



Oregon

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Department of Human Services

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February 5, 2015

The Honorable Senator Devlin
The Honorable Representative Buckley
900 Court Street NE
H-178 State Capitol
Salem, OR 97301-4048



Re: Update on Selected Activities from the Special Purpose Appropriation (SPA)
for Seniors.

Dear Legislators:

Nature of the Report

The purpose of this report is to provide an update on the following SPA investments:

- Department's implementation of the Caregiver Training Initiative.
- Quality of Care Fund
- CBC Capacity Index Report

Agency Action

Care Giver Training

Based on the direction provided by the Legislature, the Department issued a Request for Proposal (RFP) and awarded a contract to provide statewide Caregiver training to Oregon Care Partners (OCP), LLC.

Oregon Care Partners now have training modules available that cover the areas identified by the Legislature for training including:

- Geriatric medication management and competency
- Alzheimer's disease and related dementias
- Challenging behaviors in non-dementia populations

- Specialized training for the Public Safety Workforce on Alzheimer's and related dementias.

Training is currently available in-person and online, allowing for caregivers to be able to access training in the format that works best for them. Outreach and marketing is being done through local communities, events, social media, and mailers. A website, with information about the training, is accessible to all members of the public and may be accessed at: www.OregonCarePartners.com or by calling 1-800-930-6851.

Training is being provided at no cost to Caregivers based on the funding provided by the Legislature.

As of December 31, the Department has expended approximately 20 percent of the funds authorized by the Legislature to Oregon Care Partners. The Department believes the majority of the funds will be used as the initiative picks up momentum. The Department has been seeing consistent growth in the number of individuals attending training in the few months that this initiative has been operational. In summary, as of the end of December:

- 331 Caregivers have received training.
- 63% of those trained thus far were paid Caregivers.
- 24% of those trained thus far were unpaid Caregivers.
- 7% of those trained thus far were professionals working in public safety.
- 6% of those trained thus far were State or Local Government staff.
- 61% of Oregon Counties have had at least 1 Caregiver attend training.
- 67% of Caregivers who have attended training thus far have done so in-person, with the other 33% having taken a training course online.

Oregon Care Partners is expected to perform training until the end of this biennium.

Quality of Care Fund

Based upon the direction provided by the Legislature, the Department worked through the Long-Term Care Quality Steering Committee. This Committee is comprised of DHS (Aging and People with Disabilities, Office of Licensing and Regulatory Oversight, Office of Adult Abuse Prevention and Investigations), the Office of the Long Term Care Ombudsman, provider organizations, advocates and

others. They were charged with developing an application and expedited process to award funds to qualified entities for Quality Care Fund projects.

The projects funded to date include:

- **Long Term Care Infection Control Practices Pilot:** We executed a contract with the Oregon Patient Safety Commission for \$281,000. The objectives of the pilot are to teach catheter stewardship, care and maintenance of urinary devices, hand hygiene compliance, surveillance and reporting of Urinary Tract Infections and Catheter-Associated Urinary Tract Infections, and antimicrobial stewardship.
- **Quality Improvement/Team STEPPS Training:** We executed a contract with Acumentra Health for \$60,000. The objective of this project is to introduce the basic principles of quality improvement and team strategies to enhance performance and patient safety.
- **CareHomes Well-Being:** We executed a contract with CareOregon for \$89,700. The objective of the pilot is to implement a quality improvement methodology training based upon principles of lean management and patient-centered care that will create internal cultures of sustainable continuous improvement (developed by the National Health Service in England).
- **Person-Directed Care Instrument Validation for Residents:** We executed a contract with Portland State University Institute on Aging for \$72,719. The objective of the project is to validate a measurement tool developed by Portland State by conducting in-depth interviews with residents of long term care communities to ensure that the instrument reflects resident preferences and experiences.
- **Person-Directed Living Video Project:** We executed a contract with Making Oregon Vital for Elders (MOVE) for \$169,700. The objective of the project is to develop a series of online, one-hour, free, video trainings showing the concept of person-centered living and creating person-centered environments from the perspective and through the voice of the resident.
- **Community Based Care Staffing Evaluation Tool:** The Department is currently evaluating proposals received from our request for proposals. The objective of this project is to develop a staffing algorithm and informational tool to

demonstrate staffing expectations to be used by both the DHS licensing division and interested providers.

- **Consumer Disclosure Improvements:** The Department is in the process of issuing a request for proposals for this initiative. The objective of this project is to provide consumers with a guide indicating what services Assisted Living and Residential Care Facilities are licensed to provide, including questions a consumer might want to ask upon moving in to ensure their needs will be met.

The mix of projects will reach all types of long term care settings in Oregon. The Department is requiring outreach and participation from a wide variety of entities and regions across the state. Each of these projects will be evaluated by the Long Term Care Quality Steering Committee upon completion.

Over the last several months, the Long Term Care Quality Steering Committee has adopted a formal charter and restructured to create more solid processes for making recommendations around future expenditures from the Quality Care Fund.

In the future, the Long Term Care Quality Steering Committee will make recommendations around priority funding areas to a separate Long Term Care Quality Fund Board based on data and other information from licensing, adult protective services, the Office of the Long Term Care Ombudsman, providers and consumers.

Community Based Care Capacity Initiative

During the December, 2014 Interim Legislative Days, the Department presented a plan to implement the Community Based Care Capacity Index. The proposed fiscal impact associated with the Department's plan was \$414,855. In response, the Legislature stated:

DHS should work with the Legislative Fiscal Office, the State Chief Financial Office, and the State Chief Information Office to determine the next best sequence of steps and/or approvals for the project. Further direct DHS to present and discuss that plan with the Joint Committee on Ways and Means (and other committees as appropriate) during the 2015 legislative session.

The Department has since consulted with Stakeholders and is proposing the following action at this time.

The Department will continue its effort to centralize all adult foster home licensing activities into an existing system referred to as the Automated Survey Processing Environment (ASPEN). This is an existing system, managed centrally by the Centers for Medicare and Medicaid Services (CMS), and does not reflect a new information system development project. The Department has already transitioned its licensing of foster homes that serve individuals with intellectual and developmental disabilities into ASPEN. This next phase will incorporate all foster homes licensed under the Department's Aging and People with Disabilities program. We anticipate these tasks will be complete by late 2015.

When these activities are completed, the Department plans to interface these records into our existing Aging and Disability Resource Connection (ADRC) database at <https://www.adrcoforegon.org>. We consider this a routine maintenance activity that can be performed with very little effort.

Once these activities are complete, the Department will re-engage with stakeholders on the best method to capture the following information for community based care facilities:

- Real-time vacancy information
- Quality
- Customer Satisfaction.

The collection of the information above is what contributed to this being such a complicated project and accounts for most of the fiscal impact reported by the Department. At that time, the Department will be in a better position to assess its ability to complete these tasks and its relative priority in comparison to all Department I.T. initiatives. The Department is not seeking any funding at this time for this effort.

Action Requested

The Department of Human Services requests that the Joint Committee on Ways and Means acknowledge receipt of this report.

Legislation Affected

None

If you have questions or concerns, please call Mike McCormick at (503) 945-6229 or email at mike.r.mccormick@state.or.us.

Sincerely,



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DHS Chief Financial Officer

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