

Assisted Living Facilities Survey Process

Assisted Living Workgroup
October 5, 2012

Resident Centered Survey

In 2011, the Agency for Health Care Administration implemented a revised survey process that focused regulatory review to a RESIDENT CENTERED survey model.

The revised process focuses review on core areas of compliance such as:

- Resident Rights
- Nutrition and Food Services
- Medication Management
- Staff training
- Physical Environment



FLORIDA MODEL

The revised process focuses on information from resident interviews and observation of the provision of services

- The Wisconsin survey process was used as a basis for the current process utilized in Florida.
- Surveyor worksheets were revised to maximize collection of information regarding the resident's Quality of Life and the Quality of Care provided by the ALF.
- Revised Referral Matrix was completed to facilitate coordination of exchange of information among Local authorities, State/ Federal agencies, and advocacy groups.

FLORIDA MODEL

GOALS

- Ensure health, safety and welfare of residents
- Effective and efficient identification of deficient practices that result in potential or actual negative resident outcomes
- Focus surveyor attention on resident outcomes
- Improve sharing of information with other agencies
- Increase public awareness of compliance histories on FLORIDA HEALTHFINDER

FLORIDA MODEL

REFORMS

The revised survey process also includes the completion of Abbreviated surveys for ALFs with compliance histories as defined in 429.41 (5), Florida Statute

- No class Is, or IIs, no uncorrected class IIIs, no confirmed Ombudsman or licensure complaints within two licensing periods (4 yrs.), and must have 2 survey periods under the current owner.

WISCONSIN AND FLORIDA MODEL COMPARISON

Similarities- the Wisconsin and Florida processes:

- Includes utilization of directed plans of correction for noncompliance as appropriate
- Utilization of abbreviated survey for facilities meeting certain compliance requirements
- Focus on resident outcomes
- Mechanism provided to address poor compliance history in licensure determinations

Differences – the Florida AL enforcement process:

- Does not currently have standardized training curriculum
- Does not have a process to approve individual instructors other than for Core trainers
- Does not have a standardized registry of trainers
- Administrator qualifications are not as stringent

ALF ENFORCEMENT TEAM

In addition to the revised survey process, a team of 10ALF surveyors was initiated in 2011. These are functionally separate from the local survey management staff but are physically located in each of the 8 AHCA – HQA field offices.

Primary functions include:

- Conducting high priority complaints
- Collaborating with other agencies and law enforcement
- Participating in unlicensed activity investigations
- Performing off hours or weekend inspections
- Conducting quality assurance reviews