

JOINT FINANCE COMMITTEE HEARING
FISCAL YEAR 2023 BUDGET



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DIVISION OF HEALTH CARE QUALITY
Department of Health and Social Services
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Virtual Conducted Via Zoom

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

Good Morning, Senator Paradee, Representative Carson, 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) 2023 Governor's Recommended Budget.

DIVISION OVERVIEW

Mission:

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.
- The enforcement of compliance with State and Federal health care laws and regulations.



The mission of the Division of Health Care Quality (DHCQ) is to protect Delaware citizens receiving services from an acute, outpatient and/or long-term care health setting 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 -10
- Ambulatory Surgical Centers – 23
- Dialysis/ESRD Centers – 34
- Fed Qualified Health Centers – 10
- Free Standing Birthing Centers – 1
- Home Health Agencies Aide Only – 15
- Home Health Agencies – Skilled – 43
- Hospitals – 16 (3,429 Beds)
- Hospices – 14
- Office Based Surgery Facilities – 57
- Outpatient PT and Speech – 17
- Personal Assistance Service Agencies – 51
- Portable X-Ray – 4
- Prescribed Pediatric Extended Care Centers - 3

Office of Long Term Care Resident Protection

- Nursing Homes – 49 (5030 beds)
- Assisted Living Facilities – 32 (2441 beds)
- Rest Residential Facilities – 3 (104 beds)
- Neighborhood Homes – 231 (824 beds)
- Group Homes for the Mentally Ill – 25 (193 beds)
- Group Homes for Persons with Aids – 1 (16 beds)
- Family Care Homes – 39 (101 beds)



This slide lists the providers regulated by the DHCQ.

ACCOMPLISHMENTS

Nursing Home and Assisted Living

- 22 annual surveys
- 48 focused infection control surveys
- 355 onsite complaints investigated



Family Care Homes, Neighborhood Homes and Group Homes

- 29 initial surveys
- 227 annual surveys



During Calendar Year 2021, the Office of Long Term Care Residents Protection completed 22 annual surveys, 48 focused infection control surveys and investigated 355 complaints onsite at Nursing Homes and Assisted Living Facilities.

In addition, 29 initial surveys and 227 annual surveys of family care homes, neighborhood home and group homes were completed.

ACCOMPLISHMENTS

Office of Health Facilities Licensing and Certification

- Acute and Outpatient Surveys – 27
- Acute and Outpatient Complaints Investigated - 32



The Office of Health Facilities Licensing and Certification has completed twenty-seven surveys of acute and outpatient providers. During the onsite surveys, thirty-two complaints were also investigated.

ACCOMPLISHMENTS



Active CNAs – 5,843
29 CNA Training
Programs



Individuals Screened – 23,372



Incident Reports Investigated – 1,913

Total Individuals on the Adult Abuse Registry - 29

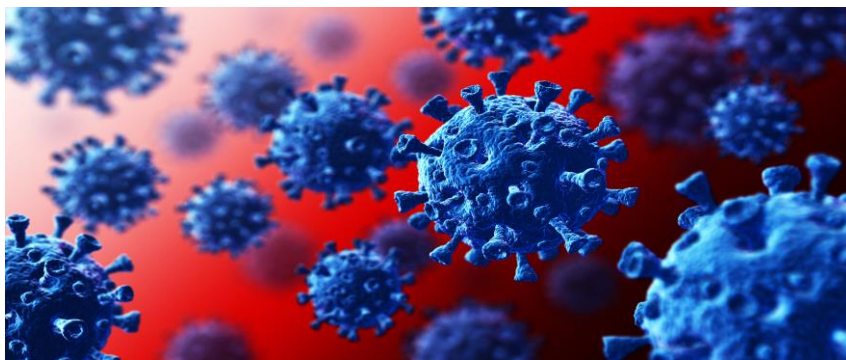


The DHCQ also oversees the Certified Nursing Assistant (CNA) Training Programs and Registry, the Background Check Center and an Investigative Unit.

In 2021:

- 5,843 individuals were active in the CNA Registry;
- 29 CNA training programs were active;
- 23,372 individuals working in healthcare sectors were screened through the Background Check Center;
- 1,913 reports of alleged abuse, neglect, mistreatment or financial exploitation were investigated; and
- 29 individuals were placed on the adult abuse registry.

ACCOMPLISHMENTS



The DHCQ continues to proactively address the COVID-19 pandemic. Accomplishments include:

- Regular calls and e-mails to provide necessary guidance to providers;
- Regulations to require healthcare staff to be tested for COVID-19 in accordance with guidance;
- Regulations for infection prevention and control programs; and
- Onsite incident response teams to provide the long-term care facilities with technical assistance.

ACCOMPLISHMENTS



COVID-19 RESPONSE



Over the past year, the DHCQ has been involved in projects related to the COVID-19 response.

The first project was to assist with the applications for the federal relief funds. The DHCQ was able to provide licensure and other information collected through routine procedures to help process the applications.

The most recent project was a coordinated effort between several state agencies. Due to healthcare staffing challenges, many skilled nursing facilities have had to limit the number of admissions they could accept. Concurrently, the hospitals were experiencing a surge of patients requiring admission for COVID-19 treatment and needed to decompress by discharging patients as appropriate. The mission was to screen and train members of the Delaware National Guard as certified nursing assistants, then deploy them to the skilled nursing facilities to allow the hospitals to decompress.

The National Guard members completed the certified nursing assistant course in two weeks and took the certification exam the next week. These members are currently assigned to seven skilled nursing facilities throughout the state.

LOOKING AHEAD



Looking ahead, in addition to the routine work, the DHCQ will continue to:

- Provide training and education, as they are essential to keep healthcare workers up to date on the most current standards of practice.
- Implement the new Background Check Center (BCC): The new BCC system is being developed to support current information technology trends and capabilities, as well as interfacing with several other systems. The expected implementation is the Summer of 2022.

WORKFORCE

Division of Health Care Quality:

- 71 Full Time Positions
- 19 Full Time Positions Vacant (27% vacancy rate)



The DHCQ currently has 71 full time positions to complete the required workload. There are currently 19 full time positions vacant, which is a 27% vacancy rate.

Recruitment and retention issues have challenged the DHCQ for many years; the pandemic has only exacerbated this issue. These issues greatly impact the completion of the workload as the DHCQ must triage and prioritize the workload based on the availability of staff.

It must also be noted that a large portion of the DHCQ's workload is federally required by the Centers for Medicare and Medicaid Services. A situation unique to the DHCQ is that individuals completing the federal survey work must complete required trainings and pass a test before being considered an active surveyor. This process can take up to a year, and sometimes longer; therefore, recruitment and retention issues have caused delays in the completion of the required federal work due to of the lack of qualified staff.

FY 2023 GOVERNOR'S RECOMMENDED BUDGET

FY 2023 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	38.6	0.0	30.4	69.0
Dollars (\$)	3,440.4	1,583.6	2,465.7	7,489.7



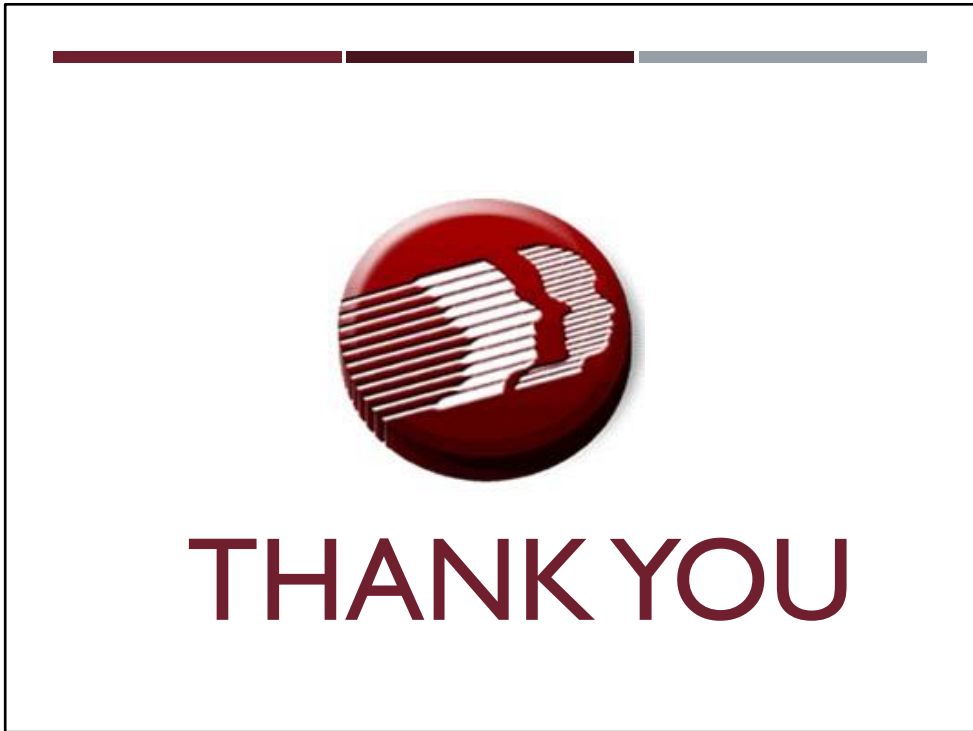
Budget Definitions:

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

The slide above shows the DHCQ budget included in the FY 2023 Governor's Recommended Budget (GRB).

Our Division's FY 2023 GRB is:

- \$3,440.4 [Three Million, Four Hundred Forty Thousand, Four Hundred 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).



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.