

DADS Regulatory Services Division Components of Senate Bill 1839

Facility/Survey Liaison (FSL)

The purpose of the Facility/Surveyor Liaison is to achieve optimal resident outcomes through enhanced communication between facility staff and survey staff.

The primary goals are:

- Establish a mechanism for ongoing dialogue between ombudsman, facility and industry staff to identify goals, issues and problems for which joint efforts could be beneficial in achieving improved resident care and services.
- Meet regularly with providers to discuss issues and concerns that pertain to regulations and survey practices, with the goal of increased understanding and consistency.
- Meet with providers, survey staff, and Ombudsmen to facilitate resolution of conflicts and individual situations that require additional problem-solving input.
- Clarify state and federal regulations for the participants.
- Create an environment for the sharing and discussion of best practices and promotion of all Senate Bill 1839 components.
- Work closely with DADS Joint Training Unit, the Ombudsmen, and Quality Monitoring Program to assure efforts do not conflict but enhance.

FSL functions may vary in each Region, according to regional needs. Some functions of FSL follow:

- Develop methods to reduce the volume of complaints called to the DADS hotline. They have developed a provider Customer Service brochure with “best practices” for internal resolution of complaints or grievances.
- Assist with a quarterly assisted living pre-survey conference to inform individuals of the process and requirements for successful licensure of a facility.
- Assist with resolution of conflicts or misunderstandings of the regulations by residents or their responsible party.
- Develop information sources for surveyors, providers, or other interested groups. Liaison resources include a comprehensive packet about “Incident Reporting and Investigation” and “Favorite Websites.”
- Regularly meet with Ombudsman to identify facility needs and to coordinate efforts.

Education Outreach

The Education Outreach unit provides accurate, standardized training to the service providers and to regulatory staff in the geriatric, assisted living, and ICF/MR programs. Education Outreach staff conduct research and develop curriculum based on the top ten cited deficiencies and needs assessments conducted by Education Services. They are also responsible for applying for continuing education credits for training attendees.

Joint Training Opportunities

As a result of Senate Bill 1839, the Joint Training Opportunities was added to the Education Services section. DADS, Long Term Care Regulatory, continue to develop training for providers and surveyors. These workshops address the ten most common deficient practices in long-term care facilities in Texas and other topics requested by providers. A seminar schedule, course description, and registration may be accessed on the Joint Training website (<http://www.dads.state.tx.us/providers/Training/jointtraining.cfm>).

Quality Monitoring Program (QMP)

The purpose of QMP is to provide technical assistance in a collaborative partnership that promotes quality improvement beyond compliance with state and federal standards. QMP visits are conducted by dietitians, pharmacists and registered nurses to assess statewide quality improvement priorities for which evidence based best practices can be identified from clinical research. The quality consultant reviews resident care in selected focus areas, evaluating the appropriateness of assessment, care planning and care. The QMP website contains evidence-based best practice frameworks compiled from systematic literature reviews (<https://hhs.texas.gov/qmp>).

Ten Day Facility Observation

Senate Bill 1839 required that a surveyor complete a basic training program before the surveyor inspects, surveys, or investigates an assisted living facility, a nursing facility, or an intermediate care facility with the intellectually disabled. The training must include observation of the operations of a long-term care facility unrelated to the survey, inspection or investigation process for a minimum of ten working days within a fourteen-day period.

Region	Location	Facility/Surveyor Liaison	E-mail Address	Office Phone Number
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3	Metroplex	Debra Laster	debra.laster@dads.state.tx.us	817-588-2513
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6	Houston	Sonia Thomas, RN, BSN	sonia.thomas@dads.state.tx.us	713-767-2411
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8	San Antonio	Vangie Rosales, LMSW-AP	vangie.rosales@dads.state.tx.us	210-438-6394
11	Corpus Christi	Luci Sheppard	luci.sheppard@dads.state.tx.us	512-354-5702