

Oversight Committee on Quality of Care in Nursing Homes and Assisted Living Facilities
Maryland Department of Aging
February 23, 2022 (Virtual Meeting)
10:00 am – 12:00 am DRAFT Minutes

Members Present

Claudia Balog, 1199 SEIU, United Health Workers East
Chris Cherkouras, Executive Director, Talbot Hospice
Eric Colchamiro, Representing Alzheimer's Association, Greater MD Chapter
Virginia Crespo, United Seniors of Maryland
Stevanne Ellis, State Long-Term Care Ombudsman
Mia Martino, Long Term Care Ombudsman Program, Frederick County
Hope Morris, Health Facilities Association of Maryland (HFAM)
Dr. Patricia Nay, OHCQ
Leslie Ray, District Dir. of Operations, Brookdale Senior Living
Heather Reed, MDH
Kirsten Robb-McGrath, Dir., Health and Behavioral Policy, Department of Disabilities
Greg Seseck, Manager of Programs, Human Services
Joanne L. Smikle, Consumer Representative
Karen Sylvester, AAA Director, Prince George's County
Heang Tan, AAA Director, Baltimore City
Lorrie Van Akkeren, Voices for Quality Care

Members Absent

Rona Kramer, Secretary, Maryland Department of Aging
Honorable Pamela Beidle, Member of the Finance Committee
Delegate Lisa Belcastro, House Health and Government Operations Committee
Honorable Addi Eckardt, Senate Education, Health and Environmental Affairs Committee
Kathryn Graning, Mid-Atlantic Lifespan
Catherine Hamel, MD Hospital Association
Delegate Ken Kerr, House Health and Government Operations Committee
Karin Lakin, Maryland Association of Adult Day Services
Phyllis Meyerson, Maryland Chapter, AARP
Beverly Mylar, Consumer Representative
Stefani O'Dea, Behavioral Health Association
Margo Quinlan, MHA of MD

Staff Present

Alexandra Baldi, Maryland Department of Aging
Carol Fenderson, Deputy Director, State Programs, Office of Health Care Quality

Greetings and Approval of Minutes

Stevanne Ellis, Acting Chair, greeted the members and asked for a motion to review and approve the minutes from the November and December 2021 meetings.

Lorri Van Akkeren was present for November and December 2021 meetings.

Eric Colchamiro would like two of Dr. Nay's points in the conversation that were omitted in the November 2021 meeting. One regarding a question regarding reporting and the onus on reporting on providers. The second was the back-and-forth discussion about citing of the reporting.

Dr. Nay would like her PowerPoint to be attached to the November 2021 minutes.

Claudia Balog requests Dr. Nay's answer related to the quality of care for dementia residents be included in the minutes.

Greg Seseck was present at the December 2021 meeting.

Motion to send revised November and December minutes with Dr. Nay's PowerPoint to the committee for approval at the next meeting was approved.

Status of Subcommittee Annual Report

Virginia Crespo asked about the status of the annual report and if it has been submitted to the legislature. Alexandra Baldi confirmed it was sent to the legislature.

Subcommittee Report

Eric Colchamiro updated the committee. The subcommittee had its last meeting for the current fiscal year. The group will reconvene in the Fall to discuss the annual report. Tyler Babich, DLS Staffer assigned to this committee, presented legislative issues related to nursing homes and assisted living facilities and the oversight of them.

From that meeting, there was conversation and requests on the issue raised by Delegate Kerr's bill HB747, Maryland Health Care Commission Nursing Home Audits.

Claudia Balog remarked that she hopes to see presentations and have information provided to the Committee beyond the ones that are required by statute. Further stating that presentations help with understanding the issues within the industry and in producing an annual report that's grounded in expertise that the committee may not have.

Virginia Crespo commented that the presentations that are mandated, were not presented until closer to the end of the calendar year. She would like to see them sooner in the year.

Stevanne Ellis asked the group to share any presenters they would like to hear from with Alex Baldi.

State Ombudsman

Stevanne Ellis gave an update on the State Ombudsman's work. Mia Martino, a local Ombudsman representative on this committee, has stepped down. She will still work with Ombudsman and will be with our committee until April 2022. Mia Martino thanked the committee for allowing her to serve.

During the pandemic, the Ombudsman pulled out of the facilities briefly and now has started to return with the exception of individuals with COVID or COVID observation areas of a facility.

The largest complaint is regarding discharge. Staffing is a large issue in facilities. Staff shortages and turnover are an issue that affects the quality of care. Another issue during the pandemic was communication.

The State Ombudsman's office is focusing on the recruitment of staff and volunteers.

Tammy Bresnahan, AARP, would like to assist with recruiting volunteers.

Virginia Crespo, who works with a large group of retired educators, suggested that some may be interested.

Claudia Balog asked, is the data you have going to include demographic information? Can you sort complaints based on age, are they in a facility based on rehab or substance abuse, etc.?

Stevanne Ellis stated it depends on what the federal government, specifically Administration on Community Living (ACL), is requiring. The categories are very broad. We receive data from the OHCQ and CMS. Some information we can't share because of confidentiality concerns.

Eric Colchamiro asked, in your ongoing work, how do you feel the visitation policy is being communicated to residents and where you are getting ongoing questions and concerns about it?

The nursing home visitation policy is still an issue in some places. Places are open for visitors unless you have COVID or symptoms of COVID. Assisted living facilities should follow the nursing home guidelines. For information, we refer them to CMS or CDC guidelines.

Dr. Nay explained how OHCQ and the State Ombudsman work together. On a local level, they interact daily. Stevanne Ellis initiated joint staff training a few years ago and had to

stop during COVID but are now working together to resume training in the Fall.

Eric Colchamiro asked if an annual report is posted publicly.

Stevanne Ellis responded that the fact sheets are the reports. She will send the reports and the state website link to the committee members. Administration for Community Living (ACL) also posts the data.

Any questions, comments, suggestions, or referrals for staff and volunteers, please reach out to Stevanne Ellis.

Discussion

The April meeting could be used to discuss some of the reports that the Ombudsman Office creates. Any additional issues to discuss at the April meeting, please email the department.

Eric Colchamiro asked if the Maryland Department of Aging website can be updated with the most recent approved meeting minutes and the annual reports.

Next Meeting

April 27, 2022

Adjournment

Meeting adjourned at 11:15 am