

Residential Care

Report highlights

January 2018

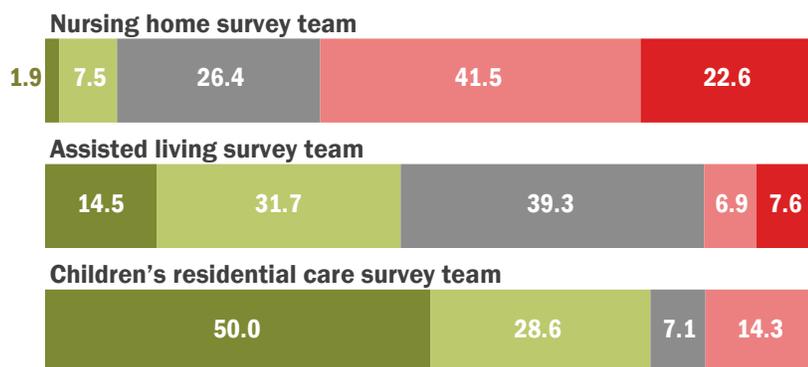
A dysfunctional work environment in the nursing home survey team at the Division of Licensing and Certification has significantly contributed to mistrust and fear among nursing home administrators.

The division is part of the Department of Health and Welfare. We focused on surveys (inspections) of nursing home, assisted living, and children's residential care facilities.

Findings

Nursing home administrators do not have confidence in the division's survey team.

Percentage of administrators who indicated they had a **very high**, **high**, moderate, **low**, or **very low** level of confidence in their survey team.



Nursing home facilities

Nursing home surveyors reported that they feel berated and belittled at the division. Exit interviews and interviews with surveyors of other teams supported the presence of a dysfunctional environment in the nursing home survey team.

High turnover, poor communication, and inadequate training have undermined the consistency of nursing home surveys.

Assisted living facilities

The assisted living survey team has been using temporary surveyors to address workload. Ongoing use of this approach is unsustainable.

Idaho has fewer residential care options for residents with complex behavioral needs, such as those related to dementia, and has less Medicaid reimbursement than comparison states: Montana, Oregon, Utah, Washington, and Wyoming.

Children's residential treatment facilities

Because Idaho does not certify children's psychiatric residential treatment facilities, Idaho Medicaid can only pay for this benefit for children at out-of-state facilities.

The nursing home survey team has caught up on its overdue surveys

23 **0**

Overdue in 2015 Overdue in 2017

>50% Vacancy rate of the nursing home survey team

54% Idaho assisted living administrators who said that the survey process keeps them from taking residents with complex behavioral needs

22 Children with Idaho Medicaid who were sent to out-of-state residential treatment facilities in 2017

 We recommend a follow-up review in 3 months to assess whether Health and Welfare has taken actions to improve the work environment in the nursing home survey team.

View the report:
www.legislature.idaho.gov/ope/

