Mission

The Division within the Department of Health and Social Services was created in 1998. The mission of the Division is to protect Delaware Citizens utilizing services in acute, outpatient and long-term care health settings through: promotion of quality of care, quality of life, safety and security, and enforcement of compliance with State and Federal Laws and Regulations.

Those licensed and certified through the Division include:

- Adult Day Care
- Ambulatory Surgical Centers
- Assisted Living
- Comprehensive Outpatient Rehab Facilities
- Dialysis/End Stage Renal Disease Centers
- Family Care
- Free Standing Birthing Centers
- Free Standing Emergency Centers
- Free Standing Surgical Centers
- Group Homes
- Group Homes (AIDS)
- Home Health Agencies Aide Only
- Home Health Agencies Skilled
- Hospitals
- Hospices
- Intensive Behavioral Support (ISBERS)
- Nursing Homes
- Neighborhood Homes
- Office Based Surgeries
- Outpatient Physical and Speech Therapy
- Personal Assistance Services Agencies
- Portable X-Ray Suppliers
- Prescribed Pediatric Extended Care Centers-
- Rest Residential

DHCQ also administers the CNA Registry, Adult Abuse Registry, Criminal Background Check Center, Drug Testing Center and the Incident Reporting Center. Through the licensing and certification process, we ensure adherence of Federal/State Laws and Regulations. Recent State and/or Federal mandated trainings include dementia, infection control, emergency preparedness and trauma informed care training; all designed to improve staff competency resulting in improved health care quality.

The Division *of* Health Care Quality

Wilmington Office:

3 Mill Road, Suite 308
Wilmington, DE 19806
Telephone Number
(302) 421-7400

Milford Office:

24 NW Front Street
Milford, DE 19963
Telephone Number
(302) 424-8600

https://www.dhss.delaware.gov/dhss/DHCQ/

DHCQ Incident Referral Hotline:
1-877-453-0012

Office of Health Facilities Licensing and Certification

Acute/Outpatient Care

The Stockton Building
261 Chapman Road, Suite 200
University Office Plaza
Newark, DE 19702
Phone: (302) 292-3930

http://dhss.delaware.gov/dhss/DHCQ/ohflc

OHFLC Incident Referral Hotline:
1-800-942-7373

Yrene Waldron, Division Director
Mark Letavish, Deputy Director

Department *of* Health *and* Social Services

Division *of* Health Care Quality

Licensing & Certification Section

Surveys are inspections conducted by a team of compliance nurses, medical social workers and environmental professionals. On-site surveys occur at routine intervals and more often if deemed necessary. The survey team observes staff completing their duties, examines consumer medical records, reviews policies, procedures, and evaluates the delivery of healthcare quality of all certified/licensed entities. Additionally, interviews are held with patients, families, and staff during the survey process.

At the conclusion of a survey, the survey team writes a detailed report outlining deficiencies, based on findings. The provider is then required to implement a plan of correction to address all deficiencies. Penalties for non- compliance may include, license revocation, Civil Money Penalties and loss of Medicare/ Medicaid funding depending on the severity deficient practices.

Certified Nursing Assistant (CNA) Training Requirement

The DHCQ is responsible for regulating the training programs for Certified Nursing Assistants (CNAs) and for registration after certification on the CNA Registry. To work as a CNA, an individual must meet all the training requirements specified in Delaware Code and regulations. Requirements include successful completion of a CNA approved training program. Course requirements include 24 hours of prescribed training, including a minimum of 6 hours of dementia care, 2 hours of abuse, neglect and maltreatment prevention. Other classes may include infection control, end of life care, and trauma informed care. CNA certifications must be renewed every 24 months.

Incident Referral Center/ Investigative Section

The purpose of the Investigative Section is to ensure that consumers receiving services in long-term care facilities and psychiatric hospitals are safe, secure, and free from abuse, neglect, mistreatment, and financial exploitation. Providers are mandated to report through the Incident Referral Center (IRC). Consumers, families or anyone who alleges abuse, neglect, mistreatment and /or financial exploitation or who has concerns dealing with the quality of care also report to the DHCQ. Incidents received through the Incident Referral Center (IRC) are reviewed, triaged and assigned for follow-up and resolution, which may include licensing and certification and/or Department of Justice referral.

Adult Abuse Registry

The listing of a person's name on the Adult Abuse Registry is dependent on a civil finding of abuse, neglect, mistreatment, financial exploitation, or a combination of those findings. The length of time on the Adult Abuse Registry is dependent upon the seriousness of the incident and whether a pattern of abuse, neglect, mistreatment, financial exploitation exists.

A listing of "Substantiated Pending Appeal" denotes that an appeal has been filed by the accused or that there is still time to appeal.

A listing of "Substantiated." denotes that the case has been finalized after an appeal, or that no appeal was requested within the time permitted.

Blueprint Reviews

The DHCQ reviews and approves blueprints for the construction/renovation of any new or existing facility to ensure compliance with health care construction standards.

Background Check Center & Drug Testing

The Delaware Code requires criminal background checks and mandatory drug testing for all individuals applying to work in a long-term care facility, a home care agency or a prescribed pediatric extended care center. The DHCQ manages the Background Check Center (BCC) that all long-term care, home care and prescribed pediatric extended care center employers must use to confirm suitability for employment. The BCC is a web-based system that provides, in one place, background information on applicants for employment from eight data streams. Through this process, the DHCQ receives state and federal criminal history records and is able to alert employers if an applicant has a disqualifying criminal history. Private citizens, may also take advantage of the BCC when employing a health care worker in their home by contacting DHCQ.

Emergency Preparedness

The DHCQ is responsible for reviewing and approving long term and acute care emergency preparedness plans to ensure that the plans provide an all hazards approach and ensure the safety of residents and patients during an emergency or disaster.

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