



Performance Audit of the Home Care Quality Authority

Proposed Final Report

Joint Legislative Audit & Review Committee
December 1, 2009

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HCQA Was Created by Voters to Improve the Quality of In-Home Care



HISTORY & MANDATE

- The Home Care Quality Authority (HCQA) is established to regulate and improve the quality of long-term in-home care services by **recruiting, training, and stabilizing the workforce of individual providers.** (RCW 74.39A.230 (1))
- Statute required JLARC to audit HCQA in 2006 and 2009. The 2009 audit is to:
“assess the services provided by the Home Care Quality Authority to meet its statutory duties, and address any other questions required by the legislature.” (RCW 74.39A.290 (5))

HCQA Has Statutorily Defined Duties in Four Areas



WHAT JLARC REVIEWED

1. Recruiting, and assisting consumers to find Individual Providers (IPs) by establishing a referral registry
2. Training IPs and consumers
3. Obtaining background checks for criminal history, abuse, and neglect for IPs before listing them on the registry
4. Obtaining and providing informed input from consumers in the collective bargaining process

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HCQA is Meeting Its Statutory Duties



WHAT JLARC LEARNED

- HCQA adopted performance measures with measurable targets that were tied to its Recruiting & Training duties.

***HCQA has met
14 of 15 Performance Targets***

- HCQA documented its activities related to Background Checks and providing informed input to the Collective Bargaining process.

***HCQA has met its Background Check
and Collective Bargaining duties***

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HCQA's Measures Do Not Identify Its Impact on IP Workforce Stability



WHAT JLARC LEARNED

- HCQA's enabling clause identifies one agency purpose as improving IP workforce stability.
 - HCQA contracts with WSU to measure the impact of changes to wages and benefits on IP workforce stability but these are external impacts, not HCQA actions.
 - HCQA has not yet adopted measures that allow it to determine the impact of its own actions on the retention or turnover of IPs on the registry.

HCQA Has Data To Help It Better Understand Its Impact



JLARC CONCLUSION

- HCQA has data that will allow it to better understand retention and turnover of IPs listed on, or hired from, the registry.
- DSHS has contract and payment data for IPs.
- Analysis of HCQA data, especially in combination with data kept by DSHS, will assist HCQA to:
 - Identify any needed management actions; and
 - Select and set appropriate performance measures to identify its impact on the workforce stability of IPs on, or hired from, the registry.

Recommendation



RECOMMENDATION

The Home Care Quality Authority should develop performance measures that reflect its impact on the stability of the workforce of IPs on, or hired from, the referral registries.

To develop these performance measures, HCQA will need to analyze its data and identify the factors relevant to workforce stability and the areas in which management interventions are needed.

HCQA & OFM Concur

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