

# COMMUNITY CARE ADVISORY COUNCIL

October 24, 2017

## Present:

- Steve Lish ((RALF IHCA Administrator), Chair
- Christine Pisani (Developmental Disabilities Council), Vice Chair
- Tamara Prisock (IDHW Director Designee)
- Aaron Herring, IDHW (Council Support)
- Angela Eandi (DisAbility Rights Idaho)
- Doug Park (RALF Resident/Family Member Representative)
- Jim Varnadoe (RALF At-Large Administrator – DHW Appointee)
- Francoise Cleveland (AARP)
- Keith Fletcher (RALF At-large Administrator)
- Mary Blacker (CFH Provider Representative)
- Cathy Hart (Idaho Ombudsman for the Elderly)
- Nicole Ellis (RALF IHCA Administrator)
- Charlene Pickering (IHCA Appointee)
- Kathy Garrett (Mental Health Advocate)
- Kris Ellis (IHCA Executive Director Appointee)

## Teleconference or Video Conference:

- Elishia Smith (RALF Resident/Family Member Representative)
- Wanda Warden (CFH Provider Representative)
- Eva Blecha (CFH Provider Representative)

## Absent:

- Rebecca Solders (CFH Representative)
- Pamela Estes (CFH Provider Representative)
- Leroy Smith (CFH Resident/Family Member Representative)

## Guests:

- Jamie Simpson, IDHW
- Steve Millward, IDHW

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**Motion:** Adopt the October 24th, 2017 agenda.  
Adopt the July 25th, 2017 minutes with suggested edits.

**So Moved:** Tamara Prisock

**Seconded:** Jim Varnadoe

**Vote:** Unanimous

## CFH Updates – Steve Millward

Steve distributed a handout highlighting changes to CFH rules. Steve reminded Council members that this rule docket was the result of two years of negotiated rulemaking with certified family home providers and stakeholders. The rule docket will be presented to the Board of Health and Welfare for approval in November and then to the Idaho Legislature for final adoption during the 2018 session.

Steve informed the Council that, if the proposed rule changes are adopted, he and his team will provide training on any new/changed requirements using You Tube and other means of reaching certified family home providers. Certified Family Home Specialists will also provide technical assistance to providers on any new and changed requirements.

### **Behavior Management | Information and Education for Facilities | Jamie Simpson**

Jamie reviewed the licensing requirements for behavior management that are found in the Residential Care/Assisted Living Facility rules (IDAPA 16.03.22). She explained that behavior management is about protecting residents' rights, especially rights to privacy (i.e. residents entering other resident's rooms without knocking, etc. which is particularly frightening for dementia residents), medications, and comfort. There is a focus on rights for people with dementia as well as freedom from abuse – mental, physical (sexual), or chemical – neglect, or restraint. Surveyors are finding that chemical restraint is becoming more frequent in assisted living facilities. It is important for facility staff to know why the resident's medications have been prescribed. Is the medication intended to control a behavior or an illness? The facility is responsible for monitoring the resident's condition(s) and making sure the resident's physician knows of significant changes.

Jamie described several strategies the Residential Assisted Living Facilities (RALF) Team employs to help ensure facility management and staff fully understand the licensing requirements related to behavior management because there is a lot of misinformation circulated within the industry. The RALF website provides links to frequently asked questions (FAQs) that include Behavior Management FAQs. Also, several of the RALF quarterly newsletters have addressed this issue, the last one being sent out in 2015. The team offered Behavior Management training in 2017 to educate all administrators. The training was presented to 400 people in eight different locations in 2017. In 2018, the topic of behavior management will also be included in the New Administrator Boot Camp.

The team is already seeing positive results from the behavior management training. The average number of deficiencies cited in facilities monthly related to behavior management have decreased from 7 to 5 average deficiencies cited per month.

The question was raised if surveyors are interpreting the rules in the same way. Jamie responded that the surveyors call her and talk through the issue(s) before deficiencies related to behavior management are cited. Also, all non-core deficiencies are reviewed before the facility receives its survey results.

The department was commended for all the training and communication, specifically offering both webinars and onsite training. The surveyors were further commended for doing a good job.

- ACTION ITEM – Jamie and Aaron will send notification to all Council members for a special behavior health training that is being presented by the Division of Behavioral Health's Mobile Crisis Team in the Department's Westgate Office on November 2<sup>nd</sup>.
- ACTION ITEM – Aaron will also send a meeting reminder to Council members for the Behavior Management training on November 21, 10:00 am to 1:00 pm. Administrator boot camp dates will also be included in case Council members would like to sit in on that training as well.

### **CCAC Annual Report | Topics for 2017 | Review – Steve Lish**

Steve requested input on any topics that should be added or removed for the annual report to the Legislature. Doug recommended the 2018 priorities be added; others concurred. Christine stated it would be important that legislators know what the Department has been doing to provide training. Doug further recommended a supportive paragraph for item three might be helpful; others concurred.

Tamara stated a rough draft of the annual report will be sent before the January meeting and requested input of items to include in the report. The addition of reimbursement statement was requested by Angela; Tamara agreed to add. Tamara requested 2018 priorities which were discussed to include mental health, memory care, and emergency placement.

- Motion:** The annual report is to be listed on agenda for January 23, 2018.  
Add 2018 priorities: Mental health, memory care, and emergency placement;  
items 2, 4, and 6.
- So Moved:** Tamara Prisock
- Seconded:** Kathie Garrett
- Vote:** Unanimous

- AGENDA ITEM – Tamara and Aaron will put action items together for the next meeting.

### **By-Laws Proposals | Steve Lish**

Tamara clarified some changes were supported and added/changed immediately. Further recommendations to discuss are in red (Steve), blue (Doug) and green (Tamara).

Jim requested clarification on why changes are being made to the Bylaws when the council is already so productive. In speaking to her changes, Tamara noted it is putting in writing a process that is already in existence for documentation and future consistency. Doug further added that changes to the Bylaws is an effort to make improvements and not an indicator of a broken process.

Keith spoke regarding member elections and noted terms are staggered so the whole council does not change all at once.

Francoise stated AARP is not an acronym and requests “American Association of Retired Persons” be struck from Section 2, item 7.

Discussion regarding page 2, item 8.

Doug recommends keeping five administrators adding that they be Gold or Silver Award winners to reinforce the importance of administrators demonstrating gold/silver awards. The administrator would choose a member to represent the organization. Kathie would like to keep it separate.

Angela voiced concern that there are very few participants. She feels like it reflects on the council legitimacy to not have residents represented and feels like some outreach is needed. Christine agreed with Angela and added the concern of the administrator designating the

resident, especially if there is any dissention between the resident and administrator. The administrator might not select that resident even if he or she is a good choice. We need to do a better job getting residents here.

Doug advised coming up with a process to build involvement. Mary advised that she brought two residents to a meeting, but it was not palatable for them. The residents may not be able to take advantage of the venue. Keith recommended possibly having a group call in via screen/telephonic as a lot of his residents have memory challenges. Additionally, they cannot commit to an extended period of time.

Tamara recommended devoting a specific meeting or specific time to dedicate to listening to residents. Steve added 73% care for only family. No one on the council represents that demographic but is something he would like to see.

Jamie thinks that there are people out there who could attend. Administrators can be emailed to help find people. Kathie stated it is hard to tell who is speaking for whom when it is a family member or family member/provider, and each side has something to say.

Kris voiced concerns about the proposed change to the bylaws that would require that Council members representing assisted living facilities come from facilities that have received either gold or silver awards for their survey results. Doug offered that he is willing to withdraw the gold/silver portion of his idea, and Jamie stated gold/silver is very well spread. It would not exclude any particular type of facility. Angela feels having gold/silver winners is very valuable. Keith stated the council has generally done a good job at representing, and it might need to be worked into the bylaws.

On page 7, three-year terms were discussed and generally supported. Tamara will finish the first bullet item and change bullet item five to read three years.

Discussion was held about roll call voting. Kris recommended removing "roll call" and replacing with "vote." Trinette advised record is kept of who said what. Kris requested using voice vote but allowing for request of a roll call vote. Tamara will look into what kind of roll call is required, and Aaron will email the answer to the council.

Francoise asked if three years too long of a commitment to chair. Keith stated he chaired for six years, and it was long. Steve further commented the first year was spent getting his feet wet and understanding his role. The second year was more comfortable, and the third year is just rolling along. Kathie agreed stating the second year is when personal goals can be implemented. A lot of organizations use that. In the third year burn out begins, but if a term is too short, continuity is lost.

Returning to page 6, Kathie stated a quorum should be required if voting on things such as bylaws. Doug stated members can have meetings any time; active workgroups are able to talk, just cannot vote to avoid the Open Meeting Law. Kathie stated it is critical what we advise on and who we advise to; very serious, especially in legislature. It deserves quorum. Francoise clarified quorum is the majority of filled seats. Steve recommended removing the red portion of section 6.

In section 2, Duties of the Chair, item 7, Doug recommends removing “department” and replacing with “council appointee.”

- ACTION ITEM – Doug will explore the process of giving a voice to residents. Christine will help organize an event to organize collecting questions for the council.
- ACTION ITEM – Aaron will post the membership vacancy on the CFH and RALF sites.
- ACTION ITEM – Tamara will look into what kind of roll call is required for voting under Idaho’s public meeting law, and Aaron will email the answer to the council.

### **Proposed RALF IDAPA Changes | Doug Park**

Due to time constraints, presentation and discussion of the proposed IDAPA changes will be moved to the next meeting. Doug requested ideas be sent to him to integrate.

- AGENDA ITEM – Proposed RALF IDAPA Changes | Doug Park.

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|---------------------------|----------------|
| <b>Motion to Adjourn:</b> | Keith Fletcher |
| <b>Seconded:</b>          | Tamara Prisock |
| <b>Approved:</b>          | Unanimous      |
| <b>Adjourned:</b>         | 4:25 p.m.      |

The next meeting is scheduled for January 23, 2018.