
JOINT FINANCE COMMITTEE HEARING
FISCAL YEAR 2020 BUDGET



MARY PETERSON
DIVISION DIRECTOR

DIVISION OF HEALTH CARE QUALITY
Department of Health and Social Services
March 20, 2019
Legislative Hall, Joint Finance Committee Hearing Room

Good Morning, Representative Johnson, Senator McDowell, members of the Joint Finance Committee and members of the public. I am Mary Peterson, Director of the Division of Health Care Quality (DHCQ). With me today is Tom Murray, Deputy Director.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2020 Governor's Recommended Budget.

DIVISION OVERVIEW

The Mission of the Division of Health Care Quality is to protect patients and residents in Delaware health care agencies and facilities through:

- The promotion of the quality of care, quality of life, safety and security for patients and residents; and
- The enforcement of compliance with State and Federal health care laws and regulations.



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DHCQ's mission is to: Protect patients and residents in Delaware health care agencies and facilities.

We do this through:

- Adult Abuse Registry;
- Criminal Background Check System;
- Mandatory Drug Testing for Certain Agencies and Facilities;
- Certified Nursing Assistant (CNA) Registry;
- Complaint and Incident Reporting System;
- Promulgating and Enforcing Regulations;
- Investigations of Allegations of Abuse, Neglect, Mistreatment and Financial Exploitation; and

As you can see from the list provided to you, we license and certify a broad range of health care agencies and facilities.

- Nursing Homes
- Assisted Living Facilities
- Rest Residential Facilities
- Intermediate Care Facilities for Persons with Developmental/Intellectual Disabilities
- Intensive Behavioral Support and Educational Residences
- Group Homes for Individuals with Mental Illness
- Group Homes for Persons with AIDS
- Neighborhood Homes for Individuals with Developmental/Intellectual Disabilities
- Family Care Homes
- Adult Day Care Facilities
- Free-standing Birthing Centers
- Free-standing Emergency Departments
- Free-standing/Ambulatory Surgical Centers
- Skilled Home Health Agencies
- Home Health Agencies – Aide Only
- Personal Assistance Services Agencies
- Hospice Agencies and Facilities
- Hospitals
- Prescribed Pediatric Extended Care Centers
- Comprehensive Outpatient Rehabilitation Facilities
- End Stage Renal Dialysis Facilities
- Outpatient Physical/Speech Therapy
- Portable X-ray Suppliers
- Office-based Surgery Facilities

DIVISION OVERVIEW

Certified Nursing Assistants (CNAs)

6,583	Active Certified Nursing Assistants in Delaware
27	Certified Nursing Assistant training programs
3,292	Certified Nursing Assistant re-certifications



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To further highlight some of the Division's programs:

- There are 6,583 active Certified Nursing Assistants (CNAs) in Delaware.
- 3,292 CNA re-certifications were processed along with 207 CNA reciprocities.
- We survey and approve 27 CNA training programs.
- Our surveys of health care agencies and facilities are conducted by a team of nursing, social service and environmental professionals. This process provides onsite, objective and outcome-based verification by knowledgeable and trained individuals to assure that basic standards of quality are being met by healthcare providers or, if not met, that appropriate remedies are promptly applied and implemented effectively.

DIVISION OVERVIEW

Adult Abuse Registry	180 individuals on the registry
Long Term Care Surveys & Investigations	120 Nursing Home Surveys 12 Assisted Living Surveys 214 Long Term Care complaints investigated
Health Facility Surveys & Investigations	80 Acute & Outpatient Surveys 53 Acute & Outpatient complaints investigated
Incident Reports	2,520 incident reports investigated
Background Checks	19,660 fingerprints 19,661 individuals processed via Background Check Center



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In Calendar Year 2018:

- There were 180 individuals on the Adult Abuse Registry;
- The Office of Long Term Care Residents Protection completed 120 nursing home and 12 assisted living facility surveys in addition to completing 214 complaint surveys;
- The Office of Health Facilities Licensing and Certification completed 80 acute and outpatient surveys as well as 53 complaint surveys;
- 2,520 incidents were investigated by our investigative team;
- Nearly 20,000 new applicants were fingerprinted and run through the Background Check System; and
- We provided 10 different training opportunities for DHCQ staff and healthcare providers.

ACCOMPLISHMENTS



15 licensed hospitals in Delaware with 3,369 beds.

348 Long Term Care facilities in Delaware with 8,462 beds.



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DHCQ completed several major initiatives in the past year, which include:

- Passing a total re-write of Title 16, Chapter 11 and Title 29, Chapter 79. Included in this re-write was the authority to change the name of the Division from the Division of Long Term Care Residents Protection to the Division of Health Care Quality.
- Revising the law for Facilities that Perform Medical Invasive Procedures to Office-based Surgery Facilities and clarifying procedures that may be performed.
 - We are grateful to the Legislators and the Governor for supporting these two initiatives.
- Coordinating and completing one emergency preparedness tabletop exercise and two full scale emergency exercises for all nursing homes, assisted living facilities, home care agencies, hospice agencies/facilities, ambulatory surgical centers, psychiatric hospitals and end stage renal disease (dialysis) facilities.
- Meeting federal performance measures for surveys and investigations.
- Working with the Centers for Medicare and Medicaid Services to help with the development of a new Quality Improvement and Evaluation System (iQIES – expected to be rolled out in Federal Fiscal Year 2020) for cloud based computing.

ACCOMPLISHMENTS



DHSS Receives Federal Funds to Institute Such Programs as Music & Memory and It's Never 2 Late for Nursing Home Residents with Alzheimer's and Other Forms of Dementia

"Tunes To Remember" – A Delaware Documentary of Music and Memory



Division of
Health
Care
Quality

U.S. Government Accountability Office
(GAO)

It's Never 2 Late
dignity through technology



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Additional accomplishments include:

- Implementing a new federal long term care survey process which began in November 2017 and the final phase will conclude in November 2019.
- Implementing the Music and Memory Program (designed to decrease anxiety, decrease the use of antipsychotic drugs, increase socialization, improve mood, improve nutrition and enhance the memories of those suffering with dementia) in all skilled nursing homes.
- Implementing It's Never 2 Late (a computer-based program designed to decrease anxiety, decrease the use of antipsychotic drugs, increase socialization, improve mood and enhance the memories of those suffering with dementia) in 2 skilled nursing facilities.
- Continuing enhancement of the complaint triage process, which will benefit residents, providers and our staff.
- Working closely with both the Office of the Inspector General and the Government Accountability Office as they investigated whether the federal system for reporting abuse was effective.

LOOKING AHEAD



Delaware Register of
Regulations

Department of Health & Social Services,
Division of Health Care Quality

It's Never 2 Late
dignity through technology



Nursing Homes



Assisted Living Facilities

Home and Community Based Programs



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In FY 2020, DHCQ will work on:

- Expanding the Music and Memory Program to other residential and community settings as well as expansion of the It's Never 2 Late Program to other skilled nursing facilities.
- Updating long term, acute and outpatient care regulations to reflect current standards and best practices, while providing the necessary oversight to protect those seeking health care with licensed agencies and facilities.
- Upgrading the Background Check Center system to continue to serve the growing and changing needs of the health care arena.
- Enhancing the Incident Reporting Center to better capture the details of reported incidents and allegations of abuse, neglect, mistreatment and financial exploitation.
- Continuing to recruit and retain qualified staff with the specialized skill sets to support DHCQ's licensing and certification functions.

FY 2020 GOVERNOR'S RECOMMENDED BUDGET

FY 2020 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	51.6		20.4	72.0
Dollars (\$)	\$3,380.4	\$430.0	\$2,465.7	\$6,276.1

Budget Definitions:

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



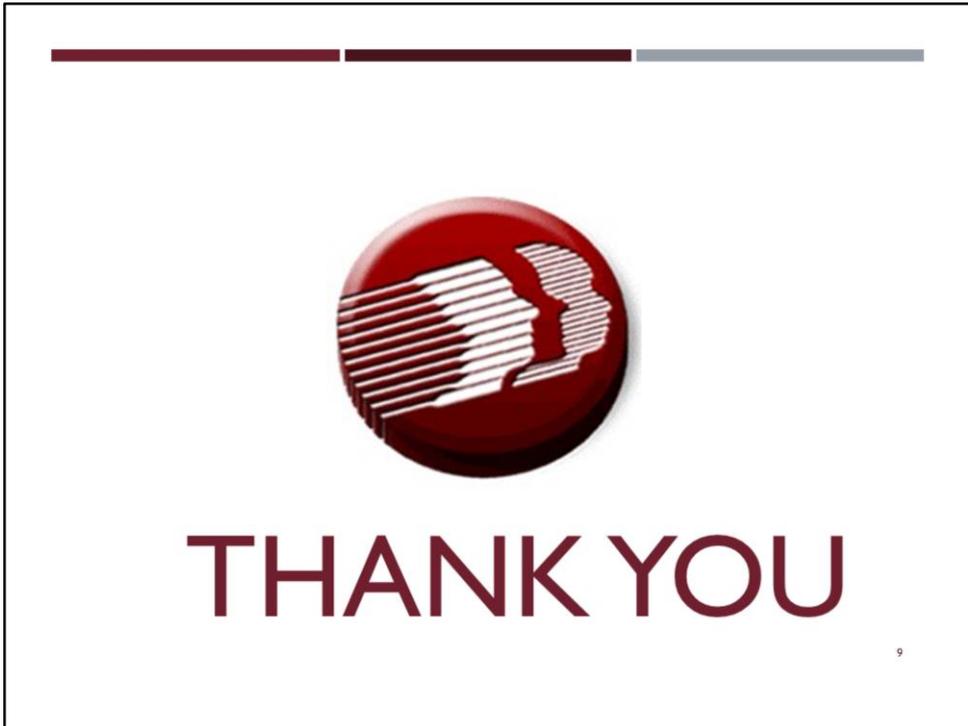
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The slide above shows the budget included in the FY 2020 Governor's Recommended Budget (GRB).

Our Division's FY 2020 GRB is:

- \$3,380.4 [three million, three hundred eighty thousand, four hundred dollars] in General Funds (GF);
- \$430,000 [four hundred thirty thousand 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).

These funds will allow us to maintain the FY 2019 level of service while we continue to explore no and/or low cost program improvements that meet the goals set by the Governor's Action Plan.



Thank you for the opportunity to share with you the challenges and opportunities facing the Department of Health and Social Services and the Division of Health Care Quality. I look forward to your questions.