

**PERSONAL CARE AGENCIES ADVISORY COUNCIL MEETING
MINUTES**

Date: February 18, 2014

Time: 1 PM

MEETING LOCATIONS

Videoconference to:

Division of Public and Behavioral Health
Health Care Quality & Compliance
727 Fairview Drive, Suite E
Carson City, Nevada 89701

Division of Public and Behavioral Health
Health Care Quality & Compliance
4220 South Maryland Parkway, Building D, Suite 810
Las Vegas, Nevada 89119

CALL IN NUMBER: 888-398-2342 ACCESS CODE 1530727

NOTE: SOME ADVISORY COUNCIL MEMBERS MAY ATTEND BY TELECONFERENCE

AGENDA ITEMS MAY BE TAKEN OUT OF ORDER, COMBINED FOR CONSIDERATION, AND/OR
REMOVED FROM THE AGENDA AT THE CHAIRPERSON'S DISCRETION

North

Tammy Sisson, Lend-a-Hand
Allan Ward, Home Instead Senior Care
Adrienne Navarro, Division of Health Care Financing and Policy
Vicki Kemp, Aging and Disability Services Division (ADSD)
Nicole Batién, ADSD
M. Jeanne Hesterlee, Health Care Quality Compliance (HCQC)
Nenita Wasserman, HCQC

South

Julie D. Bell, HCQC
Minou Nelson, HCQC

By teleconference:

Bruce Arkell, Nevada Senior Advocates
Michael DiAsio, Visiting Angels
Laura Coger, Consumer Direct
Bob Reddick, Comfort Keepers
Gina Jolliff, Comfort Keepers Southern Nevada
Jery Gould, Southern Nevada
Trace Wolf, A Helping Hand Health Care Southern Nevada
George McKee, Professional Health Care

Introductions of key staff. *Jeanne Hesterlee, Julie D. Bell, Minou Nelson, Division of Public and Behavioral Health*

Julie D. Bell thanked everyone for their attendance.

Jeanne Hesterlee noted that she has been key staff for the personal care agency group for HCQC is transferring oversight of this group to Julie D. Bell. She also noted that Minou Nelson is assisting her, Pat Elkins, Bruce Nisberg and Don Sampson are all part of the team assisting with advisory councils.

Selection of Co-Chairs: *M. Jeanne Hesterlee, Health Care Quality and Compliance, Division of Public and Behavioral Health*

The group discussed selection of co-chairs. The following people volunteered: Allan Ward, Tammy Sisson, and Trace Wolf.

Approval of Draft By-Laws: *M. Jeanne Hesterlee, Health Care Quality and Compliance, Division of Public and Behavioral Health*

Kyle Devine commented the By-Laws presented at this meeting are a draft and a general guideline. After some discussion, no action was taken on this item. It was decided once everyone agreed on the content of the By-Laws, then there would be a vote taken by the advisory council.

Jeanne Hesterlee commented that HCQC will provide staff to take the meeting minutes. This will be incorporated into the by-Laws as suggested by Bruce Arkell. She requested that everyone submit suggestions to staff two weeks the next meeting.

Allan Ward said that he would like to see Medicare providers and private providers on the council and will reach out to the Personal Care Agencies of Nevada (PCAN) group. Jeanne Hesterlee said they can also send out a request through the listserv for nominations of members or whatever the group would like.

Trace Wolf said that this group should reach out to every potential type of provider north, south, non-Medicaid Medicaid, ISO, private medicate, etc. Please indicate if you are a provider or a member for any of the following and more importantly, are they licensed with HCQC.

Julie D. Bell noted that a current updated list of licensed personal care providers has been put together which will be distributed quarterly. The data base does not have the fictitious name or dba name. Minou Nelson added that the list will be distributed to the advisory council quarterly.

Jeanne Hesterlee this group was put together so that the personal care agencies will have a voice and it is the intention to have the Division of Health Care Financing and Policy (HCFAP) and Division Aging and Disability Services (ADSD) participate at all meetings.

No action was taken on this item.

Update on Division of Public Behavioral Health, Health Care Quality and Compliance - Jeanne Hesterlee, and Julie D. Bell, Health Care Quality and Compliance, Division of Public and Behavioral Health
Two handouts provided. One is the list of mandatory training if you are going to use the background check system.

Jeann Hesterlee reviewed a handout regarding the background check system. The first handout was to register to use the system and explained it is only for facilities that are licensed by the Division of Public and Behavioral Health (DPBH) that are required to back ground check employees and contractors in accordance with Nevada Revised Statutes (NRS) Chapter 449 and may access the Nevada Automated Background Check System.

The second document Jeanne Hesterlee reviewed was a handout with the dates for the mandatory training for the background check website mandatory training. She explained that all the personal care agencies would be inputting information regarding their employees but would not be available to anyone else.

After some discussion, Kyle Devine explained that the new licensure system will include the “doing business as (DBAs) but this feature currently is not available.

Allan Ward said that there are operators who were just licensed. He expressed concerned that if the list is received quarterly, someone could be operating six months without a license. Jeanne Hesterlee said if that you can submit the information to HCQC and they will investigate if they are providing services without a license.

Minou Nelson said if someone is operating prior to receiving a license, a notice is sent to the operator to cease and desist and notify the client. At initial applicant meeting, they are notified that they cannot provide services until license approval.

Kyle Devine said it is possible to publish the list of current licensed personal care agencies on the web site monthly. The Bureau will provide a hard copy to everyone at these quarterly meetings. Mr. Devine said there are instances that personal care agencies are left off when they have a change of administrator. He explained this list was a quick snapshot of the information the Bureau has. If they are not on the list, you can submit a complaint with us. Until the new system is implemented which will take six to 12 months this will give you a snapshot of information.

Steve Klieger, Right at Home, PCAN member, asked when a personal care agency is at the front end of the application process where they have applied but not officially licensed, can they be building staff and marketing for their facility. He asked if that would be classified as operating without a license.

Jeanne Hesterlee explained that a personal care agency must be ready to go the following day they receive their license. They have to have one qualified employee when they are licensed. All these issues are addressed in the new licensee application training that the Bureau provides.

Industry Updates and Issues (All participating agencies)

Unlicensed operator complaints

There was a roundtable discussion regarding agencies operating without a license and a suggestion that they be penalized by having to apply again six months later. The general opinion was that nothing punitive happens when an agency is operating without a license. There was a suggestion that there should be a wait time before they should be able to operate again. It was explained that could be taken to the legislature as that would require a regulatory/statute change.

Other industry related issues – General Discussion, M. Jeanne Hesterlee

Trace Wolf asked if personal care agencies receive a longer response time because they are nonmedical facilities. Julie D. Bell commented that was not true.

Donna McCafferty said as part of the new licensing and orientation, HCQC is looking at one of the PCA advisory council members to send a representative to a new licensee meeting. Kyle Devine added that a resource sheet could be compiled to give to the new applicants also.

Updates for Nevada Health Care Association (NVHCA) Wendy Simons

This item was not discussed.

Meeting Dates

Future meeting dates for 2014 include: May 20, 2014, August 19, 2014, and November 25, 2014.

Public Comment (No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken.)

No one testified under public comment.

Adjournment.

Meeting adjourned at approximately 2:45 p.m.