



TEXAS
Health and Human
Services

Welcome to the

ALF Provider

Webinar with LTCR

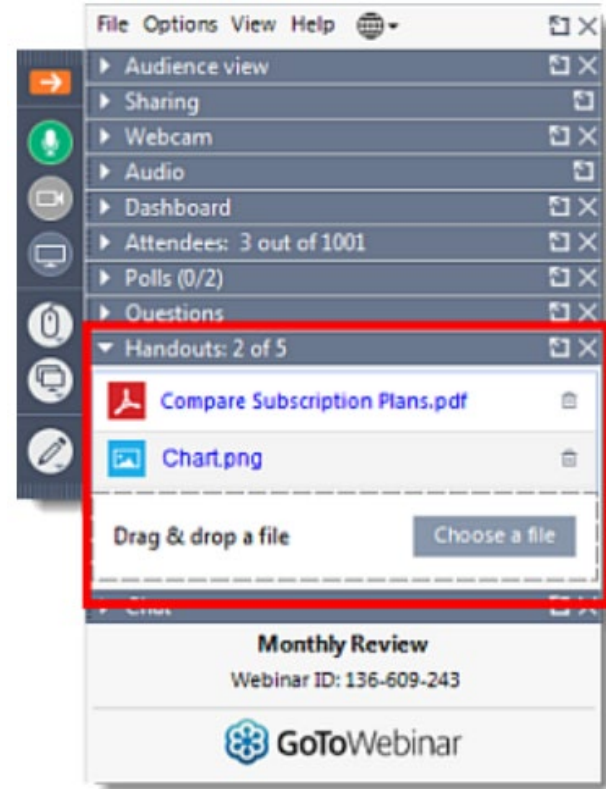
January 17, 2024



TEXAS
Health and Human
Services

Handout

A pdf version of this presentation is available in the **Handout** section of your control panel. Save the file to your computer to view or print later.





TEXAS
Health and Human
Services

ALF Resources

[ALF Provider Portal](#) - Find answers to most common questions

Resources and tools for ALFs:

- [Frequently Asked Questions for ALF Providers](#)
- [Provider Communications](#) – Alerts and PLs

Blackboard Connect - Refer to [PL 2022-32](#)

Licensure Renewal Clarification



TEXAS
Health and Human
Services

Clarification on Licensure Renewal

All licensed providers must submit a renewal application TULIP before their current license expires.

A re-licensure survey is part of the renewal process, but it doesn't take the place of submitting a renewal application in TULIP.

- Submit the application as soon as possible within the 120 days prior to the expiration of the license.
- If waiting on documentation, submit the renewal application with the deficiency and upload a letter explaining why the required documentation isn't included.
- If the application isn't submitted before the license expires, the provider risks providing services without a license.

Weather Preparedness Emergency Plans



TEXAS
Health and Human
Services

LTC Winter and Extreme Freezing Weather Preparedness

REMINDER: Review and update emergency plans for freezing temperatures and snow.

Emergency plans for extreme weather should include the provider's plan to address:

- Power loss.
- Water and food needs.
- Communication to families and staff.
- Staffing shortages.
- Sheltering in place and evacuation, as applicable.

ALFs must follow emergency preparedness rules and their own internal emergency preparedness policies and procedures.

Weather Preparedness ALFs with Generators



TEXAS
Health and Human
Services

LTC Winter and Extreme Freezing Weather Preparedness

Facilities with generators should perform any maintenance or needed testing while the weather is mild. This will ensure the equipment functions in case of extreme cold or power loss.

It's important to review building integrity and identify any areas that may need repair, reinforcement or weatherproofing. Multi-story buildings should review any other needed measures should evacuation be required and have a plan in place for how to move residents around or out of the building if there's a loss of power.

Preparing for disaster is the most important step in protecting the Texans we serve and reducing the risk for loss of life.



Risk Assessment

Determine all the disasters that can affect your facility, not just extreme weather.

Include in your risk assessment:

- Natural and man-made disasters;
- Intentional and unintentional disasters;
- Internal and external disasters; and
- Disasters that might occur with or without warning.

Risk Assessment (Cont)



TEXAS
Health and Human
Services

Consider questions such as:

- Can a fire in a nearby house or building spread to your facility?
- Can a wildfire reach your facility?
- Is your facility near a site that has hazardous materials (such as a chemical, nuclear, or industrial plant)?
- Do vehicles or trains transport hazardous materials (such as chlorine gas) near your facility?
- What is your plan if your facility computer system is affected by cyber-terrorism or a computer virus?

Risk Assessment (Cont)



TEXAS
Health and Human
Services

Consider questions such as:

- Is there a natural gas pipeline near your facility?
- Can a disaster leave your facility surrounded by polluted water?
- Is your facility in a concentrated urban environment that might be the target of airborne bio-terrorism?
- Are you located in a flood zone area?
- Have you planned for an epidemic, air contamination or infestation?
- Are you in a hurricane evacuation zone? (To find out whether you are in a hurricane evacuation zone, dial 211.)

Emergency Preparedness Reminders



TEXAS
Health and Human
Services

Facilities in multi-story buildings should review any other needed measures as well.

- Can all residents evacuate if the elevators don't work?
- Do you have a place on each floor where residents can gather?

Emergency Preparedness Reminders (Cont)



TEXAS
Health and Human
Services

Have a plan in place for how to move residents around or out of the building if there is a loss of power or other identified need to move to a safer location.

- What will you do if the facility loses power and the AC/heater goes out?

Emergency Plan Review



TEXAS
Health and Human
Services

A facility must review its emergency preparedness and response plan **at least annually** and after the following events:

- To reflect changes in information, including when an evacuation waiver is approved;
- Within 30 days following a disaster or emergency;
- Within 30 days after a drill if a shortcoming is identified; and
- Within 30 days after a change in facility policy or HHSC rule that would impact the plan.

When was the last time you reviewed your plan?

Emergency Preparedness Regional Office Contact



TEXAS
Health and Human
Services

Facilities should contact their local [LTC Regulatory regional office](#) if they are impacted by an adverse event caused by severe weather — such as flooding, power loss, etc.

This communication is especially critical if a facility is projected to exceed its licensed capacity due to accepting residents that have been evacuated from another facility.

All requests to exceed licensed capacity must be made through the regional office and approved by the Deputy Associate Commissioner of Survey and Compliance.

Appropriate Placement of Residents



TEXAS
Health and Human
Services

Residents **must** be appropriately placed at admission.

Type A resident

- Capable of evacuating without assistance
- Does not require nighttime attendance
- Capable of following directions under emergency

Type B resident

- Requires assistance to evacuate
- Requires attendance during nighttime
- Incapable of following directions under emergency
- Requires assistance transferring to/from wheelchair
- Must not be permanently bedfast

Appropriate Placement of Residents (Cont)



TEXAS
Health and Human
Services

If a resident's condition changes, the resident may no longer be appropriate for the facility's license.

A resident may experience a change in condition due to:

- Accident,
- Medical change,
- Ambulatory change, or
- Diagnosis of a terminal condition.

[PL 2022-22](#) – Appropriate Placement Determination

Medication Services for Residents in ALFs



TEXAS
Health and Human
Services

[PL 2023-22 Medication Services for Residents in ALFs](#)

An ALF may provide:

- Medication administration,
- Medication supervision/assistance, or
- Resident can self-administer his/her own medications

A resident's service plan **must** indicate which of these medication services the resident receives.

ALFs must comply with the medication rule in [26 TAC §553.261 Coordination of Care \(a\) Medications](#).



TEXAS
Health and Human
Services

Medication Administration

[PL 2023-22 Medication Services for Residents in ALFs](#)

Medication Administration – administered according to physician’s orders only by a person who meets one of the following criteria:

- Licensed nurse employed/contracted by the ALF;
- ALF employee who holds current medication aide permit and acts under authority of a nurse on duty or on call by the facility; or
- ALF attendant to whom an RN has delegated medication administration (consistent with Texas Board of Nursing rules at [22 TAC Chapter 225](#))

Medication Supervision or Medication Assistance



TEXAS
Health and Human
Services

[PL 2023-22 Medication Services for Residents in ALFs](#)

Medication Supervision or Medication Assistance

ALF may provide medication supervision/assistance if the resident is unable to or chooses not to self-administer. Staff **must** observe resident taking the medication and document in the resident's record any missed dose.

Medication supervision/assistance includes:

- Obtaining medications from a pharmacy;
- Reminding resident to take his/her medication at the prescribed time;
- Pouring a prescribed dose according to resident's medication profile record;
- Handing poured medication to resident or using hand-over-hand assistance method if resident needs help getting medication to his/her mouth; and
- Returning medication to proper locked area.

Self-Administration



TEXAS
Health and Human
Services

[PL 2023-22 Medication Services for Residents in ALFs](#)

Self-Administration

ALF **must** counsel a resident who self-administers medications **at least monthly** to verify:

- Resident is still capable of self-administering,
- Resident understand what medications he/she is taking, and
- Resident stores medication securely.

ALF may also counsel immediately following a change in a resident's condition if the change might affect resident's ability to self-administer.

Medication Records



TEXAS
Health and Human
Services

[PL 2023-22 Medication Services for Residents in ALFs](#)

For each resident receiving medication administration or medication supervision services, the ALF must maintain the following records:

- Medication profile record listing each current medication's name, prescription number and pharmacy name, strength, dosage directions for use, route of administration, amount received, and date issued by pharmacy,
- Written record of any medication dose that resident missed or refused to take, and
- Any applicable documentation required in 22 TAC Chapter 225



Pill Reminder Containers

[PL 2023-22 Medication Services for Residents in ALFs](#)

- Residents who self-administer medications can choose to store meds in a pill reminder container
- ALF cannot store medications in a pill reminder container for a resident who receives medication supervision/assistance
- ALF can administer medications from a pill reminder container in accordance with BON rule [22 TAC §225.11](#)
- ALF cannot store controlled substances in or administer them from a pill reminder container

Public Comment - Rules



TEXAS
Health and Human
Services

HHSC is accepting comments from stakeholders on the ALF Reorganization rules.

- The comment period ends Jan. 22, 2024.
- Review the proposed rules on the [RCO website](#).
- Email comments to [HHSC Long-Term Care Regulation Rules](#).
- Anticipated rule effective date May 2024.



Spring 2024 policy guidance to include:

- Provider letters
- Crosswalks
- Webinars/Training



TEXAS
Health and Human
Services

ALF Reorg – Chapter 553

Changes include addressing issues in the chapter by reorganizing rules so key topics are easier to find, giving more guidance on topics people often request help understanding, and updating references.

Also, the enforcement section question-and-answer format has been rewritten into standard rule format.

Refer to [RCO website](#) to review the proposed rules.



Reminders

Standard precautions used for all resident care protect staff from infection and prevent the spread of infection among residents and staff:

- Practicing [Hand Hygiene](#)
- Implementing the use of [Personal Protective Equipment](#) (PPE) when exposure to infectious material is expected
- Following [Respiratory Hygiene and Cough Etiquette procedures](#)
- Implementing correct [Disinfection and Sterilization](#) of instruments and devices.
- Handling [Textiles and Laundry](#) carefully

Refer to CDC webpage for [Standard Precautions](#) for detailed information.



Webinar Recordings and PDFs

Where can I find previous webinars?

Recordings and PDFs of previous ALF webinars are available from the [ALF Portal](#).

Past webinars are listed in the **Webinars** section.

Access the slides and a recording of the last webinar below:

- [October 11, 2023 - ALF Provider Webinar with LTCR \(PDF\)](#)
- [October 11, 2023 - ALF Provider Webinar Recording](#)

Next scheduled webinar: April 17, 2024

Training Opportunities



TEXAS
Health and Human
Services

Long-term Care Regulation staff and program providers are invited to attend upcoming trainings.

Please visit the [Provider Joint Training website](#), for a full listing of joint training opportunities and course descriptions.

Reminder - verify if registering for a webinar or in-person class. If you register for any classes and cannot attend, please cancel your registration.



TULIP Support

To contact TULIP support and report technical issues, click on the TULIP Login link in the **red** box from the [ALF Portal](#).

The screenshot shows the Texas Health and Human Services website. The header includes the state logo and a search bar. The main navigation menu has links for Services, Providers, Business, Regulations, About, Newsroom, and Contact. The breadcrumb trail indicates the user is in the Assisted Living Facilities (ALF) section. The page content includes a sidebar with links for training and compliance, a main section titled 'Assisted Living Facilities (ALF)' with a definition and a list of facility types (Type A and Type B), and a 'Provider Communications' section. On the right side, there are three call-to-action boxes: a blue box for enrollment questions, a red box for the TULIP website login, and a green box for the Civil Money Penalty program. A red arrow points from the text above to the 'TULIP Login' button in the red box.

Services ▾ Providers ▾ Business ▾ Regulations ▾ About ▾ Newsroom Contact

Home > [Search Providers](#) > [Long-term Care Providers](#) > Assisted Living Facilities (ALF)

Assisted Living Facilities (ALF)

What is an Assisted Living Facility?
Assisted living facilities provide individualized health and personal care assistance in a homelike setting with an emphasis on personal dignity, autonomy, independence and privacy. Facilities can be large apartment-like settings or private residences. Services include meals, bathing, dressing, toileting and administering or supervising medication.

Texas Health and Human Services licenses assisted living facilities based on residents' physical and mental ability to evacuate the facility in an emergency and whether nighttime attendance is necessary.

- A **Type A facility** cares for residents who do not require routine attendance during sleeping hours and are capable of following directions in an emergency.
- A **Type B facility** is for residents who require staff assistance to evacuate, are not capable of following directions in an emergency and require nighttime attendance.

The [Assisted Living Facility Information brochure \(PDF\)](#) explains the variety of assisted living facilities available in Texas, who they care for, and the services they provide. Assisted living facilities are regulated under Health and Safety Code, Chapter 247 and Texas Administrative Code (TAC), Title 26, Part 1, Chapter 553.

Provider Communications

[Click here for news, information letters \(ILs\), provider letters \(PLs\) and technical memorandae.](#)

ALF Pre-Licensure Computer-based Training Information

Desk Review Compliance for ALFs

How to Become an ALF Provider

Search the site

Questions about enrolling?
Call the Licensing and Certification Unit at 512-438-2630

Visit the Texas Unified Licensure Information Portal (TULIP) website
For application forms and instructions.

Civil Money Penalty (CMP) Reinvestment Program
Accepts applications for new projects during the



TEXAS
Health and Human
Services

TULIP Support

On the TULIP website, click on the link for Long Term Care technical support issues.



TEXAS
Health and Human
Services

Texas Unified Licensure Information Portal (TULIP)

Log in

[Forgot your password?](#)

[Not a Member?](#)

This application works only in Google Chrome browser

TULIP Technical Support Issues?

Please [Click here](#) for more details on reporting LONG TERM CARE and HCR technical support issues.

Please [Click here](#) for more details on reporting OCCUPATIONAL LICENSURE technical support issues.

TULIP Technical support hours of operation - Monday-Friday 7:00 AM to 5:00 PM

TULIP, is an online system for submitting LONG TERM CARE license applications:

- Nursing Facilities (NF)
- Assisted Living Facilities (ALF)
- Day Activity Health Services Facilities (DAHS), including Individualized Skills and Socialization
- Intermediate Care Facilities for Individuals with Intellectual Disabilities
- Prescribed Pediatric Extended Care Centers (ICF/IID)
- Home and Community Support Services Agencies (HCSSA)

LONG TERM CARE [USER GUIDE](#).

TULIP, is an online system for submitting OCCUPATIONAL LICENSURE applications:

- **Verify License:** [CLICK HERE](#)
- Nursing Facility Administrators (NFA) [NFA USER GUIDE](#).
- Certified Nurse Aides (CNA) [CNA USER GUIDE](#).
- Medication Aides (MA) [MA USER GUIDE](#).
- Nurse Aide Training and Competency Evaluation Program (NATCEP) [NATCEP USER GUIDE](#).
- MA Schools [MA School USER GUIDE](#).



TULIP Support

When reporting technical issues, providing the following information will help expedite a resolution to your problem:

- Provide detailed description of the question/problem
- Include USERID, Facility license number, application number, form number, etc.
- Include screenshots if possible*
- Provide call-back number to discuss the issue

***DO NOT INCLUDE PERSONALLY IDENTIFIABLE INFORMATION , HIPAA PROTECTED INFORMATION, OR OTHER PROTECTED DATA**

TULIP Credentialing Grace Period



TEXAS
Health and Human
Services

TULIP Credentialing Grace Period Extended

Nurse Aides (NAs), Medication Aides (MAs), Nursing Facility Administrators (NFAs), and Nurse Aide Training Competency Evaluation Programs (NATCEPs) are now required to use the new credentialing system in the Texas Unified Licensure Information Portal (TULIP) for licensing certification or permitting activities.

Note: HHSC is extending a grace period for all NAs, MAs, NFAs and NATCEPs to allow users time to learn and understand the new credentialing system. All NAs certifications, MA permits, NFA licenses and NATCEP approvals active on June 16, 2023, will be considered active until April 30, 2024.

- For registration issues in TULIP, [email TULIP_Support@hhsc.state.tx.us](mailto:TULIP_Support@hhsc.state.tx.us).
- For NA questions, [email NurseAideRegistry@hhs.texas.gov](mailto:NurseAideRegistry@hhs.texas.gov).
- For MA questions, [email Medication Aide Program@hhs.texas.gov](mailto:Medication_Aide_Program@hhs.texas.gov).
- For NFA questions, [email nfa_licensing_program@hhs.texas.gov](mailto:nfa_licensing_program@hhs.texas.gov).
- For NATCEP questions, [email Regulatory NATCEP@hhs.texas.gov](mailto:Regulatory_NATCEP@hhs.texas.gov).



TEXAS
Health and Human
Services

LTC Ombudsman



Patty Ducayet

State Long-term Care Ombudsman

Telework Phone: (512) 438-4356

https://apps.hhs.texas.gov/news_info/ombudsman/

Statewide Contact for an LTC Ombudsman:

Phone: (800) 252-2412 or

Email: ltc.ombudsman@hhs.texas.gov

Gov Delivery Provider Alerts



TEXAS
Health and Human
Services

Sign up for GovDelivery:

<https://service.govdelivery.com/accounts/TXHHSC/subscriber/new>

- Under 'Provider Alerts'
- Check 'Assisted Living Facilities (ALF) Resources'

Provider Alerts

- Aging and Disability Resource Centers (ADRCs)
- Assisted Living Facilities (ALF) Resources
- Assisted Living and Residential Care (ALRC) Resources
- Community Attendant Services (CAS)

Receive e-mail notification for:

- Provider Alerts
- Webinar Notices
- Provider Letter Notices



TEXAS
Health and Human
Services

General Q&A



TEXAS
Health and Human
Services

How to Contact

Jennifer Morrison, Manager

Jennifer.morrison@hhs.texas.gov

LTCR Policy Mailbox

LTCRPolicy@hhs.texas.gov

ALF Provider Portal

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/assisted-living-facilities-alf>



TEXAS
Health and Human
Services

Thank you!
