

**RESIDENTIAL OR ASSISTED LIVING FACILITIES
SURVEY & LICENSURE
RESTRUCTURING PROJECT WORK GROUP**

Meeting Date: July 16, 2004
Meeting Location: 1720 Westgate Drive, Suite D, Room 119

Participants: Virginia Loper, Jerry Mitchell, Debby Ransom, Jerry Shriner, Angela Browning, Suzie Hanks, Chris Baylis, Debora Corbin, Linda Simon

Sponsor: Randy May

Facilitators: Marsha Bracke, Susan Hayman

Support Staff: Steve Millward

Observers: Kim Heuman, Kathy Fencl, Ione Springer, Shyla Smith, Jim Shaddock, Keith Fletcher, Jimmy Markham, Penny Swygart, Kathi Brink

Meeting Objectives:

1. Provide final review, refinement, and decision on Task List assignments and checklists presented July 9, 2004.
2. Provide preliminary information and feedback for July 16th Task List assignments.
3. Discuss “packaging concept” for final work group proposal.

Handouts:

- Agenda
- Decisions and Final Products Log
- Survey Timing Flowchart
- Non-Core Issues Punch List Form
- Statement of Deficiencies Cover Letter
- No Deficiencies Cover Letter
- Congratulations Letter
- Best Practices
- Resident Rights Poster
- Records Checklist
- Food Services Checklist

Decisions:

1. The workgroup voted to accept Survey Timing as depicted in the flowchart.
2. The workgroup voted to accept the Non-Core Issues Punch List form with changes as noted and the understanding that an instruction guide will be developed.
3. The workgroup voted to accept the Statement of Deficiencies Cover Letter with changes as noted.
4. The workgroup voted to accept the No Deficiencies Cover Letter as submitted.
5. The workgroup voted to accept the Congratulations Letter as submitted.
6. The workgroup voted to accept Best Practices.
7. The workgroup voted to accept the Resident Rights Poster with changes as noted.

Action Items:

1. All subcommittees with outstanding items to incorporate comments and provide final document for group review and decision on Friday, July 23, 2004 , by close of business on Wednesday, July 21, 2004. *[Clarification...provide e-copy of revised document to Steve by COB Wednesday, July 21st so that he can distribute to work group members for review prior to Friday’s meeting]*
2. Randy Goss and Nicole Martin to revise as many checklists as possible to date, for presentation and decision by July 23, 2004. *[Clarification...Randy and Nicole will revised as many checklists as they can by Wednesday to e-mail in advance to work group. Expectation is that all assigned checklists will be revised by Friday for a decision.]*
3. All comments on Checklists or Project Implementation to Steve by close of business on Tuesday, July 20, 2004.
4. Randy May will retool any completion actions by July 23, 2004.

Agenda Items for July 23, 2004

1. Task List Items
2. Randy’s retooled completion actions

Public Comments:

See Attachment A

Agenda

1. Workgroup agreed that changes will be made in subcommittees.
2. Survey Guide Subgroup – Virginia Loper, Debora Corbin, Linda Simon
3. Definitions Subgroup– Sharon Ashcraft, Virginia Loper, Chris Baylis, Cathy Hart
4. Checklists Subgroup– Randy Goss/Nicole Martin

Survey Timing – Decision (Flowchart)

Agree/Comments	Disagree/Comments
Virginia Loper	Jerry Mitchell – Want to get to abbreviated surveys faster and a way to get more efficient – need fewer surveyors.
Jerry Shriner	
Angela Browning	
Sharon Ashcraft	
Suzie Hanks	
Chris Baylis	
Debora Corbin	
Debby Ransom	
Linda Simon	

Non-Core Issues Findings Punch List – Decision (Form – As Modified)*

Agree/Comments	Disagree/Comments
Virginia Loper	Jerry Shriner – Concerned that there would be an agreement between surveyor and provider on how fixes would be made with signature to agree.
Sharon Ashcraft – Like form, but needs instruction sheet.	
Suzie Hanks – Like form, but needs instruction sheet.	Angela Browning – Need policy to accompany – instruction guide.
Chris Baylis	
Debora Corbin – Like form, but needs instruction sheet.	Jerry Mitchell – Need instruction sheet. Not complete yet – uncertain when used.

Linda Simon – Like form, but needs instruction sheet.	
---	--

*There is an understanding that some non-core issues cannot be resolved within 30 days. As long as a plan is submitted to the Department with an agreement that it will be corrected, a license will be issued. If a non-core issue is corrected on the spot, it will not be placed on the punch list.

Core Issues Statement of Deficiencies Cover Letter – Decision (Letter – As Modified)

Agree/Comments	Disagree/Comments
Linda Simon	
Jerry Mitchell	
Debora Corbin	
Chris Baylis	
Suzie Hanks	
Sharon Ashcraft	
Angela Browning	
Jerry Shriner	
Debby Ransom	
Virginia Loper	

Statement of No Deficiencies Cover Letter – Decision (Letter)

Agree/Comments	Disagree/Comments
Suzie Hanks	
Chris Baylis	
Debora Corbin	
Jerry Mitchell	
Debby Ransom	
Linda Simon	
Virginia Loper	
Jerry Shriner	
Angela Browning	
Sharon Ashcraft	

Congratulations Letter – Decision (Letter)

Agree/Comments	Disagree/Comments
Unanimous	

Best Practices – Decision (Department Policy)

Agree/Comments	Disagree/Comments
Unanimous	

Resident Rights Poster – Decision (Poster – As Modified and Tied to RR Checklist)

Agree/Comments	Disagree/Comments
Unanimous	

Records Checklist – “Top Two” Feedback

- #3 – separate log of complaints – what constitutes a complaint?
- #8.g – Definition of “behavior” that requires behavior plan.
- #14 – Personnel Records...also first aid, medication assistance documentation included. Also references/background check.
- #8 – Would like to see nursing services dictated by NSA...something official.
- #8.f – Habilitation/Training – more detail as to when it is required.
- Group things together and be specific about when a specific thing is required or just in log or not.
- Refer to Department complaint tracking system to define “complaint.”
- #4 – Admissions agreement articulates constraints unique and specific to facility practices, restrictive policies ~ find wording ~ (e.g., devil worship).
- #1 – Define “significant.”
- #5 – “Developed” UAI may be more accurate as “have.”
- #7 – Personal Care Services Plan of Care or Individual Support Plan can be equivalent to the NSA if they contain the core elements of an NSA.
- #8.k – Feels way too broad.
- Define “significant,” “complaint,” and “incident.”
- #9 – Time limit may be too restrictive – have evidence of completion, but can’t guarantee the signature will be returned timely.
- #13.b – “within 30 days to State for Department clients.”
- See Public Comment.

Food Services Checklist – “Top Two” Feedback

- #9 – What about temperatures for other meats?
- #5 – In small facilities, how does this work regarding “eating.”
- #13 – Define “intervals.”
- #15 – Do you have to log thermometer readings?
- #8 – Microwave to be running (example of staff who put items to thaw in the microwave, but did not use any settings to thaw the meat).
- #11 & #16 – “Potentially” → this word is subjective.
- #1 & #2 – Defined better as to what the Department is looking at (runny noses vs. certificate of health, or what?)
- #3 – Clarify “restraint” (In ponytail? Use of hairnet?) What is considered restrained?
- #14 – “Approved” not “reviewed.”
- #13 – Covered under #14 unless specific needs.
- Requirement for amount of food available should be reflected here or elsewhere? Food storage.
- #7 – What is “sound condition?”
- A lot of this is defined in health department rules – reference them.
- See Public Comment.

Proposal for Wrap-Up

- Use July 23rd and 30th to wrap-up input/approval as noted on task list.
- Department will package products and reconvene workgroup 30-45 days later for final review.
 - See draft of statutes & rules
 - How to make it a living document? (check-in in one year; keep dynamic).

Checklists: Comment On Administrator

Resident Rights
 Medication
 Nursing Services
 Training (related to special populations and new items – #2 and #7– rest has been approved)
 Food Services
 Records

Positive	Change
Went well – covered a lot. Can do it.	A lot to do
Feel okay – gaining momentum (not too fast)	Moving fast
Okay to finish – feels good to come back	Uncomfortable with moving fast
Encouraged by the “30 – 45 days” reassurance	
Build in evaluation	
Balance out each other	