

Residential Care

Follow-up highlights

February 2020

The Division of Licensing and Certification has taken significant steps toward addressing our recommendations.

Findings

Based on our work in February 2019, the Division of Licensing and Certification in the Department of Health and Welfare has made progress on 9 of our 11 recommendations.

Surveys of nursing homes

In cooperation with the Idaho Health Care Association, the division facilitated a series of work groups in 2018 and 2019, including eight topic-specific workgroups. This effort was a significant undertaking by the division to improve relationships and to gather feedback.

The nursing home survey team reported numerous improvements in its work environment and in its relationship with providers.

Vacancies on the team led to an increase in overdue surveys after the release of our report in January 2018. The team continues to rely on contract surveyors.

Surveys of assisted living facilities

The assisted living survey team has added support for its management and replaced temporary positions with permanent positions. These steps should improve survey consistency and team morale.

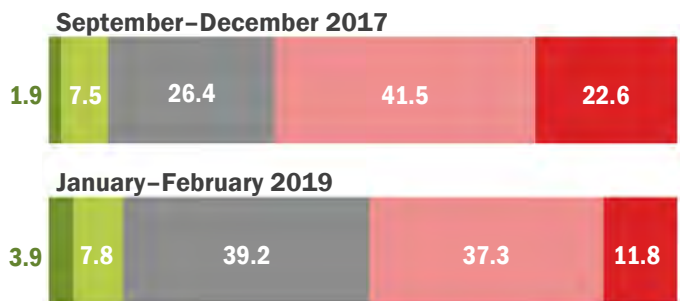
Surveys of children’s residential care facilities

The state’s first Psychiatric Residential Treatment Facility for adolescents was certified in October 2018, and the division has added the capacity to certify this facility type.

The children’s residential care team has taken steps to reduce the survey burden on providers.

The division chose not to pursue licensing fees. Instead, it hopes that third-party accreditation will reduce resource needs for its assisted living team.

Confidence in the nursing home survey team improved.



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



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