

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

# Office of Aging and People with Disabilities

---

Nakeshia Knight-Coyle, Ph.D., Director

Corissa Neufeldt, Deputy Director

December 10, 2024

# 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 newly-licensed 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.

## **Data**

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)



# Questions

---

# Thank you!

