

Illinois Department of Public Health
Office of Health Care Regulation

Long-Term Care Facility Advisory Board Meeting
November 17, 2015 • 2 p.m.

APPROVED MINUTES

Call to Order and Introductions

Darlene Harney, Chair, called to order meeting at 10 a.m.

- Members present in Springfield: Mike Bibo, Pamela Blatter, Robert Roiland, Jon Siegel (proxy for Donna Ginther), Jamie Freschi
- Members present in Bellwood: Dr. Jack Bulmash and Dr. Alma Labunski
- Member present in Chicago: Kathleen Swanson
- Members absent: Kelly Cunningham, Kevin Switzer, Joyce McGrady
- IDPH representatives: Sean Dailey, Blanca Farris, Darlene Harney, Connie Jensen, George Logan, Jackie Manker, Karon McGrath, George Skaggs

Approval of 2/25/15 meeting minutes

Mike Bibo motioned to approve minutes, Bob Roiland seconded. February 25, 2015 minutes approved unanimously. There were no minutes for 5/19/15 and 8/18/15 meetings, due to no quorum.

Membership Update

- 1) New members
 - a) Jamie Freschi, IL State Long-Term Care Ombudsman, representing the Department on Aging.
 - b) Pamela Blatter, Director of Nursing, Friendship Senior Options
 - c) Robert Roiland, representing the IL Nursing Home Administrator's Association.
- 2) Membership vacancies
 - a) Two (2) Public voting
 - b) One (1) Resident Advisory Council
 - c) Associations will submit recommendations to IDPH

Old Business

- 1) Update on Subpart S
 - a) Went to legal, then to the Governor's Office June 2015 for review. Had conference call with the Governor's Office in July 2015 to answer questions. Once Governor's Office reviews and returns to IDPH, it will be brought to the Board again for comments.

New Business

- 1) Complaint Process
 - a) Status of oral and phone intake process, and list of questions asked of complainant.
 - i) Court ordered questions and instructions on website, per George Skaggs
 - ii) Still in the process of changing some of the language
 - iii) 24-hour hotline
 - iv) Frequently asked questions
 - v) Complaints submitted on weekends vs weekdays
 - vi) Emergency type situations called in vs emergency situations emailed
 - (1) What is response time?
 - (a) On-call supervisor makes determination
 - (2) Important to publish the difference in response time for complaints called in vs complained emailed

Illinois Department of Public Health
Office of Health Care Regulation

Long-Term Care Facility Advisory Board Meeting
November 17, 2015 • 2 p.m.

APPROVED MINUTES

- b) Review of annual review of complaint process.
 - i) 2014 complaints: 310 anonymous substantiated; 695 anonymous unsubstantiated; 1,480 non-anonymous substantiated; 2,245 non-anonymous unsubstantiated; 1,790 total substantiated; 2,940 total unsubstantiated
 - ii) 28 investigations in process
 - iii) Helpful if broken down by regions
 - iv) Up until bill passed 2-years ago, there were no requirements to publish comments about anonymity.
 - v) Also helpful to know the nature of unsubstantiated complaints (i.e., neglect, abuse, etc....)
 - (1) Divided by groupings; themes
 - (a) Complaints coded to differentiate nature of complaints
 - (b) Done yearly
 - (2) How does Illinois compare to other states?
 - (a) Any national figures?
 - vi) IDPH work with the Board in reviewing and investigating annual complaints yearly per statute
 - (1) Report this information at the May 19, 2016 meeting
 - vii) False complaints vs filing anonymously
 - viii) Add information to the Annual Report broken down by region, anonymous & non-anonymous, by complaint.
 - (1) Statute says IL Long-Term Care Council to review
- 2) Serious injury incident report
 - a) Review form and invite comments
 - i) Mike Bibo will write down notes and send to Board for discussion
 - ii) Started working on this a few years ago
 - iii) Board to review form
 - iv) Includes ICF/IID Section
 - v) On website for facilities to use
 - vi) Can be expanded as needed
 - vii) 80,000 incidents a year
 - viii) Proposed pilot program in Bellwood was discussed in one of the 2014 meetings
 - ix) "Allegation" reporting not abuse
 - x) Suggestion to add serious injury
 - xi) Separate form for Life Safety
 - xii) Nursing homes know the definition of serious
 - b) IDPH will rewrite and send to Board for review and discussion at next meeting
- 3) Submission of agenda items
 - a) Board will submit agenda items to IDPH one month prior to meeting
 - b) IDPH will submit agenda to Board two weeks prior to meeting
- 4) Next meeting Thursday, February 18, 2016, 10 a.m.
 - a) Agenda items due to Darlene Harney 1/21/16

Meeting adjourned