



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

January 26, 2023

AL TSA: NH #2023-004
INFORMAL DISPUTE RESOLUTION PILOT PROJECT FOR NURSING HOMES

Dear Administrator:

The Informal Dispute Resolution (IDR) process allows administrators a means to have citations or enforcement actions or both reviewed outside of the formal administrative hearing process. When the process started, reviews were conducted and decisions made by the IDR manager.

In September, 2022, Residential Care Services (RCS) launched a pilot project through which a panel reviewed IDR requests in nursing homes. (See [NH #2022-035](#).) This was intended to be a six-month pilot project. However, the process has not been utilized to the extent initially expected. As a result, the project will be extended another six months to ensure that the department and impacted stakeholders have enough data to make well-informed decisions about the process moving forward.

The updated timeline will move the project completion date to the end of August, 2023. Decisions about whether to adopt the panel review permanently or make any other changes are expected shortly after the project is complete.

Information and documents regarding the Nursing Home IDR Panel Project are available here: [Informal Dispute Resolution \(IDR\) | DSHS \(wa.gov\)](#).

Thank you for your continued commitment to resident health and safety. If you have any questions about the IDR process or the Nursing Home IDR Panel Project, please contact [Mike Tornquist](#), IDR Unit Manager, at (360) 725-2383.

Sincerely,

Amy Abbott, Director
Residential Care Services

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