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Department of  
Health and Welfare

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**Joint Finance-Appropriations Committee**

## **Division of Licensing and Certification**

**Tamara Prisock**  
Administrator

**January 20, 2015**





## Today's Presentation

- **An overview of the Division of Licensing and Certification, including accomplishments and current challenges**
- **One budget recommendation**



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## Division's Core Purpose

- **To ensure Idaho health facilities and agencies comply with applicable federal and state statutes and rules.**
- **To promote individuals' rights, well-being, safety, dignity, and the highest level of functional independence.**



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## Number of Idaho Facilities We License and Certify

- **13 types of facilities**
- **Over 3,100 facilities, agencies and providers**
- **Over 21,000 treatment beds**



## Categories of Work

- **State licensure or certification – required to operate in Idaho**
- **Federal certification – required to receive Medicare or Medicaid as payment**

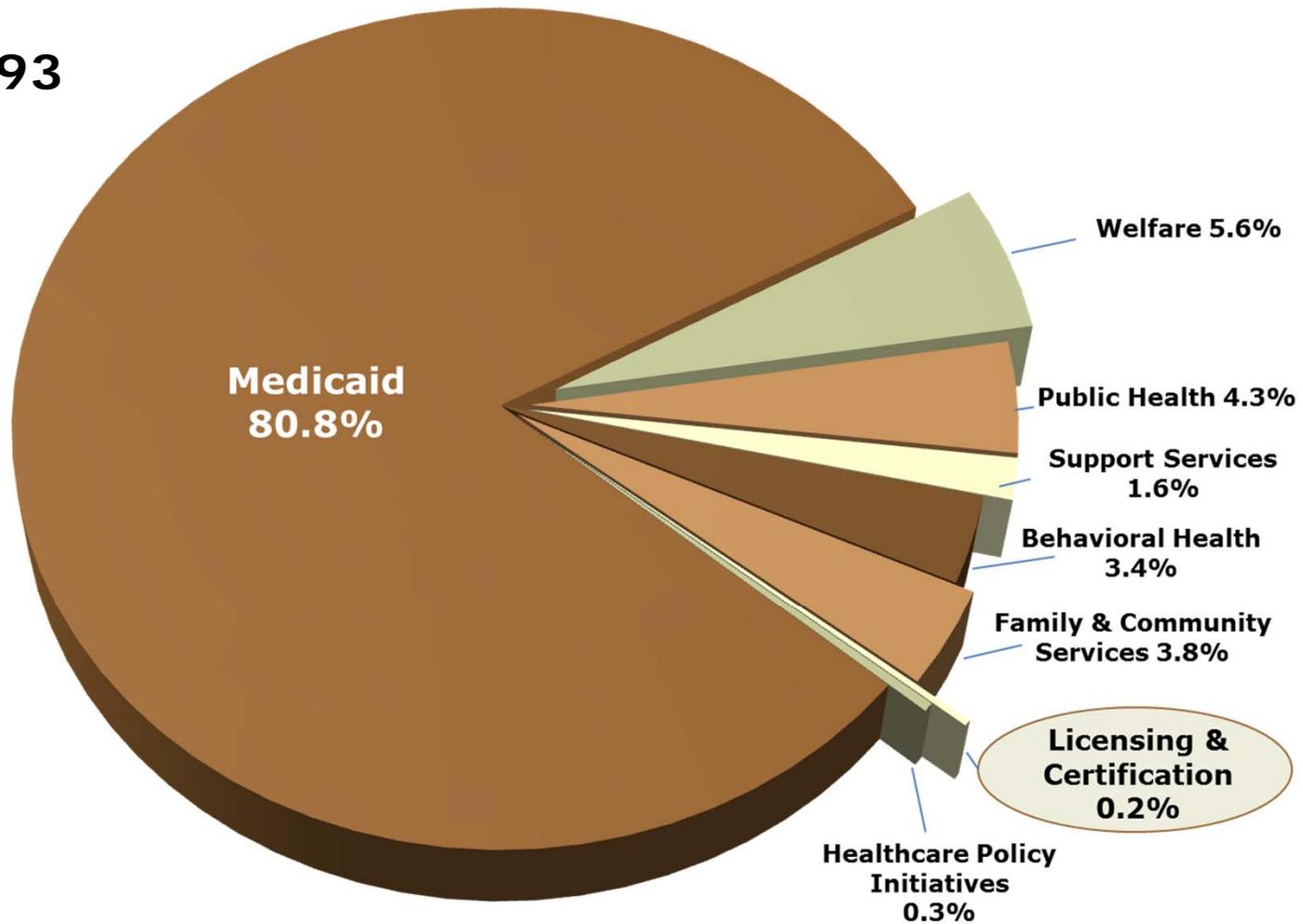


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## DHW SFY 2016 Recommendation

LBB 2-93

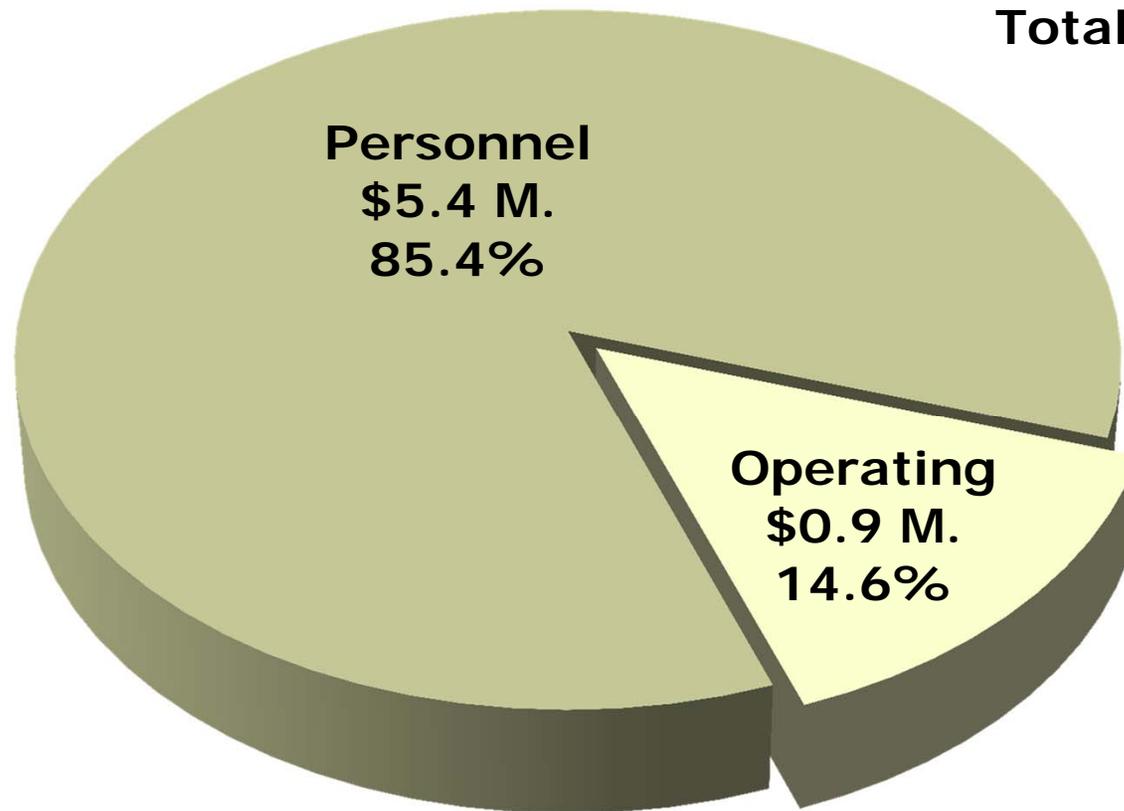




## SFY 2016 Licensing & Certification by Object

FTP: 68

Total: \$6.3 M.

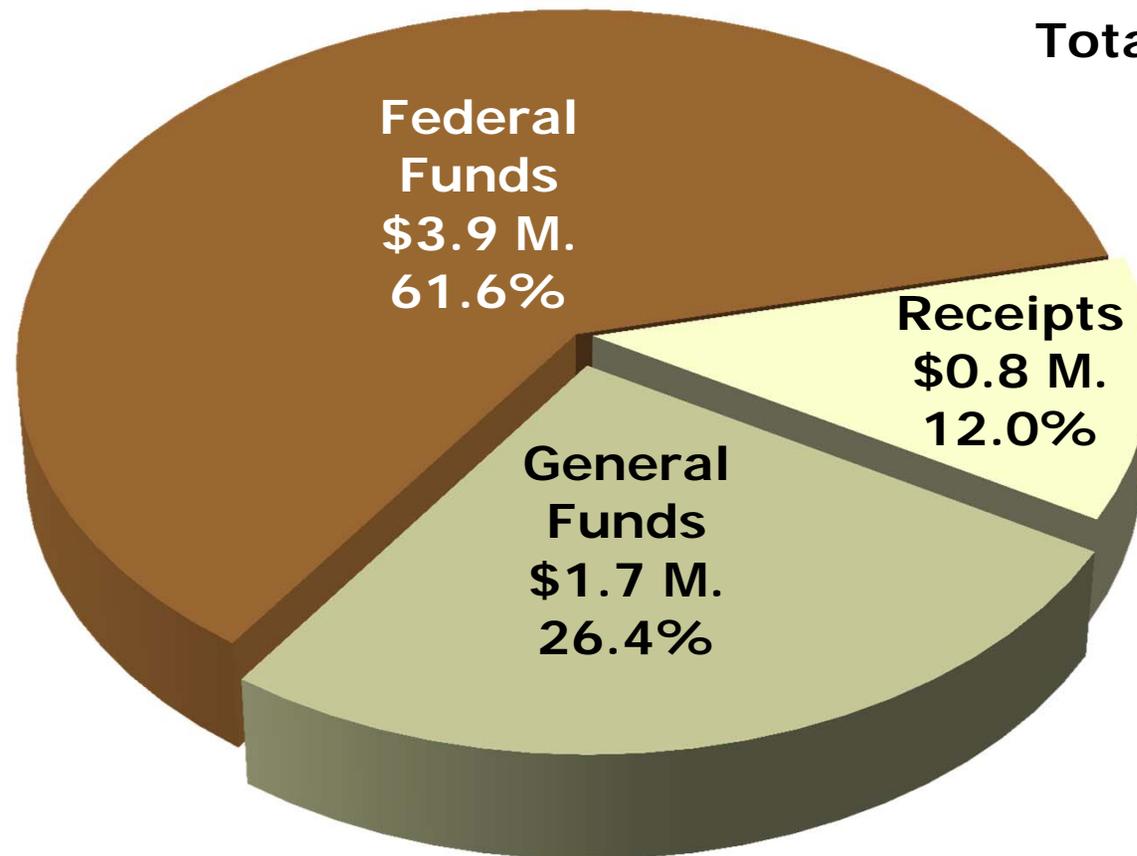




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## SFY 2016 Licensing & Certification by Fund Source





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## Progress on Challenges

- **Improving work processes to better manage workload**
- **Retention of Health Facility Surveyors**



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## Results of Improving Business Processes

SFY	Surveys Completed	Turnover	Primary Reason for Turnover
2011	3,471	1 employee	Pay
2012	3,141	6 employees	Pay
2013	3,311	13 employees	Pay
2014	3,461	11 employees	Workload/ Stress



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## Workload Backlog

- **275 overdue surveys**
- **135 open complaints requiring investigation**
- **11 facilities awaiting initial licensing or certification surveys**



## **Workload (cont.)**

- **3166 surveys due in calendar year 2015**
- **Complaints requiring investigation**
- **Increased CMS survey requirements**
- **5 current vacancies**
- **8 employees eligible for retirement in 2015**



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## **Retention of Surveyors**

**Retaining skilled, trained  
surveyors is still a challenge.**



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## **Retention of Surveyors**

### **Facility Standards:**

- **26 Health facility surveyors for over 500 facilities**

### **Residential Assisted Living:**

- **8 Health facility surveyors for 300 facilities**

**Surveyor Credentials include Registered Nurse,  
Social Worker, Dietician, and Qualified  
Intellectual Disabilities Professional**



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## **Retention of Surveyors**

### **Certified Family Homes:**

- **9.5 Medical program specialists for over 2,200 homes**

### **Developmental Disabilities Agencies/**

### **Residential Habilitation Agencies:**

- **2.5 Medical program specialists for 140 agencies**



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## Retention of Surveyors

- **We continue to lose trained surveyors.**
- **Unreasonable workloads and stress were the primary reasons cited for leaving, followed by retirement and pay.**



## Retention Strategies

- **Pay increases starting in SFY 2015**
- **Business process improvements to increase productivity and efficiency**



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## **Governor's Budget Recommendation**

**LBB page 2-97**

**SFY 2016 - Line Item 3:**

**4 New Health Facility Surveyors**

**General Fund - \$ 72,500**

**Federal Funds - \$274,700**

**Total Request - \$ 347,200**



# Questions

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## Division of Licensing & Certification

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