

JOINT FINANCE COMMITTEE HEARING FISCAL YEAR 2022 BUDGET



CORINNA GETCHELL
DIVISION DIRECTOR

DIVISION OF HEALTH CARE QUALITY
Department of Health and Social Services
February 24, 2021
Virtual, conducted via Zoom

Comments available online at <https://dhss.delaware.gov/>

Good Morning Representative Carson, Senator Paradee, members of the Joint Finance Committee and members of the public.

I am Corinna Getchell, Director of the Division of Health Care Quality.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2022 Governor's Recommended Budget.

DIVISION OVERVIEW

The Mission of the Division of Health Care Quality is to protect Delaware citizens utilizing services in acute, out-patient and long-term care health settings through:

- The promotion of the quality of care, quality of life, safety and security; and
- The enforcement of compliance with State and Federal health care laws and regulations.



2

The mission of the Division of Health Care Quality is to protect Delaware citizens in acute, outpatient and long-term care health settings by:

- Promoting quality of care, quality of life, safety and security for patients and residents; and
- Enforcing compliance with State and Federal health care laws and regulations.

DIVISION OVERVIEW

Office of Health Facilities Licensing

- Adult Day Care Facilities -13
- Ambulatory Surgical Centers – 24
- Dialysis/ESRD Centers – 34
- Fed Qualified Health Centers – 10
- Free Standing Birthing Centers – 1
- Free Standing Surgical Centers – 24
- Home Health Agencies Aide Only – 14
- Home Health Agencies – Skilled – 42
- Hospitals – 16 (3,386 Beds)
- Hospices – 14
- Office Based Surgery Facilities – 55
- Outpatient PT and Speech – 18
- Personal Assistance Service Agencies – 53
- Portable X-Ray – 4
- Prescribed Pediatric Extended Care Centers - 3

Office of Long-Term Care

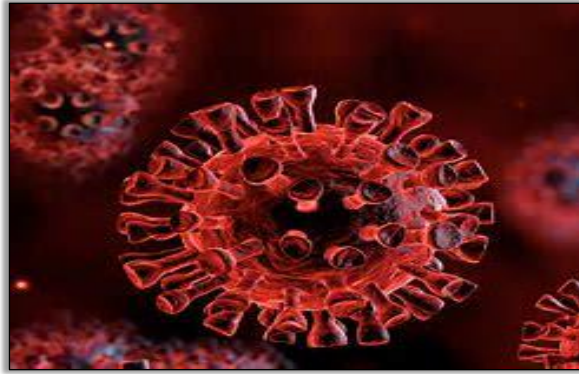
- Assisted Living Facilities – 32 (2,317 Beds)
- Family Care/Adult Foster Care – 42 (108 Beds)
- Group Homes for individuals with Mental Illnesses– 24 (187 Beds)
- Group Homes (AIDS) – 1 (16 Beds)
- Neighborhood Homes – 229 (818 Beds)
- Skilled and Intermediate Nursing Facilities – 50 (5,056 Beds)
- Rest Residential Facilities – 3 (104 Beds)



3

This slide lists the providers regulated by the Division of Health Care Quality.

ACCOMPLISHMENTS



4

The Division of Health Care Quality proactively addressed the COVID-19 pandemic. Examples are:

- Regular calls and e-mails to provide necessary guidance;
- Regulations for testing of long-term care facility residents and staff;
- Waivers to address various issues;
- Sent incident response teams, or “strike teams” onsite to provide the long-term care facilities with technical assistance; and
- Hired an experienced Long Term Care Medical Director to guide the response.

ACCOMPLISHMENTS

Office of Long-Term Care

Nursing Home

- 71 surveys
- 135 Focused Infection Control Surveys

Assisted Living Facilities

- 10 surveys
- 37 Focused Infection Control Surveys

Number of complaints investigated: 193



5

Long term care facility residents have an increased risk of infection and severe illness from COVID-19. Due to this risk, it is critical to ensure compliance with the core principles of COVID-19 infection prevention and other requirements. To achieve this:

- 71 general surveys and 135 focused infection control surveys were completed in nursing homes; and
- 10 general surveys and 37 focused infection control surveys were completed in assisted living facilities.

ACCOMPLISHMENTS

54 Long Term Care Facilities



**\$154,165 for
communicative
devices and
visitation aids**



6

The Division of Health Care Quality put an emphasis on helping facilities find innovative ways to enhance residents' ability to communicate with family and visitors. Each long-term care facility was provided with an opportunity to receive up to \$3,000 for both the purchase of communicative devices and visitation aids. Facilities purchased iPads, tablets and other devices which have allowed residents more virtual engagement. A number of facilities have also used the funds to build outdoor visitation areas. Fifty-four (54) facilities have received a total of \$154,165 toward these initiatives.

ACCOMPLISHMENTS

Office of Health Facilities Licensing and Certification



Acute and Outpatient Surveys -
41

Acute and Outpatient Complaints
Investigated - 101



7

Forty-one (41) surveys of acute and outpatient providers were also completed. The majority of the surveys were based on complaint allegations related to quality of care and infection prevention issues.

ACCOMPLISHMENTS



- Active CNAs – 7,400
- CNA Training Programs - 31
- Fingerprints – 19,459



- Individuals Processed -19,459
- Incident Reports Investigated – 2,520
- Total Individuals on the Adult Abuse Registry - 72



8

The Division of Health Care Quality also oversees the Certified Nursing Assistant (CNA) Registry, the CNA Training Programs, the Background Check Center and an Investigative Unit.

In 2020:

- 7,400 individuals were in the CNA Registry;
- 31 CNA training programs were active. It is important to note that the state did allow for flexibilities in CNA training throughout the pandemic;
- 19,459 individuals working in healthcare sectors were screened through the Background Check Center;
- 2,520 reports of alleged abuse, neglect, mistreatment or financial exploitation were investigated; and
- 72 individuals were placed on the adult abuse registry.

LOOKING AHEAD



9

The Person Centered Care project (PCC) was started in a state long term care facility. The goal is to build a foundation across facility staff in Person Centered Care values and principles, provide wide-spread training in neurobehavioral supports, and build strategies to increase the use of non-pharmacological approaches and interventions.

LOOKING AHEAD

Beam Interactive Projection System



10

BEAM is a state-of-the-art projection system that was started in a pediatric skilled nursing facility. The BEAM system is expected to improve the pediatric resident's cognitive skills, motor strength and self-esteem.

LOOKING AHEAD

Training 2021:

- wound care
- incontinence
- falls
- infection prevention



11

Training is essential to educate healthcare workers on the most current standards of practice. There are currently plans for wound care, incontinence, falls and infection prevention trainings.

FY 2022 GOVERNOR'S RECOMMENDED BUDGET

FY 2022 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	40.4	0	30.6	71
Dollars (\$)	3,508.0	1,583.6	2,465.7	7,557.3

Budget Definitions:

GF – General Funds
ASF – Appropriated Special Funds
NSF – Non-Appropriated Special Funds
FTEs – Full Time Equivalent Positions



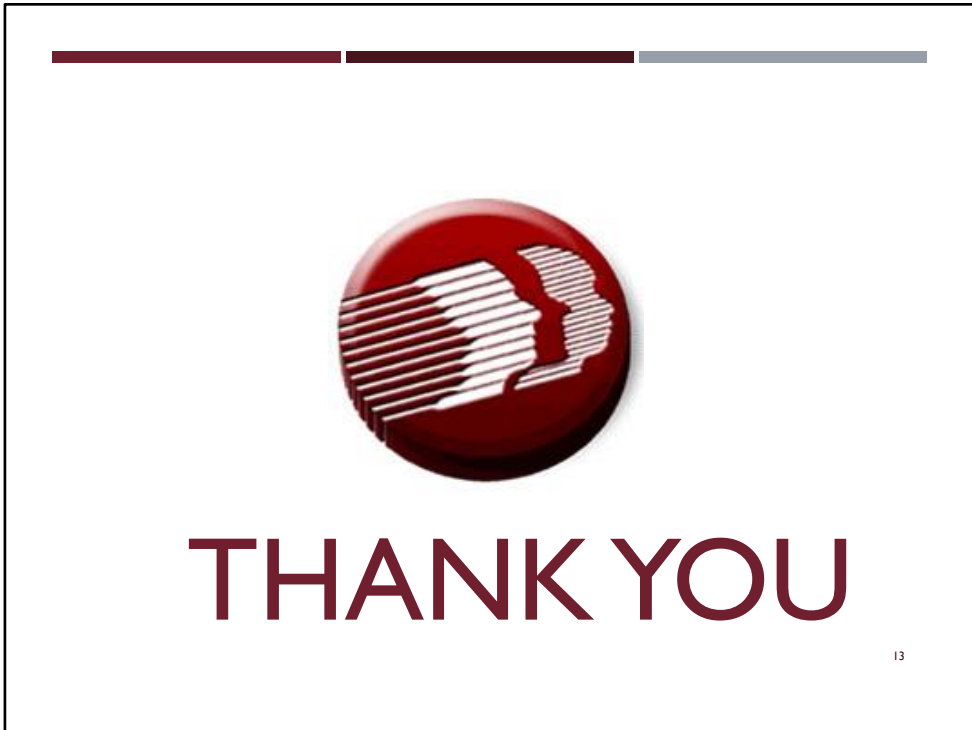
12

The slide above shows the DHCQ budget included in the FY 2022 Governor's Recommended Budget (GRB).

Our Division's FY 2022 GRB is:

- \$3,508.0 [Three Million, Five Hundred Eight Thousand dollars] in General Funds (GF);
- \$1,583.6 [One Million, Five Hundred Eighty-Three Thousand, Six Hundred dollars] in Appropriated Special Fund (ASF) Spending Authority; and
- \$2,465.7 [Two Million, Four Hundred Sixty-Five Thousand, Seven Hundred dollars] in Non-Appropriated Special Funds (NSF).

The GRB includes a \$1,000.0 (One Million dollar) increase in Appropriated Special Funds Spending Authority for the purchase of a new Background Check Center System which will streamline the process and enable the staff to complete the workload more efficiently.



Thank you for the opportunity to share with you the challenges and opportunities facing the Division of Health Care Quality.

I am happy to answer any questions you may have.