
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION
(DNHRQAC)

Eagle's Law Staffing Ratio Waiver Subcommittee

In-person & Virtual Meeting

Cisco Webex

Anchor Location: Delaware Community

Legal Aid Society, Inc

820 Walker Rd

Dover, DE 19904

Meeting of September 13, 2024 @ 10:00 am

FINAL

Subcommittee members present: Norma Jones; Cheryl Heiks; Lisa Furber, Chair; Mary Peterson, RN and Dr. Melissa Winters, PsyD. Subcommittee members attended virtually, except for Lisa Furber who hosted the meeting @ anchor location. A quorum of subcommittee members was present.

Subcommittee members not in attendance: N/A

Others Present: Margaret Bailey, DNHRQAC Executive Director and Rob Smith, Division of Health Care Quality (DHCQ).

1. Call to order

This meeting was called to order at 10:03 am.

2. Approval of minutes

Meeting minutes draft of August 23, 2024 was approved as written. Motion to approve meeting minutes was seconded and carried by a majority of member present. One subcommittee member abstained from voting on the meeting minutes.

3. Discussion of:

Waiver Application and Power Point Presentation Updates

The waiver application was updated & approved by members during a previous subcommittee meeting. Dr. Winters suggested subcommittee members may want to consider setting a time frame to review waiver applications for continued improvement.

Action Item: Dr. Winters will beautify waiver application, PPP and make minor changes to decision path/rubric as approved by the subcommittee. The documents will be presented to the full commission (for vote) during meeting of September 17, 2024.

Waiver Application Review Team

Ms. Furber has been having discussions with several DNHRQAC members regarding their interest in serving on the waiver application review team.

Action Item: Ms. Furber will continue outreach efforts with DNHRQAC members about the waiver application decision team.

Waiver Application Rubric/Mapping

During a previous subcommittee meeting, members modified the decision pathway document created by Dr. Winters. Minor changes were made to the initial document and a copy of the agreed upon changes was forwarded to subcommittee members.

A motion was brought forth to approve the decision pathway/rubric by implementing it in stages and use an approach to review the decision-making process after the team has had a chance to review/decide a few waiver applications. The motion was seconded. All subcommittee members voted yes except for one member who abstained from voting. DHCQ representative agreed with the motion, too.

Subcommittee members previously asked for help from the Long-Term Care Ombudsman Program (LTCOP) regarding data pertaining to the “Voice of the Customer”. Ms. Hale, State Ombudsman, provided a list of required complaint codes/identifiers all Long-Term Care Ombudsman Programs are required to use by Administration for Community Living. Ms. Hale informed this subcommittee via email that the electronic system’s platform currently used in Delaware for Ombudsman data is built around these codes.

Subcommittee members elected to forgo “the Voice of the Customer” in the waiver application decision-making rubric due to staffing changes within LTCOP. The group did suggest reaching out to interim State Ombudsman to establish communication for future collaborations.

4. Public Comment

No members of the public provided comment during this subcommittee meeting.

5. Next Meeting

The next DNHRQAC Eagle’s Law Staffing Ratio Waiver Subcommittee Meeting will be held on Friday October 4, 2024 @ 10:00 am. In-person and virtual attendance options will be available. Meeting information will be posted on the Delaware Public Meeting Calendar.

6. Adjournment

The meeting was adjourned at 10:55 am.

Attachments: 9/13/2024 Eagle’s Law Staffing Ratio Waiver Subcommittee Meeting agenda
8/23/2024 Eagle’s Law Staffing Ratio Waiver Subcommittee Meeting minutes draft
Marked-up Eagle’s Law Staffing Ratio Waiver Application, PPP & Rubric