

The Florida Senate
BILL ANALYSIS AND FISCAL IMPACT STATEMENT

(This document is based on the provisions contained in the legislation as of the latest date listed below.)

Prepared By: The Professional Staff of the Committee on Appropriations

BILL: CS/CS/SB 382

INTRODUCER: Appropriations Committee; Health Policy Committee; and Senators Sobel and Gaetz

SUBJECT: Assisted Living Facilities

DATE: April 20, 2015

REVISED: _____

	ANALYST	STAFF DIRECTOR	REFERENCE	ACTION
1.	Looke	Stovall	HP	Fav/CS
2.	Brown	Pigott	AHS	Favorable
3.	Brown	Kynoch	AP	Fav/CS

Please see Section IX. for Additional Information:

COMMITTEE SUBSTITUTE - Substantial Changes

I. Summary:

CS/CS/SB 382 strengthens the enforcement of current regulations for assisted living facilities (ALFs) by revising fines imposed for licensure violations, clarifying existing enforcement tools, and requiring an additional inspection for ALFs having significant violations. Among other provisions, the bill:

- Clarifies the criteria under which the Agency for Health Care Administration (AHCA) must revoke or deny a facility's license;
- Adds certain responsible parties and AHCA personnel to the list of people who must report abuse or neglect to the Department of Children and Families' (DCF) central abuse hotline; and
- Requires the AHCA to implement a consumer information website with specified information about ALFs by November 1, 2015, to help consumers select an ALF.

The bill has an indeterminate fiscal impact.

The bill provides an effective date of July 1, 2015.

II. Present Situation:

An assisted living facility (ALF) is a residential establishment, or part of a residential establishment, that provides housing, meals, and one or more personal services for a period

exceeding 24 hours to one or more adults who are not relatives of the owner or administrator.¹ A personal service is direct physical assistance with, or supervision of, the activities of daily living and the self-administration of medication.² Activities of daily living include ambulation, bathing, dressing, eating, grooming, toileting, and other similar tasks.³

An ALF is required to provide care and services appropriate to the needs of the residents accepted for admission to the facility.⁴ The owner or facility administrator determines whether an individual is appropriate for admission to the facility based on a number of criteria.⁵ If, as determined by the facility administrator or health care provider, a resident no longer meets the criteria for continued residency or the facility is unable to meet the resident's needs, the resident must be discharged in accordance with the Resident Bill of Rights.⁶

As of December 1, 2014, there were 3,027 licensed ALFs in Florida having a total of 88,306 beds.⁷ An ALF must have a standard license issued by the Agency for Health Care Administration (AHCA) under part I of ch. 429, F.S., and part II of ch. 408, F.S. In addition to a standard license, an ALF may have one or more specialty licenses that allow an ALF to provide additional care. These specialty licenses include limited nursing services (LNS),⁸ limited mental health services (LMH),⁹ and extended congregate care services (ECC).¹⁰ There are 826 ALFs with LNS specialty licenses, 260 with ECC licenses, and 955 with LMH specialty licenses.¹¹

Limited Nursing Services Specialty License

An LNS specialty license enables an ALF to provide, directly or through contract, a select number of nursing services in addition to the personal services that are authorized under the standard license. The nursing services are limited to acts specified in administrative rules, may only be provided as authorized by a health care provider's order, and must be conducted and supervised in accordance with ch. 464, F.S., relating to nursing and the prevailing standard of practice in the nursing community.

¹ Section 429.02(5), F.S. An ALF does not include an adult family-care home or a non-transient public lodging establishment.

² Section 429.02(16), F.S.

³ Section 429.02(1), F.S.

⁴ For specific minimum standards see Fla. Admin. Code R 58A-5.0182.

⁵ Section 429.26, F.S., and Fla. Admin. Code R 58A-5.0181.

⁶ Section 429.28, F.S.

⁷ Agency for Health Care Administration, *Assisted Living Facility Directory* (December 1, 2014),

http://ahca.myflorida.com/MCHO/Health_Facility_Regulation/Assisted_Living/docs/alf/Directory_ALF.pdf (last visited Jan. 26, 2015).

⁸ Section 429.07(3)(c), F.S.

⁹ Section 429.075, F.S.

¹⁰ Section 429.07(3)(b), F.S.

¹¹ See Agency for Health Care Administration, *Assisted Living Facility*,

http://ahca.myflorida.com/MCHO/Health_Facility_Regulation/Assisted_Living/alf.shtml (follow the hyperlinks for the ALF directories found under the "Notices/Updates" heading) (last visited Jan. 26, 2015).

Extended Congregate Care Specialty License

An ECC specialty license enables an ALF to provide, directly or through contract, services performed by licensed nurses and supportive services¹² to persons who otherwise would be disqualified from continued residence in an ALF.¹³ The primary purpose of ECC services is to allow residents to remain in a familiar setting as they become more impaired with physical or mental limitations. An ALF licensed to provide ECC services may also admit an individual who exceeds the admission criteria for an ALF having a standard license, if the individual is determined appropriate for admission to the ECC facility. A licensed facility must adopt its own requirements within guidelines for continued residency set forth by rule. However, an ALF with an ECC license still may not serve residents who require 24-hour nursing supervision.¹⁴

Limited Mental Health Specialty License

An ALF that serves three or more mental health residents must obtain an LMH specialty license.¹⁵ A mental health resident is an individual who receives social security disability income (SSDI) or supplemental security income (SSI) due to a mental disorder and who receives optional state supplementation (OSS).¹⁶

The administrator of an LMH facility must consult with a mental health resident and the resident's case manager to develop and help execute a community living support plan for the resident detailing the specific needs and services the resident requires.¹⁷ The LMH licensee must also execute a cooperative agreement with the mental health care services provider. The cooperative agreement specifies, among other things, directions for the ALF accessing emergency and after-hours care for the mental health resident.

ALF Staff Training

Administrators and Managers

Administrators and other ALF staff must meet minimum training and education requirements established in rule by the Department of Elder Affairs (DOEA),¹⁸ that are intended to assist

¹² Supportive services include social service needs, counseling, emotional support, networking, assistance with securing social and leisure services, shopping service, escort service, companionship, family support, information and referral, assistance in developing and implementing self-directed activities, and volunteer services. Fla. Admin. Code R. 58A-5.030(8)(a).

¹³ An ECC program must provide additional services as required by the resident's service plan including: total help with bathing, dressing, grooming, and toileting; nursing assessments conducted more frequently than monthly; measuring and recording basic vital functions and weight; dietary management; assisting with self-administered medications or administering medications and treatments pursuant to a health care provider's order; supervising residents with dementia and cognitive impairments; health education, counseling, and implementing health-promoting programs; rehabilitative services; and escort services related to health-related appointments. Section 429.07(3)(b), F.S., and Fla. Admin. Code R. 58A-5.030.

¹⁴ Section 429.07(3)(b), F.S.

¹⁵ Section 429.075, F.S.

¹⁶ Section 429.02(15), F.S. Optional State Supplementation is a cash assistance program. Its purpose is to supplement a person's income to help pay for costs in an assisted living facility, mental health residential treatment facility, or adult family care home, but it is not a Medicaid program. Department of Elder Affairs, *Florida Affordable Assisted Living: Optional State Supplementation (OSS)*, <http://elderaffairs.state.fl.us/faal/statesupp.php> (last visited Jan. 26, 2015).

¹⁷ Fla. Admin. Code R. 58A-5.029(2)(c)3.

¹⁸ Fla. Admin. Code R. 58A-5.0191.

ALFs in appropriately responding to the needs of residents, maintaining resident care and facility standards, and meeting licensure requirements.¹⁹

The current ALF core training requirements established by the DOEA consist of a minimum of 26 hours of training and passing a competency test. Administrators and managers must successfully complete the core training requirements within three months after becoming an ALF administrator or manager. The minimum passing score for the competency test is 75 percent.²⁰

Administrators and managers must participate in 12 hours of continuing education in topics related to assisted living every two years.²¹ A newly-hired administrator or manager, who has successfully completed the ALF core training and continuing education requirements, is not required to retake the core training. An administrator or manager who has successfully completed the core training but has not maintained the continuing education requirements, must retake the ALF core training and retake the competency test.²²

Staff with Direct Care Responsibilities

Facility administrators or managers are required to provide or arrange for six hours of in-service training for facility staff who provide direct care to residents.²³ Staff training requirements must generally be met within 30 days after staff begin employment at the facility; however, staff must have at least one hour of infection control training before providing direct care to residents. Nurses, certified nursing assistants, and home health aides who are on staff with an ALF are exempt from many of the training requirements. In addition to the standard six hours of in-service training, staff must complete one hour of elopement training and one hour of training on “do not resuscitate” orders. The staff may be required to complete training on special topics such as self-administration of medication and Alzheimer’s disease, if applicable.

ECC Specific Training

The administrator and the ECC supervisor, if different from the administrator, must complete four hours of initial training in extended congregate care, either prior to the facility receiving its ECC license or within three months after beginning employment in the facility as an administrator or ECC supervisor. The administrator and ECC supervisor must also complete a minimum of four hours of continuing education every two years in topics relating to the physical, psychological, or social needs of frail elderly and disabled persons, or persons having Alzheimer’s disease or related disorders.²⁴

All direct-care staff providing care to residents in an ECC program must complete at least two hours of in-service training, provided by the facility administrator or ECC supervisor, within six months after beginning employment in the facility. The training must address ECC concepts

¹⁹ Section 429.52(1), F.S.

²⁰ Administrators who have attended core training prior to July 1, 1997, and managers who attended the core training program prior to April 20, 1998, are not required to take the competency test. Administrators licensed as nursing home administrators in accordance with part II of chapter 468, F.S., are exempt from this requirement.

²¹ Fla. Admin. Code R. 58A-5.0191(1)(c).

²² Fla. Admin. Code R. 58A-5.0191.

²³ *Id*

²⁴ Fla. Admin. Code R. 58A-5.0191(7)(a) and (b).

and requirements, including statutory and rule requirements, and the delivery of personal care and supportive services in an ECC facility.²⁵

LMH Specific Training

Administrators, managers, and staff who have direct contact with mental health residents in a licensed LMH facility must receive a minimum of six hours of specialized training in working with individuals having mental health diagnoses and a minimum of three hours of continuing education dealing with mental health diagnoses or mental health treatment every two years.²⁶

Inspections and Surveys

The AHCA is required to conduct a survey, investigation, or monitoring visit of an ALF:

- Prior to the issuance of a license;
- Prior to biennial renewal of a license;
- When there is a change of ownership;
- To monitor ALFs licensed to provide LNS or ECC services;
- To monitor ALFs cited in the previous year for a class I or class II violation or for four or more uncorrected class III violations;²⁷
- Upon receipt of an oral or written complaint of practices that threaten the health, safety, or welfare of residents;
- If the AHCA has reason to believe an ALF is violating a provision of part III of ch. 429, F.S., relating to adult day care centers or an administrative rule;
- To determine if cited deficiencies have been corrected; or
- To determine if an ALF is operating without a license.²⁸

Abbreviated Surveys

An applicant for licensure renewal is eligible for an abbreviated biennial survey by the AHCA if the applicant does not have any:

- Class I, class II, or uncorrected class III violations;
- Confirmed complaints from the long-term care ombudsman council which were reported to the AHCA by the council; or
- Confirmed licensing complaints within the two licensing periods immediately preceding the current renewal date.²⁹

An abbreviated survey allows for a quicker and less intrusive survey by narrowing the range of items the AHCA must inspect.³⁰ The AHCA must expand an abbreviated survey or conduct a full survey if violations that threaten or potentially threaten the health, safety, or security of residents are identified during an abbreviated survey.³¹

²⁵ Fla. Admin. Code R. 58A-5.0191(7)(c).

²⁶ Section 429.075(1), F.S. and Fla. Admin. Code R. 58A-5.0191(8).

²⁷ See “Violations and Penalties” subheading below for a description of the violations.

²⁸ Section 429.34, F.S.

²⁹ Fla. Admin. Code R. 58A-5.033(1)(a).

³⁰ Fla. Admin. Code R. 58A-5.033(1)(b).

³¹ Fla. Admin. Code R. 58A-5.033(1)(c).

Monitoring Visits

ALFs with LNS or ECC licenses are subject to monitoring visits in which the AHCA inspects the facility for compliance with the requirements of the specialty license. An LNS licensee is subject to monitoring inspections at least twice a year. At least one registered nurse must be included in the inspection team to monitor residents receiving services and to determine if the facility is complying with applicable regulatory requirements.³² An ECC licensee is subject to quarterly monitoring inspections. At least one registered nurse must be included in the inspection team. The AHCA may waive one of the required yearly monitoring visits for an ECC facility that has been licensed for at least 24 months, if the registered nurse who participated in the monitoring inspections determines that the ECC services are being provided appropriately and there are no serious violations or substantiated complaints about the quality of service or care.³³

Violations and Penalties

Part II of ch. 408, F.S., provides general licensure standards for all ALFs regulated by the AHCA. Under s. 408.813, F.S., ALFs may be subject to administrative fines imposed by the AHCA for certain types of violations. Violations are categorized into four classes according to the nature of the violation and the gravity of its probable effect on residents:

- **Class I violations** are those conditions that the AHCA determines present an imminent danger to residents or a substantial probability of death or serious physical or emotional harm.
 - Examples include resident death due to medical neglect, risk of resident death due to inability to exit in an emergency, and the suicide of a mental health resident in an ALF licensed for limited mental health.
 - The AHCA must fine an ALF between \$5,000 and \$10,000 for each class I violation.
 - During fiscal years 2011-2012 and 2012-2013, the AHCA entered 115 final orders for class I violations with an average fine amount of \$6,585 for ALFs having fewer than 100 beds and \$7,454 for ALFs having 100 or more beds.³⁴
- **Class II violations** are those conditions that the AHCA determines directly threaten the physical or emotional health, safety, or security of the clients.
 - Examples include no qualified staff in the facility, the failure to call 911 in a timely manner for a resident in a semi-comatose state, and vermin in a food storage area.
 - The AHCA must fine an ALF between \$1,000 and \$5,000 for each violation.
 - During fiscal years 2011-2012 and 2012-2013, the AHCA entered 749 final orders for class II violations with an average fine amount of \$1,542 for ALFs having fewer than 100 beds and \$1,843 for ALFs having 100 or more beds.
- **Class III violations** are those conditions that the AHCA determines indirectly or potentially threaten the physical or emotional health, safety, or security of clients.
 - Examples include missing or incomplete resident assessments, erroneous documentation of medication administration, and failure to correct unsatisfactory DOH food service inspection findings in a timely manner.

³² Section 429.07(3)(c)2., F.S.

³³ Section 429.07(3)(b)2., F.S.

³⁴ Agency for Health Care Administration, *Senate Bill 248 Analysis* (Nov. 26, 2013) (on file with the Senate Committee on Health Policy).

- The AHCA must fine an ALF between \$500 and \$1,000 for each violation, but no fine may be imposed if the facility corrects the violation.
- During fiscal years 2011-2012 and 2012-2013, the AHCA entered 507 final orders for uncorrected class III violations with an average fine amount of \$766 for ALFs having fewer than 100 beds and \$614 for ALFs having 100 or more beds.
- **Class IV violations** are those conditions that do not have the potential of negatively affecting clients.
 - Examples include failure to file an adverse incident report, incorrect phone numbers posted for advocacy resources, and failure to post current menus.
 - The AHCA may fine an ALF between \$100 and \$200 for each violation but only if the problem is not corrected.
 - During fiscal years 2011-2012 and 2012-2013, the AHCA entered 18 final orders for uncorrected class IV violations with an average fine amount of \$165 for ALFs having fewer than 100 beds and \$100 for ALFs having 100 or more beds.^{35,36,37}

In addition to financial penalties, the AHCA can take other actions against an ALF. The AHCA may deny, revoke, and suspend any license for any of the actions listed in s. 429.14(1)(a)-(k), F.S. The AHCA is required to deny or revoke the license of an ALF that has two or more class I violations that are similar to violations identified during a survey, inspection, monitoring visit, or complaint investigation occurring within the two previous years.³⁸ The AHCA may also impose an immediate moratorium or emergency suspension on any provider if it finds any condition that presents a threat to the health, safety, or welfare of a client.³⁹ The AHCA is required to publicly post notification of a license suspension, revocation, or denial of a license renewal, at the facility.⁴⁰ Finally, ch. 825, F.S., Florida's Criminal Code, provides criminal penalties for the abuse, neglect, and exploitation of elderly persons⁴¹ and disabled adults.⁴²

Central Abuse Hotline

The Department of Children and Families (DCF) is required under s. 415.103, F.S., to establish and maintain a central abuse hotline to receive reports, in writing or through a single statewide toll-free telephone number, of known or suspected abuse, neglect, or exploitation of a vulnerable

³⁵ When fixing the amount of the fine, AHCA must consider the following factors: the gravity of the violation and the extent to which any laws or rules were violated, actions taken to correct the violations, any previous violations, the financial benefit of committing or continuing the violation, and the licensed capacity of the facility. Section 429.19(3), F.S.

³⁶ Section 429.19(2), F.S.

³⁷ Agency for Health Care Administration, *Senate Bill 248 Analysis* (Nov. 26, 2013) (on file with the Senate Committee on Health Policy)

³⁸ Section 429.14(4), F.S.

³⁹ Section 408.814, F.S.

⁴⁰ Section 429.14(7), F.S.

⁴¹ "Elderly person" means a person 60 years of age or older who is suffering from the infirmities of aging as manifested by advanced age or organic brain damage, or other physical, mental, or emotional dysfunction, to the extent that the ability of the person to provide adequately for the person's own care or protection is impaired. Section 825.101(5), F.S. It does not constitute a defense to a prosecution for any violation of this chapter that the accused did not know the age of the victim. Section 825.104, F.S.

⁴² "Disabled adult" means a person 18 years of age or older who suffers from a condition of physical or mental incapacitation due to a developmental disability, organic brain damage, or mental illness, or who has one or more physical or mental limitations that restrict the person's ability to perform the normal activities of daily living. Section 825.101(4), F.S.

adult⁴³ at any hour of the day or night, any day of the week.⁴⁴ Persons listed in s. 415.1034, F.S., who know, or have reasonable cause to suspect, that a vulnerable adult has been or is being abused, neglected, or exploited are required to immediately report such knowledge or suspicion to the central abuse hotline.⁴⁵

Florida's Long-Term Care Ombudsman Program

The federal Older Americans Act (OAA) requires each state to create a Long-Term Care Ombudsman Program to be eligible to receive funding associated with programs under the OAA.⁴⁶ In Florida, the program is a statewide, volunteer-based system of district councils that protect, defend, and advocate on behalf of long-term care facility residents, including residents of nursing homes, ALFs, and adult family-care homes. The ombudsman program is administratively housed in the DOEA and is headed by the State Long-Term Care Ombudsman, who is appointed by the DOEA Secretary.⁴⁷

The ombudsman program is required to establish a statewide toll-free telephone number for receiving complaints concerning matters adversely affecting the health, safety, welfare, or rights of residents of ALFs, nursing homes, and adult family care homes. Every resident or representative of a resident must receive, upon admission to a long-term care facility, information regarding the program and the statewide toll-free telephone number for receiving complaints.⁴⁸ The names and identities of the complainants or residents involved in a complaint, including any problem identified by an ombudsman council as a result of an investigation, are confidential and exempt from Florida's public records laws, unless the complainant or resident, or the legal representative of the complainant or resident, consents to the disclosure, or the disclosure is required by court order.⁴⁹ In addition to investigating and resolving complaints, ombudsmen conduct unannounced visits to assess the quality of care in ALFs, referred to as administrative assessments.

Consumer Information

Section 400.191, F.S., requires the AHCA to provide information to the public about all licensed nursing homes in the state. The information must be provided in a consumer-friendly, electronic format to assist consumers and their families in comparing and evaluating nursing homes. Under s. 400.191(2), F.S., the AHCA must provide an Internet site that includes information such as a list of names and addresses of all nursing homes in the state, the total number of beds in each

⁴³ "Vulnerable adult" means a person 18 years of age or older whose ability to perform the normal activities of daily living or to provide for his or her own care or protection is impaired due to a mental, emotional, sensory, long-term physical, or developmental disability or dysfunction, or brain damage, or the infirmities of aging. Section 415.102(27), F.S.

⁴⁴ The central abuse hotline is operated by the DCF to accept reports for investigation when there is a reasonable cause to suspect that a vulnerable adult has been or is being abused, neglected, or exploited; determine whether the allegations require an immediate, 24-hour, or next-working-day response priority; when appropriate, refer calls that do not allege the abuse, neglect, or exploitation of a vulnerable adult to other organizations that might better resolve the reporter's concerns; and immediately identify and locate prior reports of abuse, neglect, or exploitation through the central abuse hotline. Section 415.103(1), F.S.

⁴⁵ Section 415.1034, F.S.

⁴⁶ 42 U.S.C. 3058, et. seq. *See also* s. 400.0061(1), F.S.

⁴⁷ Section 400.0063, F.S.

⁴⁸ Section 400.0078(2), F.S.

⁴⁹ Section 400.0077(1)(b), F.S.

nursing home, and survey and deficiency information. Additional information that the AHCA may provide on the site includes the licensure status history, the rating history, and the regulatory history of each nursing home.

There is no similar requirement in law to provide certain consumer information to the public on licensed ALFs in the state.

***The Miami Herald* Articles and the Governor’s Assisted Living Workgroup**

Beginning on April 30, 2011, *The Miami Herald* published a four-part series, entitled “Neglected to Death,” which detailed abuses occurring in ALFs and the state regulatory responses to such cases. The newspaper spent a year examining thousands of state inspections, police reports, court cases, autopsy files, emails, and death certificates and conducted dozens of interviews with operators and residents throughout Florida. The series detailed examples of abuses, neglect, and deaths that took place in ALFs.⁵⁰ The series also examined the state’s regulatory and law enforcement agencies’ responses to the problems. The newspaper concluded that the state’s agencies, and in particular the AHCA, failed to enforce existing laws designed to protect Florida’s citizens who reside in ALFs.⁵¹

Soon after *The Miami Herald* series, Governor Rick Scott vetoed HB 4045,⁵² which reduced regulatory requirements on ALFs. The Governor then directed the AHCA to form a task force for the purpose of examining current assisted living regulations and oversight. The task force, referred to as the Assisted Living Workgroup, held meetings and produced two reports, one in August of 2011 and another in October of 2012. In addition to public testimony and presentations, the Assisted Living Workgroup focused on assisted living regulation, consumer information and choice, and long term care services and access. The workgroup made numerous recommendations in its two reports.⁵³

III. Effect of Proposed Changes:

Limited Mental Health License

The bill amends s. 394.4574, F.S., to clarify that a Medicaid managed care plan is responsible for state-supported mental health residents of assisted living facilities (ALFs) who are enrolled in the managed care plan and that managing entities⁵⁴ under contract with the Department of Children

⁵⁰ Rob Barry, Michael Sallah and Carol Marbin Miller, *Neglected to Death, Parts 1-3*, THE MIAMI HERALD, April 30, 2011 available at <http://www.miamiherald.com/2011/04/30/2194842/once-pride-of-florida-now-scenes.html> and <http://www.miamiherald.com/2011/05/03/2199747/key-medical-logs-doctored-missing.html> (see left side of article to access web links to the three-part series) (Last visited on Jan. 27, 2015).

⁵¹ *Id.*

⁵² House Bill 4045 (2011) repealed a requirement for the annual dissemination of a list of ALFs that had been sanctioned or fined, a requirement for an ALF to report monthly any liability claims filed against it, a requirement to disseminate the results of the inspection of each ALF, provisions concerning rule promulgation for ALFs by the DOEA, provisions concerning the collection of information regarding the cost of care in ALFs, and the authority for local governments or organizations to contribute to the cost of care of local facility residents.

⁵³ Agency for Health Care Administration, *Assisted Living Workgroup*, found at <http://ahca.myflorida.com/SCHS/ALWG/wgmembers.shtml> (last visited Jan. 27, 2015).

⁵⁴ See s. 394.9082, F.S. A managing entity is a not-for-profit corporation organized in Florida which is under contract with the DCF on a regional basis to manage the day-to-day operational delivery of behavioral health services through an organized

and Families (DCF) are responsible for such residents who are not enrolled with a Medicaid managed care plan. The bill requires a mental health resident and his or her mental health case manager to complete the mental health resident's community living support plan and provide it to the administrator of the ALF within 30 days of admitting a mental health resident. The plan must be updated when there is a significant change to the resident's behavioral health status. The resident's case manager must keep a two-year record of any face-to-face interaction with the resident and make the records available for inspection.

The bill makes the case manager responsible for a mental health resident to ensure that there is adequate and consistent monitoring of the community living support plan and to report any concerns about a regulated provider failing to provide services or otherwise acting in a manner with the potential to cause harm to the resident.

The bill amends s. 429.075, F.S., to require facilities with one or more, instead of three or more, mental health residents to obtain a limited mental health (LMH) license. It also permits an ALF with a LMH license, if it does not have a copy of the resident's community living support plan and cooperative agreement, to provide written evidence that it requested the plan and agreement from the Medicaid managed care plan or the managing entity within 72 hours of the resident's admission.

Long-Term Care Ombudsman Program

Administrative Assessment

The bill amends s. 400.0074, F.S., to require any administrative assessment of an ALF performed by the Long-Term Care Ombudsman to be comprehensive. The bill further requires the local ombudsman to conduct an exit consultation with the long-term care facility administrator to discuss issues and concerns affecting residents and make recommendations for improvement, if necessary.

Resident Grievances

The bill amends s. 400.0078, F.S., to require that ALFs inform new residents upon admission to the facility that retaliatory action cannot be taken against a resident for presenting grievances or for exercising any other resident right.

Extended Congregate Care License

The bill amends s. 429.07, F.S., to make changes to improve the regulation of facilities with extended congregate care services (ECC) and limited nursing services (LNS) specialty licenses. These changes include:

- The requirement that an ALF be licensed for two or more years before being issued an ECC license that is not provisional in nature;
- Clarification of the circumstances under which the Agency for Health Care Administration (AHCA) may deny or revoke an ALF's ECC license;

system of care and a network of providers who are contracted with the managing entity to provide a comprehensive array of emergency, acute care, residential, outpatient, recovery support, and consumer support services related to behavioral health.

- Creation of a provisional ECC license for ALFs that have been licensed for less than two years;
- A six-month duration for a provisional license;
- The requirement for an ALF to inform the AHCA when it has admitted one or more residents requiring ECC services;
- The requirement for the AHCA to inspect an ALF for compliance with the requirements of its ECC license after the ALF admits one or more ECC residents;
- The requirement for the AHCA to grant an ECC license if an ALF with a provisional license demonstrates compliance with the pertinent requirements of an ECC license;
- The requirement for an ALF with a provisional ECC license to immediately suspend ECC services and to surrender its provisional ECC license if the ALF fails to demonstrate compliance with the requirements of an ECC license or fails to admit an ECC resident within three months;
- The authorization for the AHCA to extend a provisional ECC license for one month in order to complete a follow-up visit;
- A reduction in the frequency of monitoring visits for ALFs with ECC licenses from every quarter to twice a year and for facilities with LNS licenses from twice a year to once a year; and
- Clarification of the circumstances under which the AHCA may waive one of the required monitoring visits for facilities with ECC licenses and to also allow the AHCA to waive the required monitoring visit for an ALF with an LNS license.

Violations and Penalties

The bill amends s. 429.14, F.S., to:

- Require the AHCA to impose an immediate moratorium on an ALF that fails to provide the AHCA with access to its facility or prohibits a regulatory inspection;
- Prohibit a licensee from restricting AHCA staff from having access to records or prohibiting the confidential interview of ALF staff or residents;
- Exempt an ALF from the 45-day notice requirement in s. 429.28(k), F.S., if that ALF is required to relocate all or some of its residents due to action by the AHCA; and
- Add additional criteria under which the AHCA must deny or revoke an ALF's license.

The bill amends s. 429.19, F.S., to require that any fine imposed by the AHCA for a class I or class II violation must be doubled if the AHCA finds that the violation has not been corrected within six months of the citation being issued. The bill also requires the AHCA to impose an administrative fine of \$500 if an ALF is found to be not in compliance with the background screening requirements of s. 408.809, F.S.

Assistance with Self-Administration of Medication

The bill amends s. 429.256, F.S., to allow all ALF staff who received the required training to provide several additional services in assisting with self-administration of medication. The additional duties are:

- Taking a prefilled insulin syringe from its place of storage and bringing it to a resident;

- Removing the cap of a nebulizer, opening the unit dose of nebulizer solution, and pouring the pre-measured dose of medication into the dispensing cup of the nebulizer;
- Assisting a resident in using a nebulizer;
- Using a glucometer to perform blood glucose checks;
- Assisting with anti-embolism stockings;
- Assisting with applying and removing an oxygen cannula;
- Assisting with the use of a continuous positive airway pressure device;
- Assisting with the measuring of vital signs; and
- Assisting with the use of colostomy bags.

Personal Property of Residents

The bill amends s. 429.27(3), F.S., to increase the amount of cash that an ALF may provide sake-keeping of for a resident from \$200 to \$500.

Resident Bill of Rights

The bill amends s. 429.28, F.S., to require that the telephone number of Disability Rights Florida⁵⁵ (DRF) must be included in the posted notice of a resident's rights, obligations, and prohibitions, and that the ALF ensure each resident has access to a telephone to call DRF. The notice must also specify that complaints made to the ombudsman program, as well as the names and identities of the complainant and any residents involved in the complaint, are confidential and that retaliatory action cannot be taken against a resident for presenting a grievance or exercising a right. The bill creates a fine of \$2,500 which is imposed if an ALF cannot show good cause in state court for terminating the residency of an individual who has exercised an enumerated right.

Right of Entry and Inspection

The bill amends s. 429.34, F.S., to require certain state officials, such as Medicaid Fraud investigators and state or local fire marshals, to report to the DCF central abuse hotline any knowledge or reasonable suspicion that a vulnerable adult has been or is being abused, neglected, or exploited.

The bill requires AHCA to inspect each licensed ALF at least once every 24 months to determine compliance with statute and rules. The bill provides that an ALF having one or more class I violations, three or more class II violations arising from separate surveys within a 60-day period, or three or more unrelated class II violations cited during one survey, be subject to an additional inspection within six months.

⁵⁵ Disability Rights Florida is the designated protection and advocacy agency required as a condition of certain federal funding under 42 U.S.C. 15041-15045 and 45 C.F.R. 1386.20. The protection and advocacy designation is made by gubernatorial executive order.

Staffing and Training Requirements

The bill amends s. 429.41, F.S., to clarify that ALF staffing requirements for a continuing care facility or retirement community apply only to residents who receive personal limited nursing services or extended congregate care services. The ALF must keep a log of the names and unit numbers of residents receiving such services and make the log available to surveyors upon request.

The bill amends s. 429.52, F.S., to require facilities to provide a two-hour pre-service orientation for all new facility employees who have not previously completed core training. The pre-service orientation must cover topics that help employees provide responsible care and respond to the needs of the residents. A new employee and the ALF's administrator must sign a statement that the employee has completed the pre-service orientation. The signed statement must be kept in that staff member's file. The bill clarifies that the pre-service orientation can be provided by the ALF instead of a trainer registered with the Department of Elder Affairs (DOEA).

Consumer Information Resources

The bill creates s. 429.55, F.S., which provides legislative findings that consumers need additional information in order to select an ALF. To facilitate this, the bill requires the AHCA to create a consumer guide website which contains information on each licensed ALF. By November 1, 2015, the website must include:

- The name and address of the ALF;
- The name of the owner or operator of the ALF;
- The number and type of licensed beds in the ALF;
- The types of licenses held by the ALF;
- The ALF's license expiration date and status;
- The total number of clients that the ALF is licensed to serve and the most recent occupancy levels;
- The number of private and semi-private rooms offered;
- The bed-hold policy;
- The religious affiliation, if any, of the ALF;
- The languages spoken by the staff;
- Availability of nurses;
- Forms of payment accepted;
- Identification of whether the licensee is operating under bankruptcy protection;
- Recreational and other programs available;
- Special care units or programs offered;
- Whether the ALF is part of a retirement community that offers other services;
- Links to the State Long-Term Care Ombudsman Program website and the program's statewide toll-free telephone number;
- Links to the internet websites of the providers;
- Other relevant information currently collected by the AHCA;
- Links to inspection reports on file with the AHCA; and
- Survey and violation information including a list of the ALF's violations committed during the previous 60 months, which must be updated monthly and include for each violation:

- A summary of the violation, with all licensure, revisit, and complaint survey information;
- Any sanctions imposed by final order; and
- The date the corrective action was confirmed by AHCA.

The bill provides an effective date of July 1, 2015.

IV. Constitutional Issues:

A. Municipality/County Mandates Restrictions:

None.

B. Public Records/Open Meetings Issues:

None.

C. Trust Funds Restrictions:

None.

V. Fiscal Impact Statement:

A. Tax/Fee Issues:

None.

B. Private Sector Impact:

CS/CS/SB 382 provides for the following changes to fines that may be imposed on ALFs:

- A \$2,500 fine if an ALF removes a resident without cause, as determined by a state court;
- A doubling of fines for class I or II violations if the AHCA finds that the violation has not been corrected within six months of the citation being issued; and
- A \$500 fine against an ALF that does not comply with the background screening requirements of s. 408.809, F.S.

ALFs with specialty licenses that meet licensure standards will have fewer monitoring visits from the AHCA. This will positively impact the ALFs as they will have less interruption of staff time due to such visits.

The bill requires ALFs to provide all new employees who have not already gone through the ALF core training program with a two-hour, pre-service training session before they work with residents. Additionally, the bill increases the training requirements for staff who assist residents with medication from four to six hours. The cost of both of these training requirements is not expected to be significant.

C. Government Sector Impact:

The bill's provisions for new fines created under the bill and for the doubling of fines issued for class I or class II violations that are not corrected within six months, are likely to generate an indeterminate amount of additional revenue for the AHCA's Health Care Trust Fund.

VI. Technical Deficiencies:

None.

VII. Related Issues:

Section 17 of the bill requires the Agency for Health Care Administration to create website content for consumer information on each licensed assisted living facility. The information must include "links to the websites of the providers." It is not clear which providers are being referenced.

VIII. Statutes Affected:

This bill substantially amends the following sections of the Florida Statutes: 394.4574, 400.0074, 400.0078, 409.212, 429.02, 429.07, 429.075, 429.14, 429.178, 429.19, 429.256, 429.27, 429.28, 429.34, 429.41, 429.52, and 429.55.

IX. Additional Information:**A. Committee Substitute – Statement of Substantial Changes:**

(Summarizing differences between the Committee Substitute and the prior version of the bill.)

CS/CS by Appropriations on April 16, 2015:

The committee substitute:

- Removes many of the underlying bill's provisions relating to the revision of fines for class I, class II, class III, and class IV violations and replaces those provisions with the doubling of a class I or class II violation if the Agency for Health Care Administration (AHCA) finds that the violation has not been corrected within six months of the citation being issued;
- Provides for a \$500 fine if an ALF is found to not be in compliance with the background screening requirements provided under s. 408.809, F.S.;
- Removes from the bill the provision that an ALF must pay a fee for the cost of an additional inspection required if an ALF is cited for one or more class I violations or two or more class II violations arising from separate surveys within a 60-day period or due to unrelated circumstances during the same survey;
- Removes from the bill the requirement for the AHCA to implement a rating system for ALFs and to adopt rules for the rating system;
- Authorizes the AHCA to adopt rules to administer the consumer information website required under the bill; and
- Removes from the bill the appropriation of funds to the AHCA from the Health Care Trust Fund for the purpose of implementing the regulatory provisions of the bill.

CS by Health Policy on February 3, 2015:

The CS amends SB 382 to remove the requirement that the Office of Program Policy Analysis and Governmental Accountability conduct a study of ALF inter-surveyor reliability and to remove the requirement that the AHCA create a monitored ALF public comment page as well as the appropriations required to create and maintain the comment page.

B. Amendments:

None.