Inspection Process Vision

CDSS
CALIFORNIA
DEPARTMENT OF
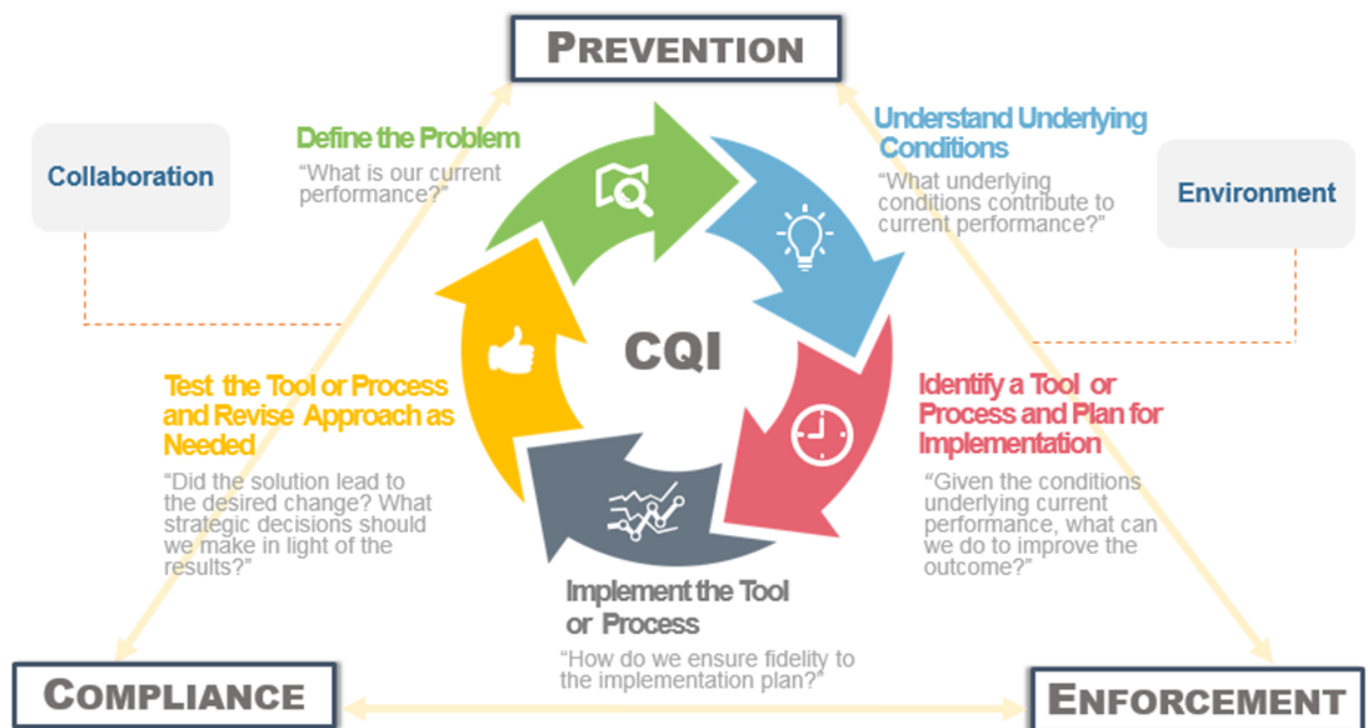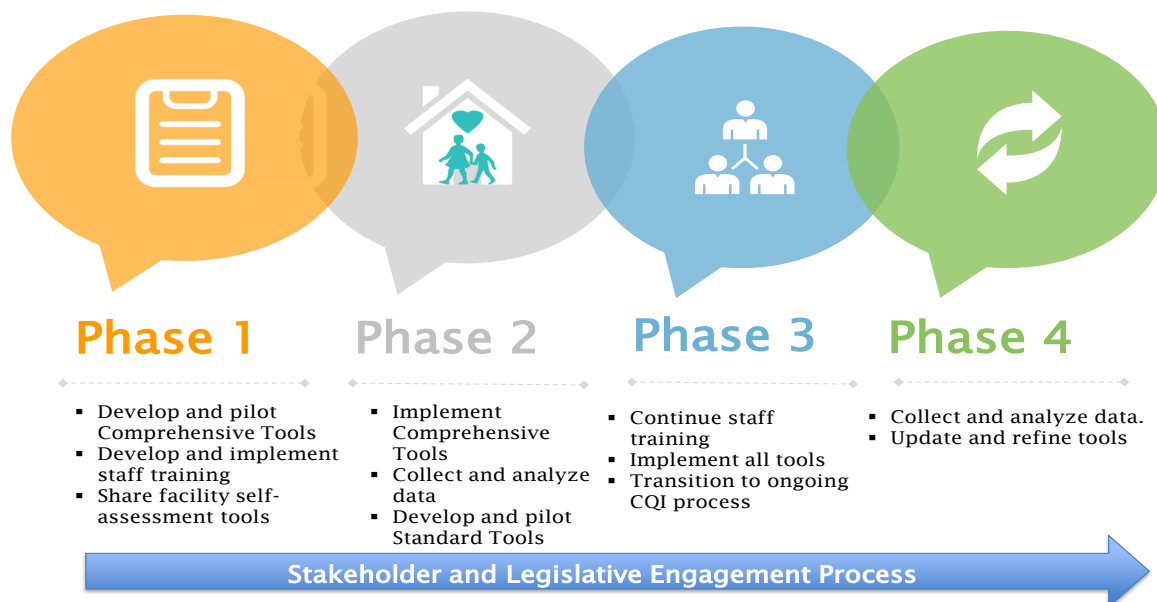SOCIAL SERVICES

BACKGROUND

The Community Care Licensing Division (CCL) is refocusing its efforts on three priority areas: prevention, enforcement, and compliance. Our mission remains the same, to better assure the health and safety of each individual living in licensed settings. Additionally, we have prioritized consistency and thoroughness of inspections throughout the state and across licensing categories. Essential to implementing this vision is the integration of data driven continuous quality improvement throughout CCL to evaluate and improve policies and business processes. Key to the success of this organizational paradigm shift is improving the effectiveness and quality of the inspection process, this includes developing and deploying tools for the Licensing Program Analysts (LPAs). The process must be resident centered and support a robust qualitative and quantitative review; moving beyond just checking a box.

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Phase 1

- Develop and pilot Comprehensive Tools
- Develop and implement staff training
- Share facility self-assessment tools

Phase 2

- Implement Comprehensive Tools
- Collect and analyze data
- Develop and pilot Standard Tools

Phase 3

- Continue staff training
- Implement all tools
- Transition to ongoing CQI process

Phase 4

- Collect and analyze data.
- Update and refine tools

Stakeholder and Legislative Engagement Process

NEW MODEL

The new model for inspections aligns with the broader mission of the Department, while building upon past successes and lessons learned. It fills the gaps of the current process, providing much needed Comprehensive Tools, Standard Tools, and targeted Specialty Tools to more efficiently guide LPA resources to address areas of identified concern. A goal is to use more resources on licensees that do not consistently demonstrate compliance with statutory and regulatory requirements. Another goal is to emphasize what the resident or client experienced as outcomes of the care and supervision provided by the licensees. The overarching goal is to enhance the quality of life and ensure quality of care.

CCL envisions a phased development and implementation process that includes ongoing stakeholder and Legislative consultation. We began the work on the conceptual framework and foundational development of the Inspection Tools for Adult and Senior Care and will next begin work on Children's Residential and Child Care. A detailed work plan will be created once we have input on the vision from the Legislature and stakeholders.

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TOOLS

Comprehensive Tools will contain extensive requirements in all domain areas that are relevant to the type of visits e.g. a Pre-Licensing Comprehensive Tool will not include requirements for resident records because no residents are living in the facility. For annual and post licensing inspections, Specialty Tools will be used along with the Comprehensive Tools for a deeper dive into identified priority areas. Comprehensive Tools will be used for *Pre-licensing inspections, Post-licensing inspections and Required Annual inspections.*

Standard Tools will be developed based upon data analysis of the elements of the Comprehensive and Specialty Tools as well as input from stakeholders, the Legislature, and LPAs for each CCL program type. These validated tools will replace the KITs. The Domain Focused Tools are proposed to be used for routine inspections for facilities with a history of sustained compliance.

Specialty Tools provide a guide for a "deeper dive" into specific sub-domain areas if the requirements in the Standard Tools or Comprehensive Tools are out of compliance in a specific area. Instead of doing a full Comprehensive Inspection, Specialty Tools will target additional evaluation and technical support into areas of concern rather than all possible requirements. This will leave time for LPAs to provide more technical assistance overall during a visit. These Specialty Tools would also be helpful to licensees to self-monitor compliance with requirements.

Adult and Senior Care Domains

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Anticipated Outcomes

Greater Substantial Compliance — Support providers to achieve and remain in substantial compliance through a more holistic and consistent look at the health of a facility and providing tools and technical support for providers.

Actionable Information — Provide information at the state and regional level on what is working in addition to what areas are deficient. This information can help identify promising practice and target resources to areas of concern.

Consistency — Provide Licensing Program Analysists with a compendium of Inspection Tools to guide the inspection process and assure that it is consistent and thorough throughout the state.