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Department of
Health and Welfare

Division of Licensing and Certification

Tamara Prisock
Division Administrator

Joint Finance-Appropriations Committee

January 20, 2016



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HEALTH & WELFARE



Today's Presentation

- **An update concerning the status of the division's staffing and workload**
- **Two budget recommendations**
- **No Legislative Audit findings**



Division's Core Purpose

To ensure Idaho health facilities and agencies comply with applicable federal and state statutes and rules...



...to promote individuals' rights, well-being, safety, dignity, and the highest level of functional independence.



We License and Certify...

- **17 types of facilities**
- **3,400 facilities**
- **23,000 beds**





Categories of Work

**State licensure or certification -
required to operate in Idaho**



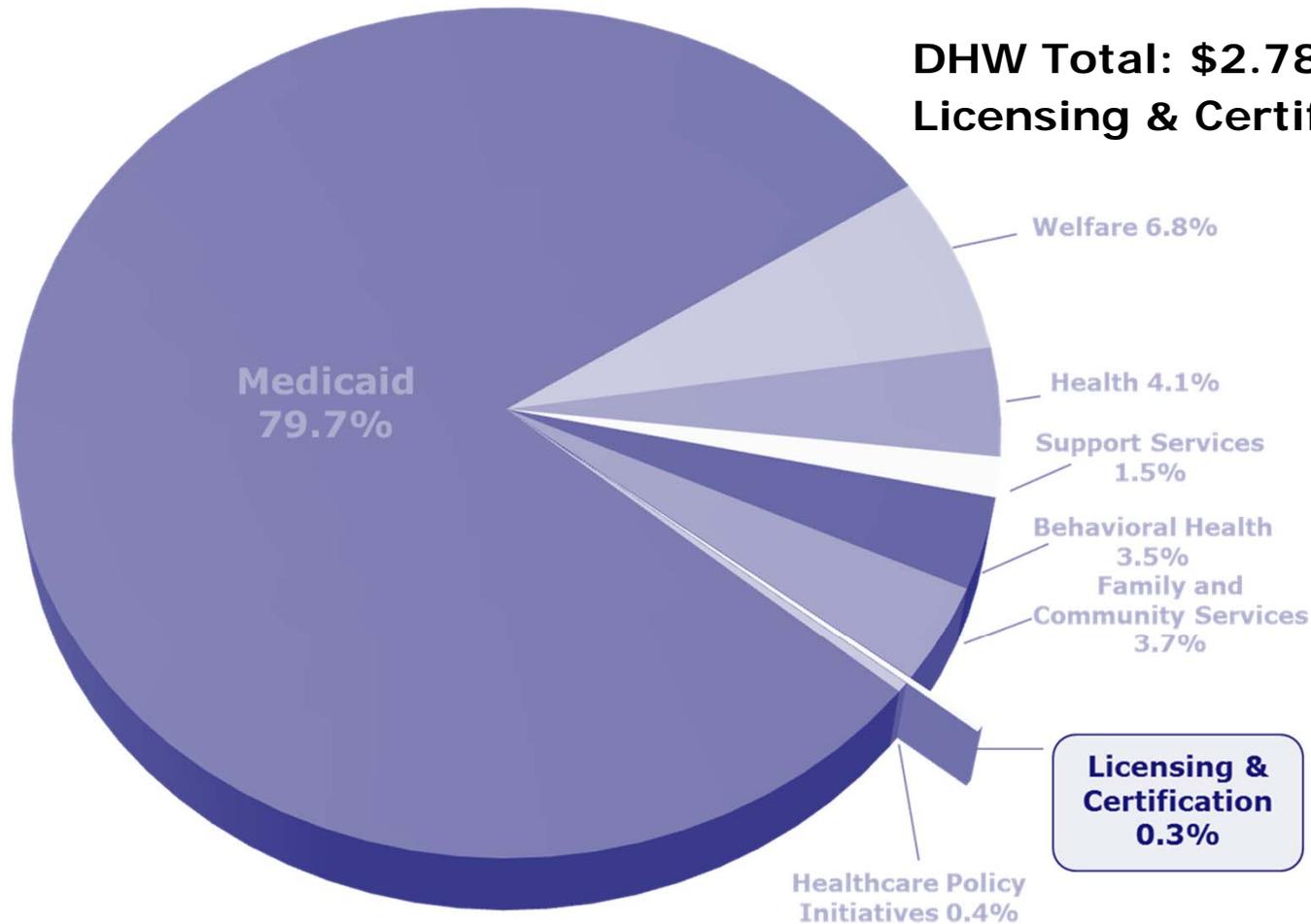
**Federal certification –
required to receive Medicare
or Medicaid as payment**



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FY2017 DHW Overview



DHW Total: \$2.78 B.

Licensing & Certification: \$6.9 M.



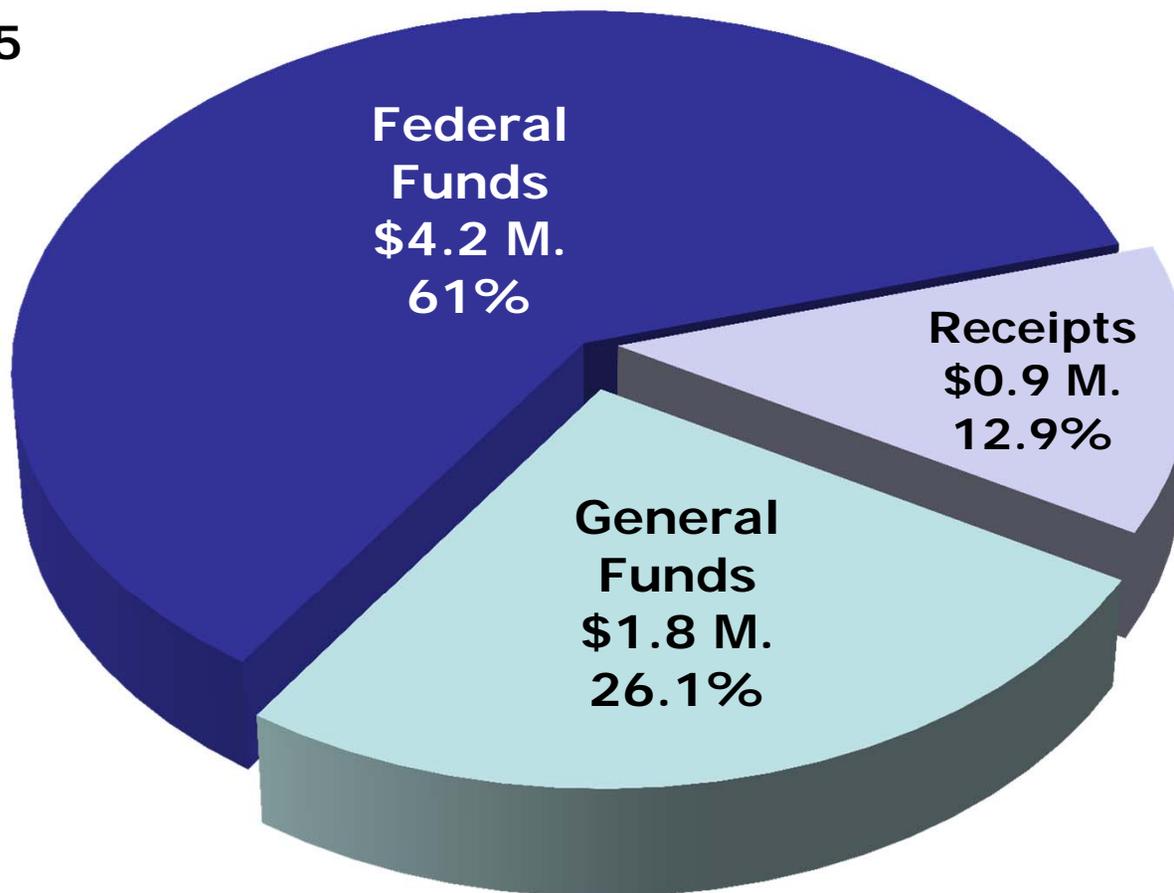
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FY2017 Licensing & Certification by Fund Source

LBB: 2-95

Total: \$6.9 M.





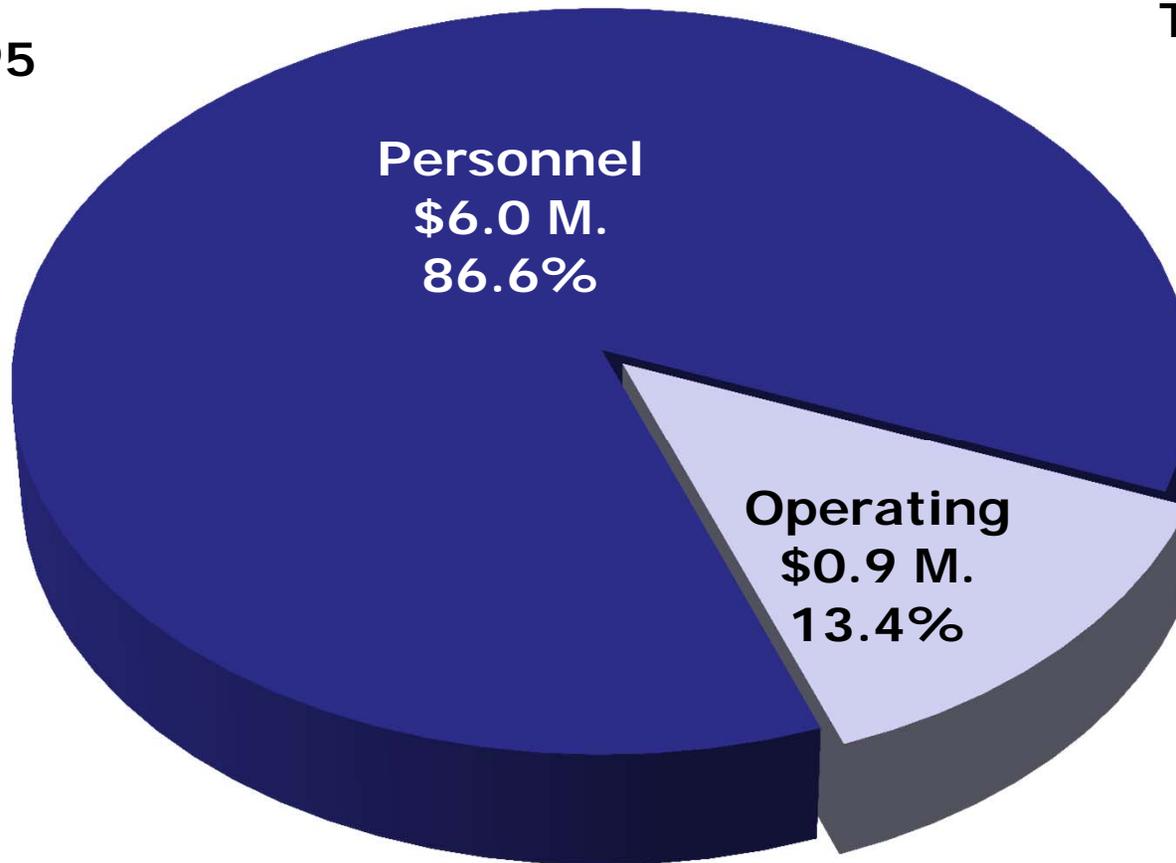
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FY2017 Licensing & Certification by Category

Total: \$6.9 M.

LBB: 2-95



FTP: 69.9

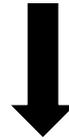


Biggest Challenges

- **Retaining our trained and experienced surveyors**
- **Successfully managing our workload**



Seven Teams



17 Facility Types



**Different Survey
Requirements**





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Team	Staffing as of Dec 2015			
	New Positions	Total Number of Surveyor Positions	Number of Current Vacancies	Number of Temporary Surveyors
Medicare Certification (MedCert) Team	2	8	2	2
Long Term Care (LTC) Team	1	13	7	0
Residential Assisted Living Facilities (RALF) Team	1	9	2	1



Staffing Strategies

- **Former surveyors as temporary employees**
- **Active Recruitment**
- **Employee Engagement Survey**
- **Individual meetings with staff**



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Staffing Strategies

- **Collaboration with ISU for recruitment of temporary surveyors from current or retired nurse faculty**
- **Contracted surveyors: Goal is to complete 12 overdue surveys and 14 complaint investigations by mid-February**



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Workload

- **Completed 3,619 surveys and complaint investigations in calendar year 2015**
- **444 complaints received requiring investigation, up from 375 in calendar year 2014**



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Progress on Overdue Surveys

Overdue Surveys		Overdue Complaint Investigations	
CY 2014	CY 2015	CY 2014	CY 2015
275	227	135	143



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Team	Overdue Surveys As of December 2015	Overdue Complaint Investigations as of December 2015
Medicare Certification Team	42	7
Long-term Care Team	23	58
Residential Assisted Living Facilities Team	162	78
Total	227	143



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Workload Challenges/Solutions

Medicare Certification Team:

- **Progress made in 2015**
- **Two vacancies**
- **Two temporary employees assisting with surveys**



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Workload Challenges/Solutions

Long-term Care Team:

- **High turnover**
- **No temporary employees**
- **Contracted surveyors: Goal is 12 surveys and 14 complaint investigations by mid-February**



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Workload Challenges/Solutions

Residential Assisted Living Facilities Team:

- **First turnover in five years**
- **Trained 3 new surveyors in 2015**
- **Designed and implemented new automated system in 2015**



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Workload Management Strategies

New Technology

Residential Assisted Living Facilities Team

- New Automated System

Long-term Care Team

- Electronic Plans of Correction
- Survey Report Improvement





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Governor's Budget Recommendation

LBB page 2-99

SFY 2017 – DU 12.01:

Certified Family Home Fee Increase

Receipt Authority - \$ 87,000



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Children's Licensing Unit

- **Children's Residential Care Facilities**
- **Children's Outdoor/Wilderness Programs**
- **Non-accredited children's residential schools**
- **Children's Agencies**



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Governor's Budget Recommendation

LBB page 2-100

SFY 2017 – DU 12.02:

Transfer 2 Positions from Child Welfare

General Fund - \$ 52,300

Federal Funds - \$122,200

Total Request - \$ 174,500



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Questions
???

Division of Licensing &
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Tamara Prisock
Prisockt@dhw.idaho.gov
364-1971



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