



Transforming Lives



**Residential Care Services (RCS):
Our Leaders and Our Goals**

June 13, 2023
Amy Abbott, Director
Jeb Korzilius, Regional Administrator
Rebecca Kane, regional Administrator

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RCS Leadership

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Director

Amy Abbott

- Licensed Social Worker with over 30 years experience in Behavioral Health and Long-Term Care
- 15 Years with RCS
- Worked in Training, Policy, QAPI, and Behavioral Health in RCS

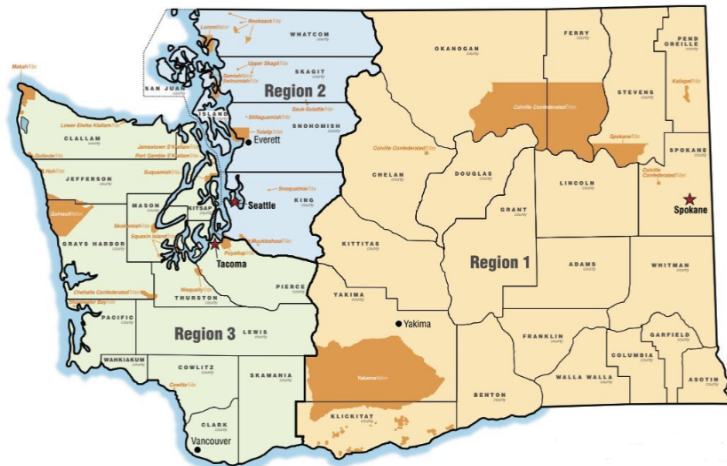


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RCS Regions



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Regional Administrator

Region 1

Jessica Salquist

- Worked in Social Services and Health and Medical Services for over 25 years including: Child Protective Service in Indian Child Welfare, Medical Social Worker in Case Management, Salvation Army (Manager), YWCA (Homeless Education Program), YMCA (Educator), Vanessa Behan Crisis Nursery, Excelsior Wellness + Life Skills (Behavioral Health)
- NAC in a medical facility for 3 years
- 12 years with RCS including as a NH surveyor, Trainer, and Quality Assurance Consultant



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Regional Administrator

Region 2

Jeb Korzilius

- RN with 10+ years experience in Long Term Care (SNF) in a variety of roles (DON/DNS, RCM, Staff Educator)
- Started with RCS in February 2021 in the AFH Program



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Regional Administrator

Region 3

Rebecca Kane

- Worked in Long-Term Care in various positions since high school
- Registered nurse 17 years
- Masters in Nursing Education
- Background as Nursing Home Surveyor, Complaint Investigator and then RCS Training unit.



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Office Chief of Business Operations

Frances T. Wellsbury

- Over 35 years of social service experience in customer service, compliance, licensing and regulations, operational management, performance measures and standards, process development, medical social work and supervision.
- 16 Years with RCS



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Office Chief for Headquarters Operations

Mike Tornquist

- 30 years of experience with DSHS
- 13 Years with RCS
- Worked with Policy and Informal Dispute Resolution programs in RCS



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Office Chief for Policy, Training, IDR, and Quality Improvement

Anna Facio

- 25 Years of Service with DSHS including time spent with Adult Protective Services (APS), Division of Children and Family Services (DCFS), and Division of Developmental Disabilities (DDA).
- Experience in QA and Performance Improvement in various multiple residential settings, across multiple programs, and across-systems/administration
- Experience with delivering statewide and regional training to staff, community providers, and general public
- Oversight of the 7.01 Tribal Plans for 15 Federally Recognized Indian Tribes in Washington State




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Goals and Priorities



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Backlog – Complaints and Annual visits

- Use of contractors to help with complaints and surveys
- House Bill 1120 offered ability to adjust timelines in community programs
- CMS provided states opportunity to reset timeline in NH program





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Prevention and Preparation

- Infection Prevention “team” at RCS
- Emergency preparation strategies – both internal and with external partners

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Trainings and Connections

- Long Term goal - regular trainings with both providers and RCS staff together:
 - Provided a few prior to COVID – very successful
 - DSHS/DOH weekly calls during COVID helpful for everyone
 - Assures consistency in messaging



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Trainings and Connections

- Provider forums:
 - Change in focus for addressing top citations – move to “micro-lesson” model
 - Want to increase provider engagement and attendance
 - Encourage questions and discussion





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Available Support

Long-Term Care Quality Improvement Professionals (LTC QIP):

- Offer targeted support in high concern areas
- Quality improvement service following a regulatory framework
- Voluntary program, Providers can self-refer
- RCSQIP@dshs.wa.gov







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Available Support

Behavioral Health Support:

- Quality Improvement Consultants to offer onsite or virtual consultations related to behavioral health challenges
- Training support available
- Preliminary Technical Assistance (PTA) available before admission of individual with history of challenging behaviors
- RCSBHST@dshs.wa.gov



CMS Updates

Team recently attended CMS Conference. Two areas of focus for CMS:

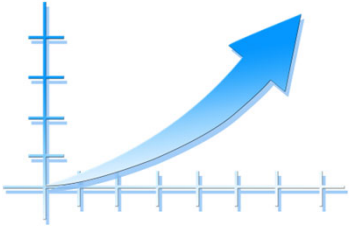
- Schizophrenia diagnosis and unnecessary Medications
- Entries in the PBJ – Questions about low staffing and no RN coverage. Citation expectations




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Trends - Assisted Living Facilities

- Between 2018 and 2022, the number of ALFs increased by 12 (538 to 551)
- During this same period, the monthly average number of full inspections decreased, while complaint investigations increased.
- Even with increased investigations, average regulations cited per month decreased by over 100
- The total regulations cited over a year period decreased by 1,238





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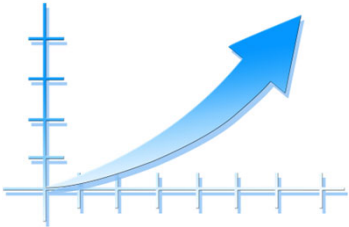
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Trends - Assisted Living Facilities

- Top 10 citations for 2022

WAC 388-78A-2090	Full assessment topics.
WAC 388-78A-2120	Monitoring residents' well-being.
WAC 388-78A-2610	Infection control.
WAC 388-78A-2210	Medication services.
WAC 388-78A-2130	Service agreement planning.
WAC 388-78A-2371	Investigations.
WAC 388-78A-2140	Negotiated service agreement contents.
WAC 388-78A-2320	Intermittent nursing services systems.
WAC 388-78A-2290	Family assistance with medications and treatments.
WAC 388-78A-3090	Maintenance and housekeeping.





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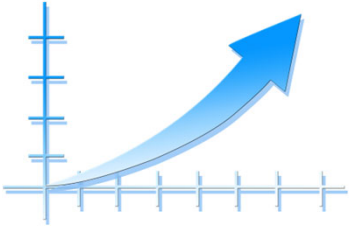
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Trends - Assisted Living Facilities

• Top 10 citations January – April 2023

WAC 388-78A-2090	Full assessment topics.
WAC 388-78A-3090	Maintenance and housekeeping.
WAC 388-78A-2320	Intermittent nursing services systems.
WAC 388-78A-2450	Staff.
WAC 388-78A-2610	Infection control.
WAC 388-78A-2210	Medication services.
WAC 388-78A-2140	Negotiated service agreement contents.
WAC 388-78A-2484	Tuberculosis—Two step skin testing.
WAC 388-78A-2600	Policies and procedures.
WAC 388-78A-2100	On-going assessments.





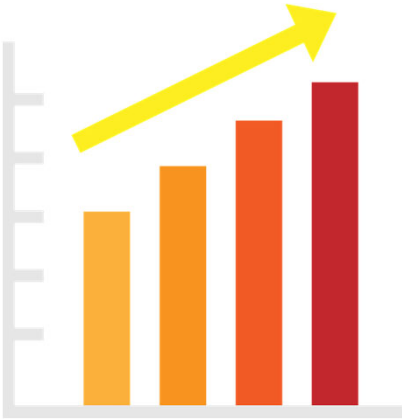
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Trends – Nursing Facilities

- Between 2018 and 2022, the number of NH decreased by 16 (215 to 199)
- During this same period, the monthly average number of full surveys and Complaint surveys also decreased
- Added the infection control surveys in 2020. Average 31 per month in 2023





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Trends – Nursing Facilities

Citation Trends 2018 through April 2023

Total # of Citations	CY23*	CY22	CY21	CY20	CY19	CY18
Health Survey Harm Level Deficiencies (G, H, I):	1	44	15	18	80	131
Complaint Survey Harm Level Deficiencies (G, H, I):	20	96	116	76	177	166
Infection Control Survey Harm Level Deficiencies (G, H, I):	1	5	15	5	0	0
Health Survey SQC Deficiencies (J, K, L):	0	12	4	6	7	27
Complaint Survey SQC Level Deficiencies (J, K, L):	3	17	5	18	10	26
Infection Control Survey SQC Level Deficiencies (J, K, L):	0	0	0	5	0	0


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Trends – Nursing Facilities

Top 10 Health Citations through April 2023

Tag #	Tag Description
F0884	Reporting - National Health Safety Network
F0880	Infection Prevention & Control
F0689	Free of Accident Hazards/Supervision/Devices
F0684	Quality of Care
F0610	Investigate/Prevent/Correct Alleged Violation
F0677	ADL Care Provided for Dependent Residents
F0656	Develop/Implement Comprehensive Care Plan
F0812	Food Procurement, Store/Prepare/Serve Sanitary
F0625	Notice of Bed Hold Policy Before/Upon Trnsfr
F0761	Label/Store Drugs and Biologicals
F0695	Respiratory/Tracheostomy Care and Suctioning


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Trends – Nursing Facilities

Top 10 Health Citations 2022

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F0684	Quality of Care
F0677	ADL Care Provided for Dependent Residents
F0610	Investigate/Prevent/Correct Alleged Violation
F0812	Food Procurement, Store/Prepare/Serve Sanitary
F0657	Care Plan Timing and Revision
F0641	Accuracy of Assessments
F0758	Free from Unnec Psychotropic Meds/PRN Use
F0609	Reporting of Alleged Violations



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Thank you

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