



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

June 16, 2022

AL TSA: AFH #2022-025
AL TSA: ALF #2022-021
AL TSA: CCRSS #2022-014
AL TSA: ESF #2022-020
AL TSA: ICF/IID #2022-013
AL TSA: NH #2022-037

**RCS TRANSITION TO PAPERLESS WORK
DURING INSPECTIONS IN LONG-TERM CARE SETTINGS**

Dear Administrator/Provider/Superintendent:

This letter is to share information about the Residential Care Services (RCS) transition to paperless work as it applies to inspections and complaint investigations in long-term care (LTC) settings.

RCS has over 400 staff who provide regulatory oversight for over 4,000 licensed and certified residential LTC settings statewide. RCS staff conduct routine surveys and inspections as well as investigations in response to complaints received through the complaint resolution unit (CRU).

Some RCS programs conduct inspections using laptop computers and electronic data collection tools. Nursing Home (NH) survey staff and Case Mix Accuracy Review staff conduct work using laptop computers and electronic applications or forms. Community program licensing and certification inspection data is collected on paper. Complaint investigation data has historically been collected on paper. In 2021, RCS piloted an Electronic Working Paper (EWP) application for complaint investigations using laptop computers.

Paper documents are often collected as part of inspection work. During RCS inspections, providers are asked to email, fax, or scan documents to RCS staff, or provide access to electronic medical records. Portable scanners have been issued to all RCS staff so that paper documents can be collected in an electronic format.

As of July 1, 2022:

- Complaint inspections in all programs will be conducted using an EWP application. Staff will collect complaint data on laptop computers.
- Paper documents can be reviewed by RCS staff on site. Paper documents needed for RCS working papers will be requested in an electronic format (scan, email, fax, or remote access). RCS staff will use portable scanners to collect documents that cannot be sent or provided electronically.

What Providers Are Asked to Do

We ask providers to supply working space for RCS staff while in the LTC setting, including access to electrical outlets and surface space to use a laptop and scanner. RCS staff will need a secure place to store electronic equipment when not in use. Please provide documents in an

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electronic format (scan, email, fax, remote access) as much as possible. RCS staff may ask to use the facility wi-fi if available.

Thank you for supporting the RCS transition to paperless work. If you have any questions, please contact Katherine.Ander@dshs.wa.gov.

Sincerely,

A handwritten signature in black ink that reads "Mike Anbesse". The signature is written in a cursive style with a large, prominent "M" and "A".

Mike Anbesse, Director
Residential Care Services

DSHS: "Transforming Lives"