
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION (DNHRQAC)
Legislative/Advocacy Subcommittee
In-person & Virtual Meeting
Zoom
Anchor Location: DE CLASI Dover
840 Walker Rd
Dover, DE 19904
Meeting of June 20, 2025 @ 10:00 am
FINAL

Subcommittee members present: Lisa Furber (anchor location), Cheryl Heiks and Chris Marques, Esquire and Mary Peterson. The majority of subcommittee members attended virtually. A quorum of subcommittee members was present.

Subcommittee member(s) not in attendance: Dr. Avani Virani, MD.

Others Present: Margaret Bailey, DNHRQAC; Ngozi Dom-Chima, DNHRQAC; Tiffiney Butcher, DNHRQAC and Kevin Andrews, Public.

1. Call to order

This meeting was called to order at 10:04 am.

2. Discussion of:

Legislative Excel Spreadsheet

Subcommittee members reviewed the Excel spreadsheet created to track current and recent legislation. It was suggested that staff contact Judicial Information Center (JIC) to see if there is a way to share legislation status updates with the group.

Zoom ID and passcode

Ms. Furber mentioned its challenging to log into a virtual meeting that contains an ID and passcode. As a result, she asked if the Zoom ID and passcode can possibly be removed. Ms. Bailey mentioned the feature is “currently locked by administration” but will contact JIC to see if this feature can be unlocked.

Resident, Family and Staff Satisfaction Survey

Ms. Dom-Chima shared a (draft) flyer relating to the future Skilled Nursing Facilities (SNF) and Assisted Living facilities (ALF) satisfaction survey.

Mr. Marques suggested the group may want to consider adding a placeholder on DNHRQAC webpage stating we are under construction with website redesign, satisfaction survey, translation options and other updates.

Outstanding Service/Newsletter

Mr. Marques mentioned the subcommittee may want to consider creating “an outstanding service in the field” type letter to distribute during a facility visit when a staff member is going above and beyond their duties. Ms. Heiks offered to help “develop an outstanding service in the field” letter draft after the end of FY 25.

Additionally, Mr. Marques mentioned this subcommittee may want to put together a quarterly or semi-annually newsletter for Delaware legislators relating to long term care services/supports.

3. Old/New business

Subcommittee members spoke about the wish list items: memory care unit legislation (Ms. Peterson), workforce (Ms. Heiks), current/recent legislation (Ms. Furber) and background check center (Mr. Marques).

As a result:

- A. Ms. Peterson agreed to forward memory care unit draft legislation to subcommittee members.
- B. Ms. Heiks offered to send the waiver form and Federal language that applies to restricted workforce training sites.
- C. Ms. Furber shared an Excel spreadsheet with the group. She stated several bills were introduced this current legislative session that could impact services/supports for LTC residents.

4. Public Comment

Mr. Kevin Andrews stated survey participation rate is key to gaining valuable insights.

5. Next Meeting

The next DNHRQAC Legislative/Advocacy Subcommittee Meeting will be held on Friday July 11, 2025 @ 10:00 am. In-person and virtual attendance options will be available. The meeting information will be posted on the Delaware Public Meeting Calendar.

6. Adjournment

The meeting was adjourned at 11:03 am

Attachments: DNHRQAC Meeting of 6/20/2025 agenda
Excel Spreadsheet - Legislation
Satisfaction Survey flyer