

# JOINT FINANCE COMMITTEE HEARING FISCAL YEAR 2021 BUDGET



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Department of Health and Social Services  
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Comments available online at <https://dhss.delaware.gov/dhss/pubs.html>

Good Morning Senator McDowell, Representative Johnson, members of the Joint Finance Committee and members of the public.

I am Yrene Waldron, Director of the Division of Health Care Quality. With me today are Mark Letavish, Deputy Director and Corinna Getchell, Director of the Office of Health Facilities Licensing and Certification.

Thank you for the opportunity to speak with you today to present an overview of our division, its accomplishments and our Fiscal Year (FY) 2021 Governor's Recommended Budget.

## DIVISION OVERVIEW

### Division of Health Care Quality's Mission:

To protect those receiving services in acute, out-patient and long-term care health settings, through the promotion of quality care, quality of life, safety and security for patients via provider education and the enforcement of compliance with State and Federal health care laws and regulations.



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The Division's mission is to protect those receiving services in acute, outpatient and long term care health settings through the promotion of quality care, quality of life, safety and security for patients via provider education and the enforcement of compliance with State and Federal health care laws and regulations.

## DIVISION OVERVIEW

### Office of Health Facilities Licensing

- Adult Day Care Facilities -12
- Ambulatory Surgical Centers/Free Standing Surgical Centers – 25
- Dialysis/ESRD Centers – 33
- Fed Qualified Health Centers – 11
- Free Standing Birthing Centers – 1
- Home Health Agencies Aide Only – 11
- Home Health Agencies – Skilled – 38
- Hospitals – 16 (3,369 Beds)
- Hospices – 14
- Office Based Surgery Facilities – 58
- Outpatient PT and Speech – 19
- Personal Assistance Service Agencies -44
- Portable X-Ray – 4
- Prescribed Pediatric Extended Care Centers - 3



### Office of Long Term Care Licensing and Certification

- Skilled and Intermediate Nursing Facilities – 50 (5,106 Beds)
- Rest Residential Facilities – 3 (104 Beds)
- Assisted Living Facilities – 34 (3,315 Beds)
- Family Care/Adult Foster Care – 45 (111 Beds)
- Group Homes (AIDS) – 1 (16 Beds)
- Group Homes for Individuals with Mental Illnesses 21 (169 Beds)
- Neighborhood Homes – 209 (772 Beds)



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We accomplish our goals through five distinct sections:

- The **Office of Health Facilities Licensing and Certification Section** oversees and ensures compliance with state and/or federal requirements of acute and outpatient care providers. This currently represents 16 hospitals for a total of 3,369 beds and 289 providers of outpatient services.
- The **Office of Long Term Care Licensing and Certification Section** oversees and ensures compliance with State and/or Federal requirements for long term care (LTC), skilled, intermediate care providers, assisted living and other community providers. This currently represents 87 providers for a total of 8,525 long term care beds and 276 other community providers for a total of 1,068 beds.

## DIVISION OVERVIEW

### Investigative Section

- IRC- Incident Reporting System
- BCC- Background Check Center
- Drug Screening Program Monitoring
- Adult Abuse Registry
- 24/7 Complaint Referral Hotline



### CNA Oversight Section

#### CNA Registry

- Registered CNAs – 6619

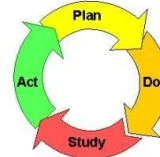
#### CNA Training Oversight

- CNA Training Schools- 29



### Continuous Quality Improvement and Educational Trainings Section

- Provider and Staff Trainings
- CMP Fund Program Applications Processing



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The **Investigative Section** assures individuals receiving services in long term care facilities and psychiatric hospitals are safe, secure and free from abuse, neglect, mistreatment, financial exploitation and medication diversion by utilizing the following:

- Incident Referral Center (IRC);
- Background Check Center (BCC);
- Drug Screening Program Monitoring;
- Adult Abuse Registry; and
- Monitoring the 24/7 Complaint Referral Hotline. (877-453-0012).

The **Certified Nursing Assistant (CNA) Registry and Certified Nursing Assistant Training School Oversight Section** is responsible for administering the CNA Registry online system to ensure that those practicing as CNAs (currently 6,619 individuals) are meeting all educational requirements per State and Federal Law. This section is also responsible for ensuring that CNA training schools are adhering to State and Federal rules and regulations pertaining to CNA Training programs, testing, and competencies as prescribed by NATCEP - the Nursing Assistant Training Competency and Evaluation Program. Failure of training institutions to meet Federal and State Law and Regulations can result in the imposition of civil money penalties.

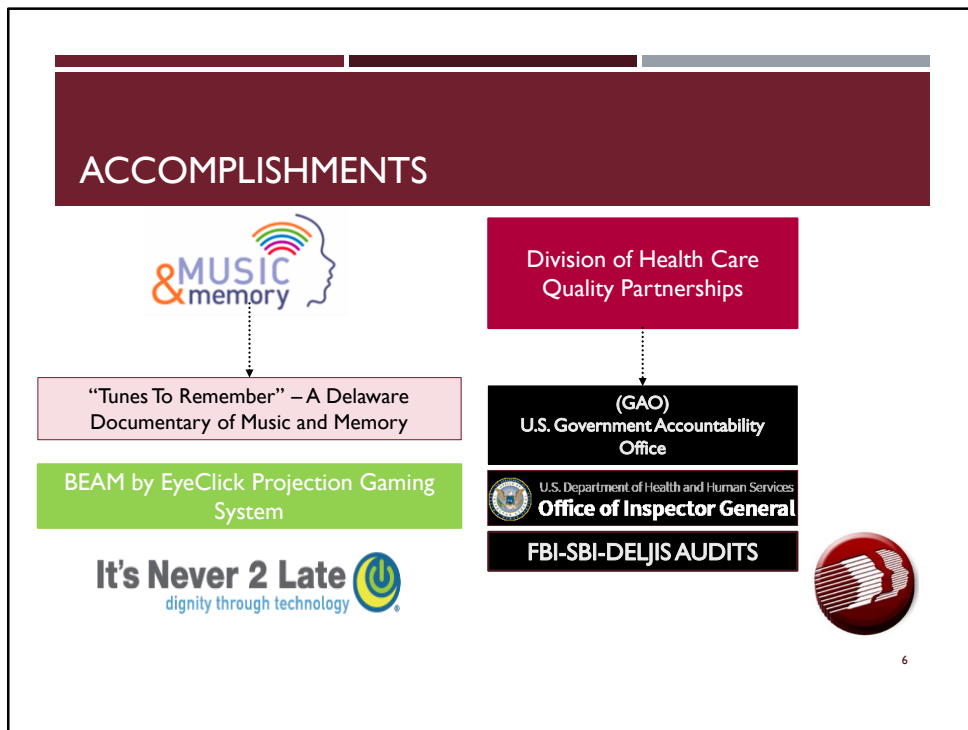
The **Continuous Quality Improvement and Educational Training Section** is responsible for conducting quality improvement and educational trainings for providers and division staff.

## ACCOMPLISHMENTS

Training Programs for Providers and Division Staff	Held 10 in 2019
Enforcing Federal and/or State Law and Regulations	Completed 547 routine and complaint surveys.
The Complaint & Incident Reporting System	2,656 Incidents investigated
Background Check Center	21,736 applications received through the system 6,834 individuals processed through the system
Mandatory Drug Testing	Compliance ensured for applicable agencies and facilities.
Adult Abuse Registry	Compliance ensured with applicable state laws.
Certified Nursing Assistant (CNA) Registry	Successful transition of Online Continued Education Requirement program from Elsevier to RELIAS effective 1/1/2020. Successful integration of online payments for same.
Certified Nursing Assistant Training Programs	Completed 15 CNA Training Program Surveys
CNA re-certifications and reciprocities	Processed 3,500 CNA re-certifications and reciprocities.

In 2019, the Division of Health Care Quality:

- Sponsored 10 trainings, ranging from Director of Nursing Workshops to Trauma Informed Care Training. In addition, two (2) Infection Prevention Trainings are scheduled in March in conjunction with the Association for Professionals in Infection Control and Epidemiology (APIC). This is particularly timely, given the current Coronavirus threat.
- We enforced Federal and/or State laws and regulations by completing 547 routine and complaint surveys.
- We investigated 2,656 incidents across all provider types and for Home and Community Based Settings.
- We reviewed 21,736 applications submitted through our Background Check Center, resulting in 6,834 new individuals being added to the Center.
- We ensured mandatory drug testing program compliance for applicable agencies and facilities.
- We ensured enforcement of the Adult Abuse Registry. Seventy-three (73) individuals were proposed to be placed on the Adult Abuse Registry in 2019.
- We successfully completed the transition of the online Continuing Certified Nursing Assistant Education Training Requirements Program from Elsevier to RELIAS, effective 1/1/2020. Included in the conversion was the addition of Trauma Informed Care Training to the requirements and also the convenience of online payments.
- We completed surveys of 15 CNA Training Programs and processed 3,500 CNA re-certifications.



Further Division Accomplishments include:

- Implementation of the Music and Memory Program, which is designed to decrease anxiety, increase socialization, improve mood and nutritional intake and enhance the memories of those suffering with dementia in all skilled nursing homes.
- Obtaining civil money penalty funding for Exceptional Care for Children, the state's only pediatric skilled nursing facility, for the BEAM by EyeClick Projecting Gaming System. The system provides new innovative avenues for promoting learning by creating themed environments, enhancing this special populations' quality of life.
- Implementing It's Never 2 Late, a computer-based program designed to decrease anxiety, decrease the use of antipsychotic drugs and to increase socialization by improving the mood and enhancing the memories of those suffering with dementia in 2 skilled nursing facilities, The Veteran's Home and Atlantic Shores.
- Working with both the Government Accountability Office (GAO) and the Office of the Inspector General (OIG) as they audited the Incident Reporting Center system to ensure compliance with complaint investigations, which is a continuing federal focus.
- Working with the Federal Bureau of Investigation (FBI), State Bureau of Investigation (SBI), the Delaware State Police and Delaware Justice Information System (DELJIS) to complete required audits to ensure that the Background Check Center was in compliance with all required and applicable State and National Standards.

## LOOKING AHEAD

- Improve Assisted Living Facilities Surveys Process
- Recruitment and retention of qualified staff in all sections
- Enhancing Process of Incident Triaging
- Continued analysis and management of increasing staff workload in all DHCQ sections as provider community grows and code and regulatory changes occur.



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We are working to improve our surveying process for Assisted Living Facilities, given the increase in acuity levels and the growth of beds in these settings.

We are diligently working to fill vacant positions. Like other Divisions, we too are challenged with recruiting and retaining qualified staff. Nurse surveyor positions have been particularly difficult to fill in the Division and have been vacant for up to a year, greatly challenging our dedicated team.

We are currently enhancing the Incident Reporting Center's report functions to improve trend analysis capabilities. This will enable earlier recognition of deficient practices and assist us in developing provider and staff educational programs. The overall goal is to improve quality outcomes for recipients of care and overall consumer satisfaction.

We are engaged in continuous staff workload analysis to ensure division staff can meet federal and state statutory and regulatory standards. Our goal is to fulfill the Division's mission of ensuring the highest possible quality of life for the elderly, disabled and other vulnerable populations served across the healthcare continuum.

## FY 2021 GOVERNOR'S RECOMMENDED BUDGET

### FY 2021 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	41.1		30.9	72.0
Dollars (\$)	3,502.7	583.6	2,465.7	6,552.0

**Budget Definitions:**

GF – General Funds  
ASF – Appropriated Special Funds  
NSF – Non-Appropriated Special Funds  
FTEs – Full Time Equivalent Positions



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The slide above shows the budget included in the FY 2021 Governor's Recommended Budget (GRB).

Our Division's FY 2021 GRB is:

- \$3,502.7 [Three Million, Five Hundred Two Thousand, Seven Hundred Dollars] in General Funds (GF);
- \$583.6 [Five Hundred Eighty-Three Thousand, Six Hundred Dollars] in Appropriated Special Fund (ASF) spending authority; and
- \$2,465.7 [Two Million, Four Hundred Sixty-Five Thousand, Seven Hundred Dollars] in Non-Appropriated Special Funds (NSF).



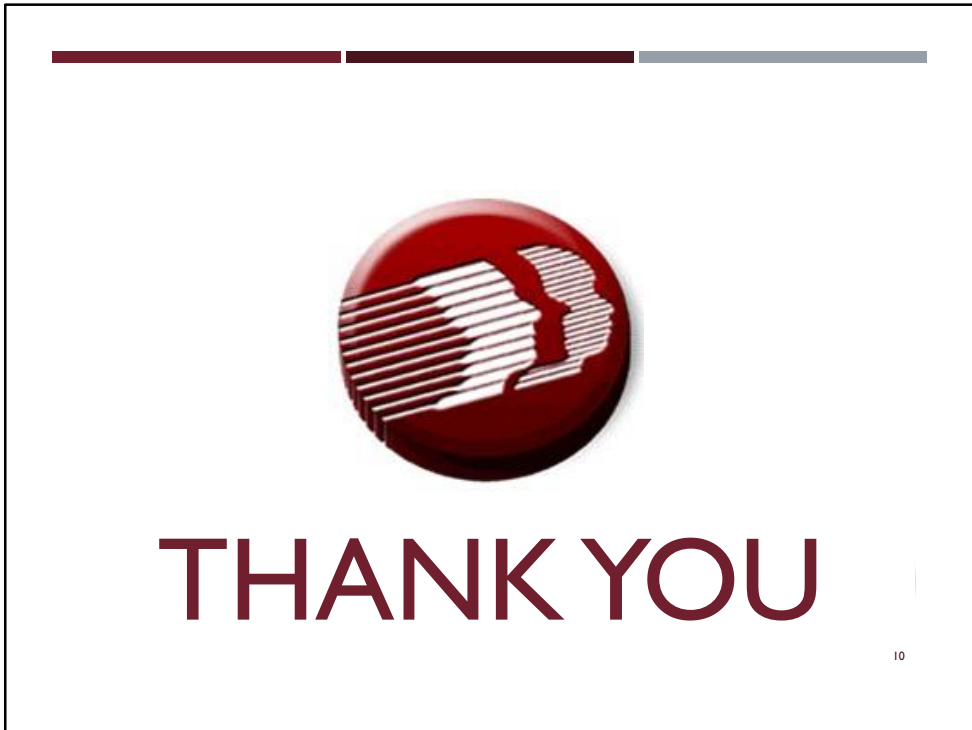
## FY 2021 GOVERNOR'S RECOMMENDED BUDGET

- \$154,000 additional ASF Spending Authority
- One-time funding of \$165,000 to upgrade DHCQ Databases.
  - Adult Abuse Registry (AAR)
  - Licensing Complaint System (LCS)
  - Incident Referral System (IRS)
  - Facilities Licensing Tracking
  - Incident Reporting Intake System



Approximately \$154,000 in Appropriated Special Fund spending authority was added to the Division's budget to allow us to spend existing available cash to improve important Division Information Systems Technologies and for other projects, such as upgrading our Certified Nursing Assistant tracking and certification program.

We have also requested \$165,000 in one-time funding to upgrade our Division's aging data suite (known as Delphi Information Systems); which will greatly enhance operations in all five of our sections.



Thank you for allowing us the time to share with you the challenges as well as opportunities within the Division of Health Care Quality.

We are happy to answer any questions you may have.