

Presentation to the House Interim Committee on Early Childhood and Human Services

# Office of Aging and People with Disabilities

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### **APD** vision and mission

Older adults and people with disabilities in Oregon are safe.

Those who need support can access options in their community that:

- Support safety and well-being
- Maintain independence
- Honor choice
- Respect cultural preferences
- Uphold dignity.



### Scope of APD work

Accountability required across four layers of the system.

- APD and Area Agency on Aging staff
- Long-term care providers
- Direct Care Workers
- Oregonians accessing services and supports

### Safety and regulatory oversight challenges

- Increasing number of providers with compliance problems
- Direct care workforce shortages
- Complexity of people's care needs



### APD and providers together must prevent harm

- Shared responsibility improves safety and quality.
- Clear regulation and consistent oversight supports providers and prevents harm to residents.

Injuries from falls

Elopements from memory care

Pressure wounds

Loneliness

Serving the wrong diet

Medication errors

## Improvements achieved: collaboration between licensing and Adult Protective Services

#### **Before**

- Licensing, Adult Protective Services
   (APS) and local office case
   management responded separately to serious incidents
- Leadership reviews were siloed
- Teams lacked all the facts

### **After**

- Licensing, APS and local office leaders huddle twice weekly to collectively review responses to:
  - Suspicious deaths
  - Injuries requiring hospitalization
  - Sexual assaults
  - Elopements
- Decisions made faster to determine root cause of safety risks.

## Improvements achieved: faster response in emergencies

#### **Before**

### **Emergency response was siloed**

- APD units and local offices worked in isolation
- Tracking handled by multiple spreadsheets
- Real-time collaboration and information sharing required meetings

#### **After**

### **Emergency Response Management System launched**

- Real-time identification and tracking of individuals at risk
- Options for temporary placements identified and shared
- Collaboration between units and local offices supported
- Information for post incident reviews is collected

### Improvements: transparency

### **Before**

### Licensing compliance website provides facility history

- Public access limited to reports
- Limited ability for the public to know about a facility with current issues
  - Posting of restriction on admission in facility public areas and in notices section of website

#### **After**

Licensing updates web page added Weekly updates are posted on facilities with:

- Restrictions on new admissions due to compliance problems
- Facilities requiring additional monitoring
- Guidance on how to report complaints is readily available

### Other accomplishments

#### Consultant hired to conduct external assessment

- Will identify areas to improve
- Provide best practices
- Advise on preparing for increased demand

#### Regular reviews conducted of APS and outcome data for all facilities

Population Health team identifying strategies to improve outcomes

**Recruitment underway** for positions supporting oversight of Acuity Based Staffing Tool requirements

APD leadership prioritizing in-person visits to low-performing facilities

**Senior Emergency Medical Services Program** pilot project underway to reduce facility reliance on Emergency Medical Services (EMS)

Process underway to **review and update regulatory rules** which improves the efficiency of licensing and APS staff

### POP 101 and LC 322: Strengthening safety and regulatory systems



#### **Problem:**

New licensed facilities and homes do not have timely oversight and support.



#### **Solution:**

Onsite visits, technical consultation and support 120 days after newlylicensed settings open.



#### **Outcomes:**

- Proactively identify compliance issues and corrective action steps early, before they present as significant compliance issues.
- Technical assistance to assist new providers to be successful.
- Ensure the health, safety, and well being of residents living in newly licensed long term care settings.



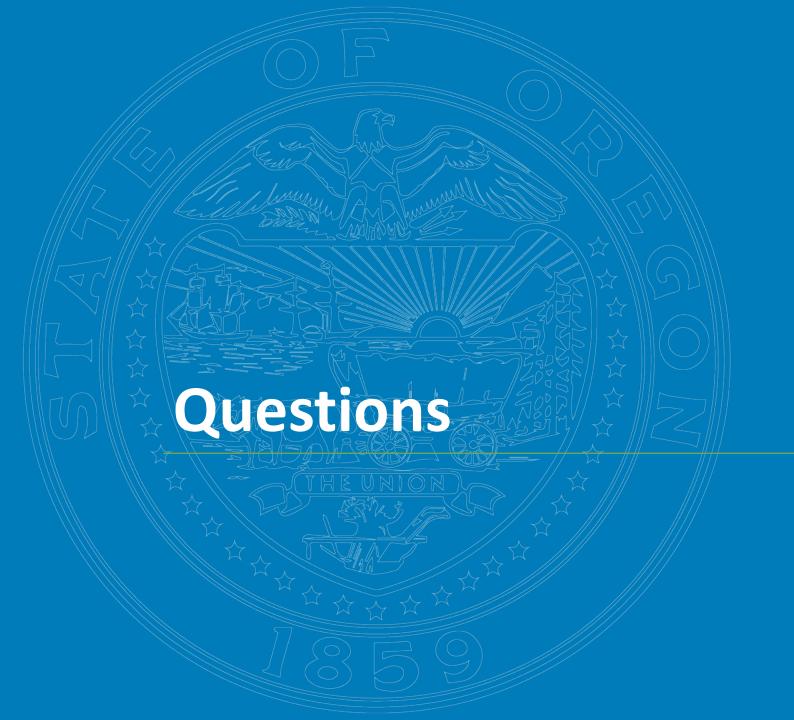
In 2023, APD triaged 10,931 concerns reported by various partners and community members, a growth in part driven by new and inexperienced providers.



**Resources** 

**Total Funds:** \$5,000,000

**Positions:** 29 (10 for ODDS)





### Thank you!

