do. Lindsay Schwartz recommends that the work group consider stratification but cautioned that it could produce smaller groups and less meaningful data depending on how it is done.

Amy Freeman entered the following in the Question Pane: Could you share more about the vendor role? What types of services are offered? Do they act as consultants with facilities in addition to administering satisfaction surveys?

Morei Lingle reported that her company mails their customer surveys. It costs around $50,000 to survey their 45,000 residents and 2,000 team members.

Lindsay Schwartz mentioned the CoreQ is using an Application Programming Interface+ (API) so vendors can upload the data. They are in the process of developing an API for the LTC Trend Tracker.

Alyssa Schnitzius asked how much time and money it took to build their system. Lindsay Schwartz replied that is took $1.2 million to build and $350,000 per year in upkeep, not including staff salaries and web developers.

Robin Dale asked if Oregon is creating their own system or using the LTC Trend Tracker. Lindsay Schwartz stated that Oregon is in the mock up stage and may be going with CoreQ.

Morei Lingle reported that her company is already using CoreQ. She cautioned that when financial resources are tight, facilities may administer the surveys themselves, which can introduce bias in the respondents' responses.

Robin Dale then reviewed the handout he supplied that contained four stripped examples of resident and family satisfaction surveys from their vendors and an example of a dashboard report.

Public and work group comment period

Cathy McAvoy talked about webinars on special populations to prepare the work group for their deliberations on potential domains and measures at the workshop in October. It was concluded that Cathy McAvoy would send an email to work group members with expertise on these special populations to determine if they are willing to present. Cathy McAvoy will follow up with a Doodle Poll (now permitted by DSHS) to develop a schedule for late September and early October. Two presenters may present during each webinar.

Jessica Dingwall-Salquist announced that the Work Group Workshop will be October 29th from 9-4 at the Alzheimer's Association's Tukwila Office near Southcenter Mall.

September agenda and wrap up
Jessica Dingwall-Salquist reviewed the agenda items for the September 11th meeting identified by the work group during the meeting, which included:
- Review and approval of July meeting minutes
- Study of the States presentation by Roger Gantz

Next meeting
The Work Group's next meeting is Wednesday, September 11, 2019, 1:00 p.m. to 4:00 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 on the second floor.