

DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING

DAIL Advisory Board

Division of Licensing and Protection, Survey and
Certification Program

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The Division of Licensing and Protection, Survey and Certification (S &C) assures that Vermonters receive quality care and services from certified and/or licensed providers by conducting periodic regulatory surveys and investigations of complaints.

A table containing a listing of types of health care facilities that are regulated by S & C is attached to this report.

Complaints received

The number of complaint intakes received by S and C during Federal Fiscal Year (FFY) 13 increased 55% as compared to FFY 12. This represents complaints about all provider types.

FFY 12	960
FFY13	1489

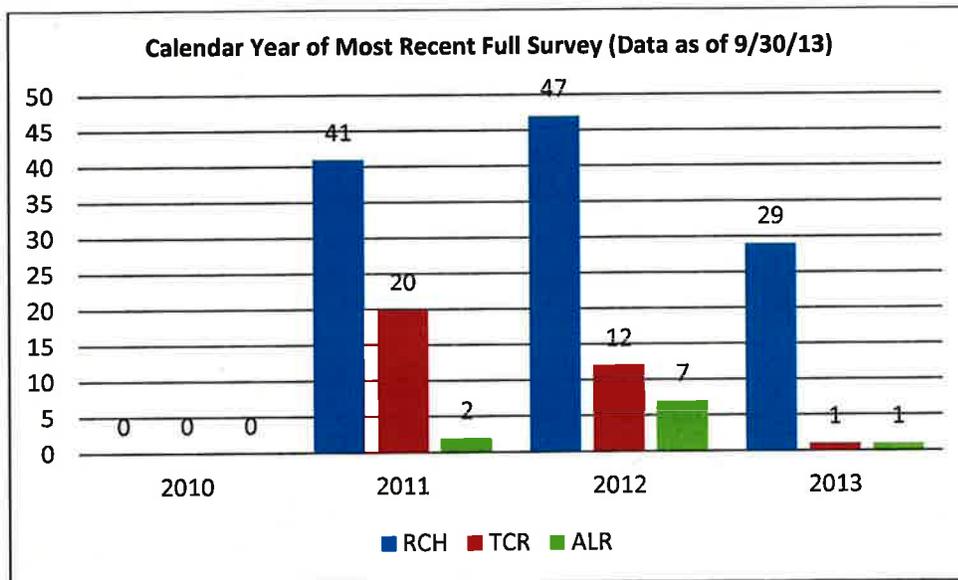
Investigations completed

October 1, 2011 – August 9, 2012: 437 intakes required an onsite investigation, from 113 different providers

October 1, 2012 – August 9, 2013: 442 intakes required an onsite investigation, from 94 different providers

State licensed surveys completed

The chart below illustrates the year of the last full survey of the various state-licensed facilities. The data is as of September 30, 2013.



During 2013 staff retirements and resignations challenged the ability of S & C to maintain an every 2 year survey cycle for these facilities. At one point during the year 5 surveyor positions were impacted by turnover. All surveyor positions are now filled and staff have completed initial training. We anticipate being able to catch up with this work during the remainder of 2013 and the first half of 2014.

Average number of Deficiencies cited per survey

Average Number of Deficiencies Per Survey October 1, 2011 - September 30, 2012							
Recertification Surveys							
	# of Surveys- VT	Average Citations	Reg. AVG	US AVG	VT IJ %	Reg. IJ %	US IJ %
NH	45	4.6	4.1	5.9	0%	0.83%	2.37%
CAH	1	4	4.5	6.8	N/A	N/A	N/A
Hosp	2	7.5	13.1	5.7	N/A	N/A	N/A
Complaint Surveys							
	# of Surveys-VT	Average Citations	Reg. AVG	US AVG	VT IJ %	Reg IJ %	US IJ %
NH	162	0.92	0.7	0.6	1.23%	0.76%	1.29%
CAH	9	0.9	0.6	1.1	N/A	N/A	N/A
Hosp	36	1.6	1.3	1.1	N/A	N/A	N/A

Antipsychotic Initiative

On March 29, 2012, CMS launched a national partnership with the mission to improve quality of care provided to individuals with dementia living in nursing homes. This partnership focuses on the delivery of health care that is person-centered, comprehensive and interdisciplinary, in addition to protecting residents from being prescribed antipsychotic medications unless there is a valid, clinical indication and a systematic process to evaluate each individual. Vermont stakeholders including DAIL and VHCA conducted several efforts to emphasize the importance of reducing the inappropriate use of antipsychotic medications in Vermont Nursing Homes. A 20.10% reduction in the rates of use occurred between the 4th Quarter of FFY 2011 and the 1st quarter of 2013. This rate of decrease is one of the highest nation-wide. We are continuing the efforts to decrease the usage further.

Resident to Resident Incidences

At about the same time as the antipsychotic initiative began S&C had guidance from CMS regarding the Nursing Home (NH) regulatory requirements to prevent resident to resident incidents. Dialogue also occurred about the requirements that NHs report those incidents when they occur. S&C staff have provided detailed guidance to facilities about these requirements and continues to monitor for regulatory compliance in this area.

Division of Licensing & Protection Regulated Facilities

Type of Facility	Federal	State
Acute Care Hospital	X	
Ambulatory Surgical Center (ASC)	X	
Assisted Living Residence (ALR)		X
Critical Access Hospital (CAH)	X	
End Stage Renal Disease Unit (ESRD)	X	
Home Health Agency (HHA)	X	X
Home for the Terminally Ill		X
Hospice	X	
Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/MR)	X	
Nursing Home	X	X
Out Patient Physical Therapy (OPT)	X	
Portable X-ray Units	X	
Residential Care Home (RCH)		X
Rural Health Clinic (RHC)	X	
Therapeutic Community Residence (TCR)		X
Transplant Programs	X	
CLIA Labs	X	

