

Long Term Care Quality Improvements: Oregon's Journey

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August 28, 2018



alzheimer's  association®

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 **DHS** | Oregon Department
of Human Services
AGING & PEOPLE WITH DISABILITIES

OHCA and The Alzheimer's Assoc.

The Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. Our mission is to eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. Our vision is a world without Alzheimer's®. Visit www.alz.org or call 800.272.3900.

The Oregon Health Care Association improves the lives of seniors and people with disabilities by educating and advocating for quality care. The Oregon Health Care Association represents more than 900 organizations statewide, including endorsed memory care communities, skilled nursing facilities, assisted living, residential care, senior housing, licensed in-home care agencies, and business partner members. Learn more at www.OHCA.com.

Oregon Revised Statute 410

The Legislative Assembly's leadership created a vision:

Older citizens of this state are entitled to enjoy their later years in health, honor and dignity, and citizens with disabilities are entitled to live lives of maximum freedom and independence (ORS 410).



APD Vision and Goals

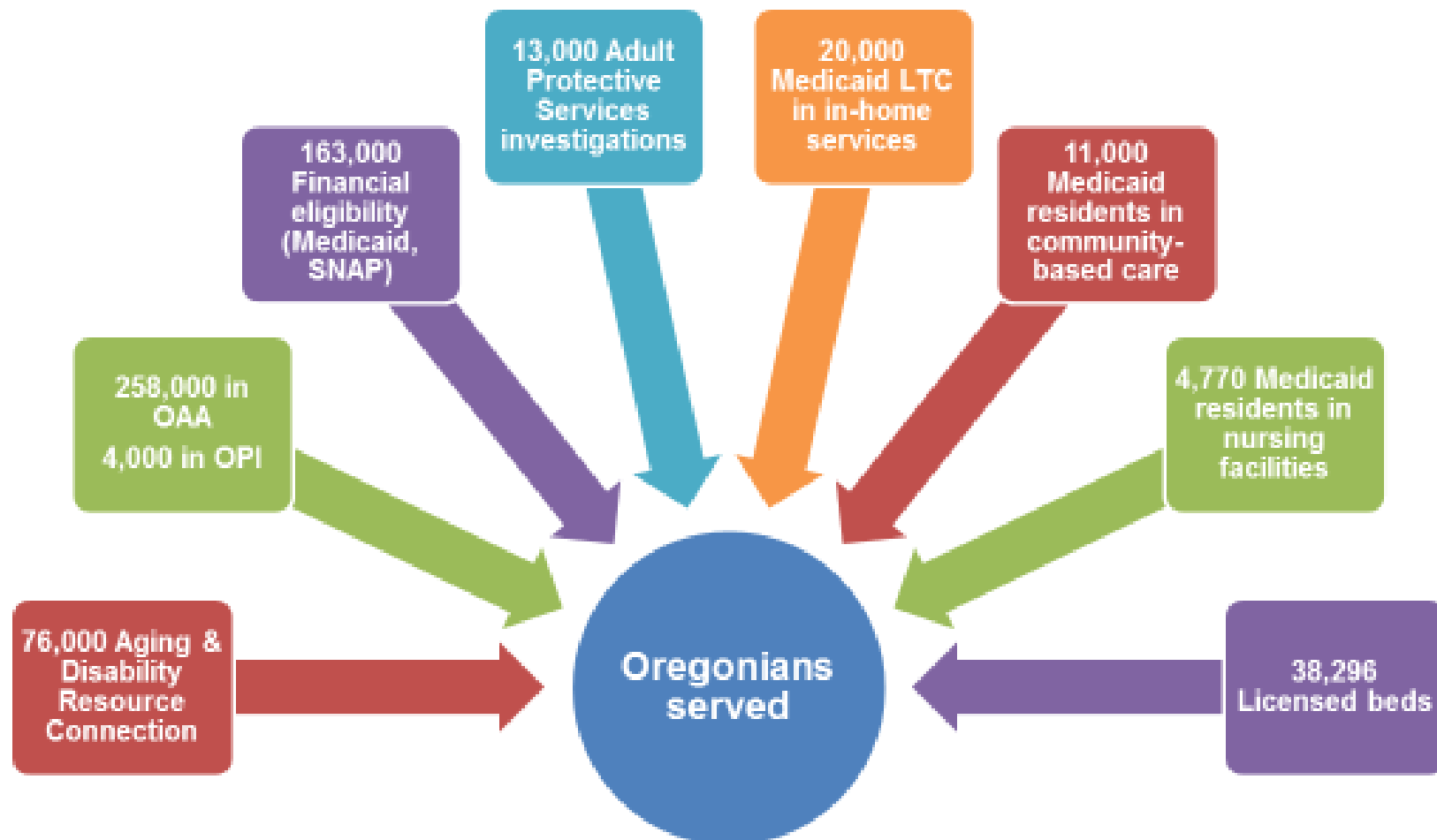
Vision Statement:

Oregon's older adults, people with disabilities and their families have easy access to services, supports and early interventions that help maintain independence, promote well-being, honor choice, respect cultural preferences and uphold dignity.

APD Goals:

- Older adults and people with disabilities feel safe and in control of their lives.
- Services and supports meet Oregonians' evolving needs and are easily accessible.
- Delivery of services and supports are person-centered and achieve service equity.
- Programs are innovative, preventive and high-quality.
- Oregon's system serves as a national leader with broad collaboration from consumers and stakeholders.

Oregon's Long Term Care System



Oregon's History of Collaboration

- 1st approved CMS waiver
- Pioneers in long term care – development of Assisted Living
- The Partnership
- State Plan on Alzheimer's Disease in Oregon (SPADO)
- Senate Bill 21 – 10 year priorities for long term care
- Oregon Care Partners

Catalysts for policy change

- Agency was under pressure to improve safety for all vulnerable individuals – children and adults
- Media coverage
- Agency restructuring and new leadership
- Legislative attention on an underperforming facility
- Ever-increasing acuity of residents in community based care
- More individuals living with dementia and other cognitive impairment

Vulnerability and Risk



- Memory
- Dementia or Alzheimer's Disease
- Decline in overall health
- Physical challenges
- Chronic health concerns

Resident-to-resident abuse and conflict

- Leads to adverse outcomes for residents.
- The way that staff respond makes a big impact on outcomes for residents.
- Behaviors could be due to unmet need

What happened next?

- The Agency worked to develop draft legislative concepts to address some of the issues
- Various legislators in both the House and Senate worked on their own ideas and draft concepts
- The Purple Ribbon Commission was formed

The Purple Ribbon Commission



The Purple Ribbon Commission, brought together in 2016 by the Alzheimer's Association Oregon Chapter and the Oregon Health Care Association, consists of aging and dementia experts in Oregon, nationally-recognized dementia researchers, Alzheimer's and aging experts, academics, and care providers.

The Purple Ribbon Commission Recommendations

- Caregiver Training and Competency
- Family and Consumer Supports and Programs
- Evidence-Informed Staffing Models and Workforce Development
- Quality Metrics to Track and Measure Success

The Bill that Passed



The Speaker of the House, Tina Kotek, took the lead in negotiating the bill on the House side along with several other key legislators.

The Bill that Passed

Bill Components:

- Established an intent that **administrators** of residential care facilities, including assisted living and memory care, **will be licensed by an independent board. This separate bill moved forward in the 2018 short session.**
- **Updates amounts and caps**, set in the 1970s, **for civil monetary penalties** for most instances of elder or adult abuse and harm within licensed long-term care settings.

The Bill that Passed (Cont.)

- **Adopts new penalties** for facilities, specifically a penalty for “Failure to report suspected abuse” and “Failure to perform corrective action noted during a survey or inspection.”
- **Updates licensing fee amounts** for residential care/assisted living facilities and nursing facilities.
- **Gives the Department the ability to impose an immediate suspension in residential care facilities** when there is critical health, safety or welfare issue – without waiting 10 days for a hearing.

The Bill that Passed (Cont.)

- Requires the Oregon Department of Human Services (Oregon DHS) to **develop an enhanced oversight and supervision program** for residential care facility oversight.
- Asks for the **development of a technology-based, acuity-based staffing tool** for use by providers and Oregon DHS, which allows providers to determine staffing patterns based on current residents' needs.
- Establishes a variety of **training and certification requirements for care staff** in long-term care facilities.

The Bill that Passed (Cont.)

- **Adds new Medication management recommendations -** Prescription drugs dispensed to residents must be packaged in unit dose systems or blister packs as a primary packaging system.
 - Exception for residents receiving VA benefits
- **Establishes the Quality Measurement Council** with representatives from the Office of the Long Term Care Ombudsman, Alzheimer's advocacy, academics with data/metrics expertise, Geriatric clinician, member of Oregon Patient Safety Commission, provider association, and Oregon DHS.



Centralized Abuse Management System



Safety, Choice & Independence

