**EXECUTIVE OFFICE OF ELDER AFFAIRS**  
**MEETING OF THE ASSISTED LIVING ADVISORY COUNCIL (ALAC)**  
**Minutes – June 25th, 2019**

Those who attended the meeting included:   
ALAC members: Karen Bresnahan, DHCD, Brian Danaher, and Kim Martone.  
EOEA staff: Secretary Elizabeth Chen, Matt Casey, Emily Cooper, Siobhan Coyle, Trisha Marchetti, and William A. Travascio.  
Guests: Gary Abrahams, Mass Senior Care, Nicole Breslin, President & CEO of Youville House and Youville Place, Joe Carella, Scandinavian Living Center, Daniel Connolly, ML Strategies, Brian Doherty, MA-ALA, Alexandra Esielonis, Serlin-Haley, Pierce Haley, Serlin-Haley, Nomita Ganguly, MassNAELA, Jennifer Gallop, and Kathleen Moncata, MassNAELA.  
Documents: June 25th, 2019 Meeting Agenda, March 26th, 2018 Meeting Minutes

1. **Call to order:** The meeting was called to order at 10:04 am by Secretary Chen.
2. **Welcome and Introductions**
3. **Review of Minutes:**  
   A motion was made by Brian Danaher to approve the minutes from the March 26th, 2019 meeting. The motion was seconded by Kim Martone, and the minutes were approved by all members present. Secretary Chen abstained.
4. **EOEA Updates:**Secretary Chen thanked everyone for attending and for taking time to attend this meeting. She mentioned that prior to joining the Executive Office of Elder Affairs; she was an Assistant Commissioner at the Massachusetts Department of Public Health. While there her responsibilities included overseeing the licensure of 5,000 fixed and mobile medical facilities, the licensure of 300,000 medical professionals, and the determination of needs program which seeks to deliver public health value. She looks forward to bringing those experiences to EOEA and hopes to continue on with some of her previous work so as to better help elders thrive in their communities.   
     
   Next, Secretary Chen asked the members if they had any questions or comments about the 2018 ALAC Annual Report. Emily Cooper, Chief Housing Officer – EOEA, mentioned that EOEA is required to write an annual report which gets submitted to the legislature. The report is a summary of the minutes and the members from the previous year. It will be available to the public on our website.
5. **Industry Updates:**  
     
   Brian Danaher asked about the change in critical incident reporting system. Trisha Marchetti, Director of Assisted Living Certification – EOEA, replied that EOEA had anticipated that there would be a 1 month transition period to move from QuickBase to Dynamics with the program going live on July 1st. Since then the agency has learned that QuickBase will not be available after July 1st and that the shift from QuickBase to Dynamics would need to commence at once. ALR Certification staff will be holding several webinars in advance of the changeover and will allow for critical incidents to be filed via a paper forum over the first week that the new program is live as a backup. They will be available should ALR staff have any questions. Trisha thanked the network for their flexibility in this matter.   
     
   Matt Casey, General Counsel – EOEA, added that should there be any issues the agency would take the time frame into account when it comes to reports from the field.   
     
   Brian Doherty, Mass-ALA, thanked Trisha for presenting at the Mass-ALA annual training. Over 250 ALR staff attended that presentation and he added that the members find it helpful to hear about updates, policies, and incident reporting right from EOEA staff. He went to say that attendees took great interest in the data presented about medication errors.   
     
   Matt Casey asked if the industry had any feedback about the coversheet that is being used for new residents. It had been discussed at the past few meetings and he wondered if it is being received well, or not, by staff in the field.  
     
   Brian Danaher said that it has been implemented at all of their residences. Joe Carella and Nicole Breslin felt that the form is helpful.   
     
   Kim Martone asked what the protocol is when a medication error is made. She asked what the reporting process consists of.   
     
   Trisha Marchetti responded that a medication error is reported if the medication is not received by the elder, if the family cannot fill it, the pharmacy makes an error. The ALR staff will report an error if they feel that the error requires a physician’s attention. Anytime that a missed medication may impact the resident medically is when ALR staff is required to report it.   
     
   Matt Casey added that EOEA can find out about a medical error through three sources, by the ALR submitting it as a critical incident report, through reviewing documentation on a site visit, or by a consumer complaint.   
     
   Secretary Chen asked if there were any other updates from the industry. She added that EOEA strives to provide a safe environment for the residents. The agency wants to make sure that residents have a safe place where they can continue to live and thrive to best extent possible. The Secretary said that she views ALAC as a partnership and invites the industry and consumers to let our team know if they feel that something isn’t working.
6. **Adjournment:**   
     
   The meeting adjourned at 10:21 am. The next meeting is scheduled for Tuesday, September 24th, 2019 at 10:00 am.