



RICK SCOTT  
GOVERNOR

*Better Health Care for all Floridians*

ELIZABETH DUDEK  
SECRETARY

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**Contact:** AHCA Communications Office  
[AHCACommunications@ahca.myflorida.com](mailto:AHCACommunications@ahca.myflorida.com), 850-412-3623

## **SETTING THE RECORD STRAIGHT:**

### ***Miami Herald* Editorial Omits State Agency Action to Protect ALF Residents**

*~ State agency acted to increase enforcement, empower consumers and enhance services for Floridians in assisted living facilities ~*

**TALLAHASSEE** – The Agency for Health Care Administration and partner agencies have implemented many policy changes without legislation, including:

- **Increased inter-agency coordination:** Beginning in June 2011, the Agency, the Department of Elder Affairs (DOEA) and the Department of Children and Families began meeting more frequently to increase coordination about resident protection and care concerns that cross agency authorities.
- **Heightened consumer information:** In June 2011, the Agency expanded the information on [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov) to include fines, sanctions, emergency actions, and Medicaid status so every Floridian can have access to facility information. In addition, the Agency continues to raise public awareness about actions against facilities and how to file a complaint about a facility.
- **Creation of “ALF Enforcement Team”:** In September 2011, the Agency created a special Assisted Living Facility Enforcement Team led by a centralized nurse manager that oversees at least one team member in each area office around the state. This team of specially trained surveyors provides a heightened level of review to enhance resident protection and support assisted living facilities so they provide the best care to residents.
- **Enhanced training:** The Agency conducted training for ALF administrators and providers in March 2012, which was coordinated with the trade associations. In addition, the Agency conducted awareness training for DOEA’s waiver support coordinators in March and April of 2012.
- **Tool development:** In October 2012, the Agency began working with managed care organizations, community health centers and ALF administrators to improve coordination of services to residents with mental health needs.



*The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 40,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at [FloridaHealthFinder.gov](http://FloridaHealthFinder.gov). For more information about the health information exchange, visit [AHCA.MyFlorida.com](http://AHCA.MyFlorida.com).*

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