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JOINT FINANCE COMMITTEE HEARING  
FISCAL YEAR 2019 BUDGET



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DIVISION OF LONG TERM CARE RESIDENTS PROTECTION  
Department of Health and Social Services  
February 21, 2018  
Legislative Hall, Joint Finance Committee Hearing Room

Good Morning, Senator McDowell, Representative Smith, members of the Joint Finance Committee and members of the public. I am Mary Peterson, Director of the Division of Long Term Care Residents Protection (DLTCRP). With me today is Tom Murray, Deputy Director and Mary Tavani, Support Services Administrator.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2019 Governor's Recommended Budget.

## DIVISION OVERVIEW

The Mission of the Division of Long Term Care Residents Protection 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.



DLTCRP'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;
- Licensing and Certifying Agencies and Facilities, including:
  - 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
  - Facilities that Perform Medical Invasive Procedures

## DIVISION OVERVIEW



Active CNAs – 7,286  
CNA Training Programs - 25



Fingerprints - 8,264  
Individuals Processed - 18,034



Nursing Home Surveys – 105  
Assisted Living Surveys – 23

Number of Complaints  
investigated - 142

Incident Reports Investigated – 1,815



Acute and Outpatient Surveys - 61  
Acute and Outpatient Complaints  
Investigated - 49

Total Individuals on the Adult  
Abuse Registry - 167



To further highlight some of the Division's programs:

- There are 7,286 active Certified Nursing Assistants (CNAs) in Delaware.
- We survey and approve 25 CNA training programs.
- In Calendar Year 2017:
  - There were 167 individuals on the Adult Abuse Registry;
  - We completed 105 nursing home and 23 assisted living facility surveys in addition to completing 142 complaint surveys;
  - We completed 61 acute and outpatient surveys as well as 49 complaint surveys;
  - 1,815 incidents were investigated by our investigative team; and
  - 8,264 new applicants were fingerprinted and a total of 18,034 individuals were run through the Background Check System.

## ACCOMPLISHMENTS



There are 3205 licensed hospital beds in Delaware.

There are 362 Long Term Care facilities in Delaware with 8,489 total beds.



Centers for Medicare and Medicaid Services



DHSS



DLTCRP has completed several major initiatives in the past year which include:

- Total automation of the Background Check Center, including the acceptance of payments by credit card and automatic deductions from bank accounts.
- Implementation of investigations of abuse, neglect, mistreatment and financial exploitation in the community.
- Coordination and completion of emergency preparedness tabletop and full scale exercises for all nursing homes, home care agencies and hospice agencies/facilities.
- Meeting federal performance measures.
- Implementation of the requirements of the “Care Act”; and
- Working with the Centers for Medicare and Medicaid Services to help with the development of a new Quality Improvement and Evaluation System (iQIES).

## ACCOMPLISHMENTS



DHSS Receives Federal Funds to Pilot Music & Memory Program for Nursing Home Residents with Alzheimer's and Other Forms of Dementia

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

NEW CASTLE COUNTY  
VO-TECH SCHOOL DISTRICT

Working  
Together

DHSS



Additional accomplishments include:

- Implementation of a new federal long term care survey process beginning in November 2017.
- Implementation of 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 22 skilled nursing homes and filming of a Delaware documentary entitled "Tunes to Remember" detailing the progress of the program.
- Participation in the University of Delaware's "Delaware First" celebration of inspiration and innovation through the presentation of the Music and Memory Program.
- Working with Delaware Vocational High Schools to secure placement of CNA students in Delaware nursing homes; and
- Continued enhancement of the complaint triage process.

## LOOKING AHEAD



Delaware Register of Regulations ← → DHSS/DLTCRP



→ Nursing Homes  
→ Assisted Living Facilities  
→ Home and Community Based Programs



DLTCRP will continue to work on:

- Expansion of the Music and Memory Program to all nursing homes and then to other residential and community settings.
- Enhancement of the CNA license renewal process through automation.
- Updating of the Delaware Code to reflect current standards and best practices.
- Continue to recruit and retain qualified staff with the specialized skill sets to support DLTCRP's licensing and certification functions.
- Updating of 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.
- Further research and work with stakeholders on the Pacifier Activated Lullaby (PAL) Program for infants born addicted to opioids.

## FY 2019 GOVERNOR'S RECOMMENDED BUDGET

### FY 2019 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	51.6	0.0	20.4	72.0
Dollars (\$)	\$3,240.0	\$430.0	\$1,265.7	\$4,935.7



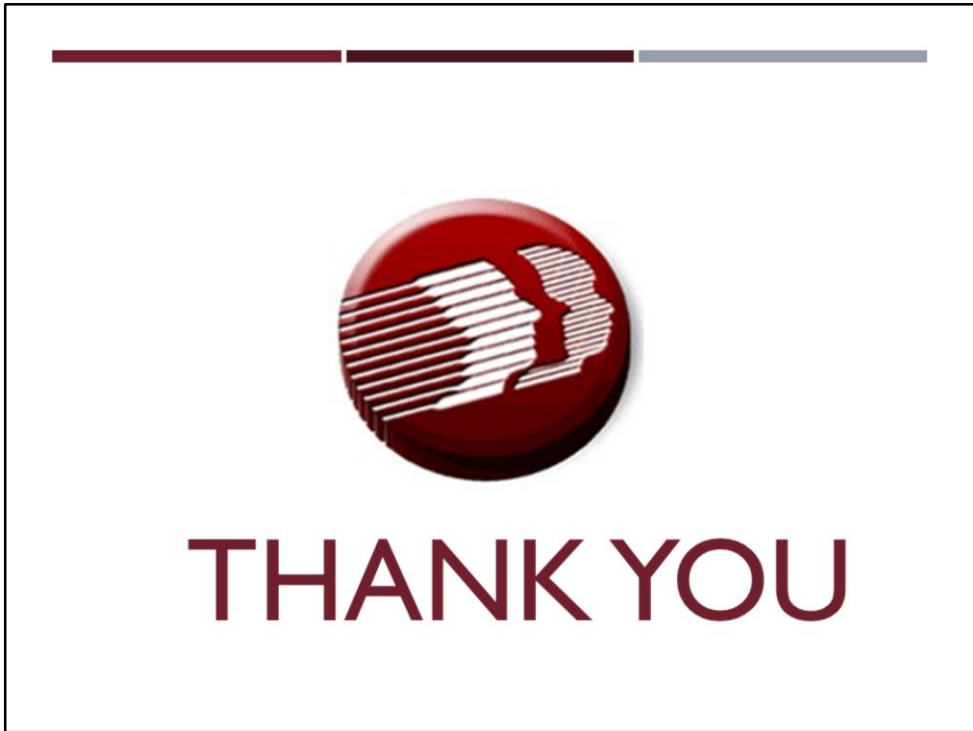
NOTE: Dollars may not add due to rounding

The slide above shows the budget included in the FY 2019 Governor's Recommended Budget (GRB).

Our Division's Governor's Recommended Budget is:

- \$3,240.0 (three million, two hundred forty thousand dollars) General Funds;
- \$430.0 (four hundred thirty thousand dollars) in Appropriated Special Fund spending authority; and
- \$1,265.7 (one million, two hundred sixty five thousand dollars) in Non-Appropriated Special Funds.

This funding request will allow us to maintain the FY 2018 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 Long Term Care Residents Protection. I look forward to your questions.