

OLC Transformation Updates

Nursing Home Advisory Board

November 14, 2025

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Chief Operating Officer

Virginia Department of Health

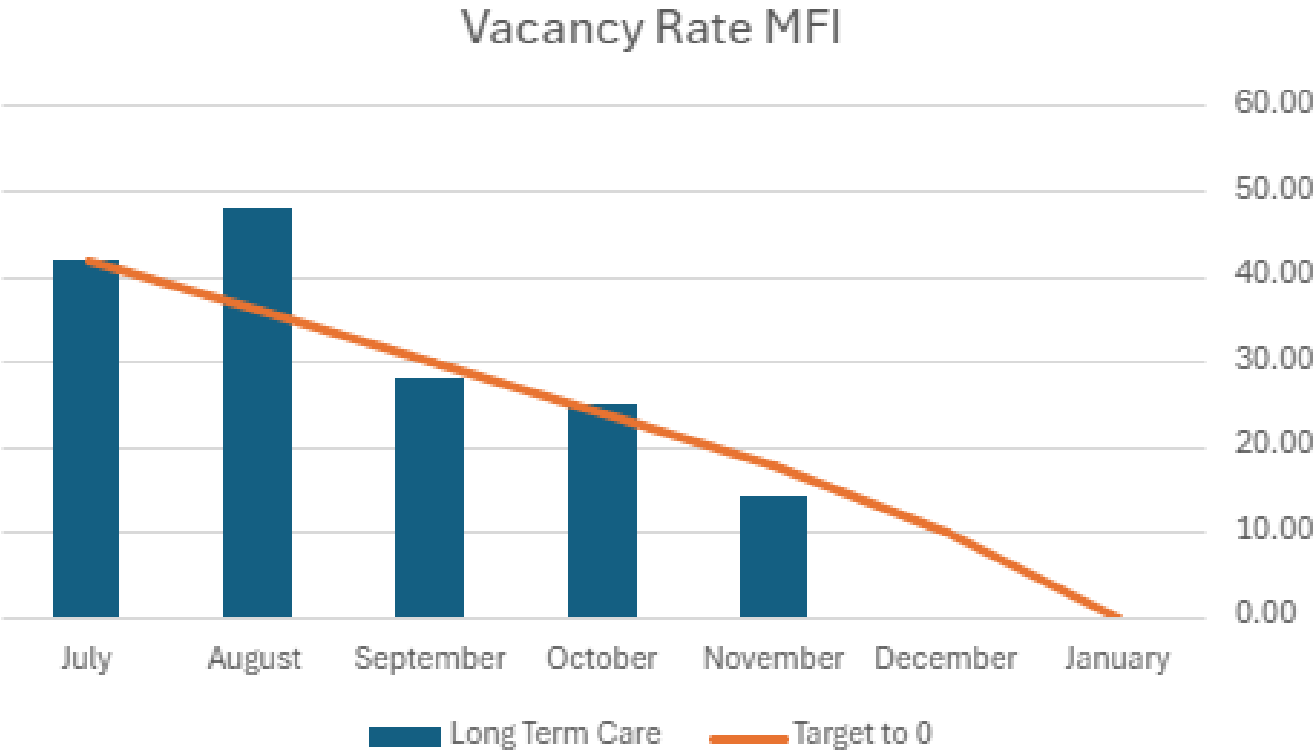
LTC Positions Newly Filled: Start Dates July – December 2025

- **10 Long Term Care MFI**
- **2 Long Term Care MFI Supervisors**
- **2 OLC Senior Leadership Positions**
 - **Director of OLC**
 - **Long-Term Care Division Director**

Vacancies in Recruitment:

- **11 Vacant Full Time LTC MFIs**
 - 4 of which are newly created positions – Northern Virginia
 - 5 positions vacated recently due to turnover, 2 of which were internal promotions
- **2 Vacant LTC MFI Supervisors (NOVA and East Central)**
- **Training Manager**

Full-Time Long-Term Care MFI Vacancy Rate



Optimizing the Licensing Process, Digitizing the Complaints Intake Process, and Developing the Nursing Home Information Portal

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Licensure Module, Complaint Intake Process, and Nursing Home Dashboard

1

Licensure Module

- Office of Integrated Management (OIM) investigated **licensure-related pain points within OLC**
- In partnership with an implementation vendor, OLC developed **urgent system enhancements** to streamline operational workflows
- Additionally, OIM set up **ongoing O&M support, internal CCBs to prioritize issues, and regular office hours** to improve communication and training with the vendor

Delivered – In Use

2

Nursing Home Information Portal

- OLC is **embedding data** from the CMS website on the VDH OLC website to create a nursing home dashboard
- The dashboard is aimed to **address Executive Order 52** to provide Virginians with clear and transparent insight into nursing home quality and compliance

Go-Live Nov. 15

3

Complaint Intake Process

- OIM engaged multiple vendors to bid on the Complaint System module
- OLC **selected an implementation vendor** to develop the Complaint System
- The vendor is currently **delivering Phase 1** of the project, with the expected delivery in late November/early December

Target go-live Dec. 8

— Nursing Home Information Portal

Nursing Home Information Portal

Executive Order 52

By November 15, 2025, VDH shall develop and maintain a publicly accessible nursing home information portal that consolidates and displays publicly available information, including inspection and survey results, disciplinary actions, and key facility performance metrics, to provide Virginians with clear and transparent insight into nursing home quality and compliance.

The collage illustrates the integration of VDH and Medicare.gov data into a public nursing home information portal. The VDH website features a sidebar with navigation links such as 'Office of Licensure and Certification', 'Public Records Requests', and 'Applications & Forms'. The Medicare.gov portal provides a search interface for nursing homes, including filters for location, provider type, and facility name. The Division of Long-Term Care Services website offers detailed information about the portal and quick links for public records requests and the nursing home directory.

**Information Portal is powered
by Medicare.gov data**

— Complaints Module

The digital VDH OLC complaints process will drive transparency & accountability



Objectives

- **Enable a digital intake process** for Public Complaints, Facility Reported Incidents (FRIs), and Adult Protective Services (APS) referrals submitted online, by phone, or mail
- **Automate confirmations** to complaint submitters
- **Generate automated dashboards** with complaint analytics, as well as operational metrics

Executive Order Impact

The solution contributes to VDH addressing two Executive Order requirements:

1. Assess workflow automation and process redesign
2. Advance nursing home oversight and accountability

The new solution will serve both the general public and VDH OLC staff



Front End:
Submitter



VDH WEBSITE

Submitter completes the form directly on the VHC OLC website



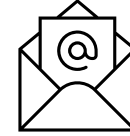
PHONE

VDH OLC Staff enter information on the submitter's behalf



MAIL

VDH OLC staff enter the information and attach a scanned copy to the case



EMAIL

User is redirected to enter the complaint using the VDH Website

Data is structured for VDH OLC staff to support digitally-enabled workflows.

AUTOMATED ROUTING AND NOTIFICATIONS

Automated notification to submitter and automated team assignment based on business rules.

TRIAGE AND ENTRY INTO CMS SYSTEMS

Team triages complaints, sets priority, routes cases, and pushes to CMS.

DISPOSITION

Cases inputted into iQIES trigger notifications to the inspections team.

After resolution, cases are closed and feedback is captured to enhance triage and routing.

AUTOMATED DASHBOARDS

Automated dashboards provide visibility into:

1. Complaints data by type, facility, etc.
2. Operational metrics, SLAs, etc.



Back End:
Staff

Consumers will have a better user experience with automated confirmations

Illustrative system view (demo environment & hypothetical data)

- **Complaints can be submitted online**, in addition to mail or phone intake processes (eFax is sunset as a method of take)
- **Data validation on the form** helps confirm that complaints are submitted to the appropriate agency
- **System automatically provides a confirmation with a submission reference number**, enabling transparency and accountability in follow-up
- **Notification of submission sent to the complainant**, if email address is provided

The image displays three overlapping digital forms used for submitting complaints or referrals. The forms are titled 'Public Complaint Form', 'APS Referral Form', and 'FRI Form'. Each form includes a header with instructions, a dropdown menu for facility selection, and various input fields for contact information (First Name, Last Name, Address, City, Zip Code, Telephone Number, Email Address, Cell Telephone Number). The 'FRI Form' also includes a section for 'Staff Details'.



Benefits



**IMPROVED USER
EXPERIENCE**

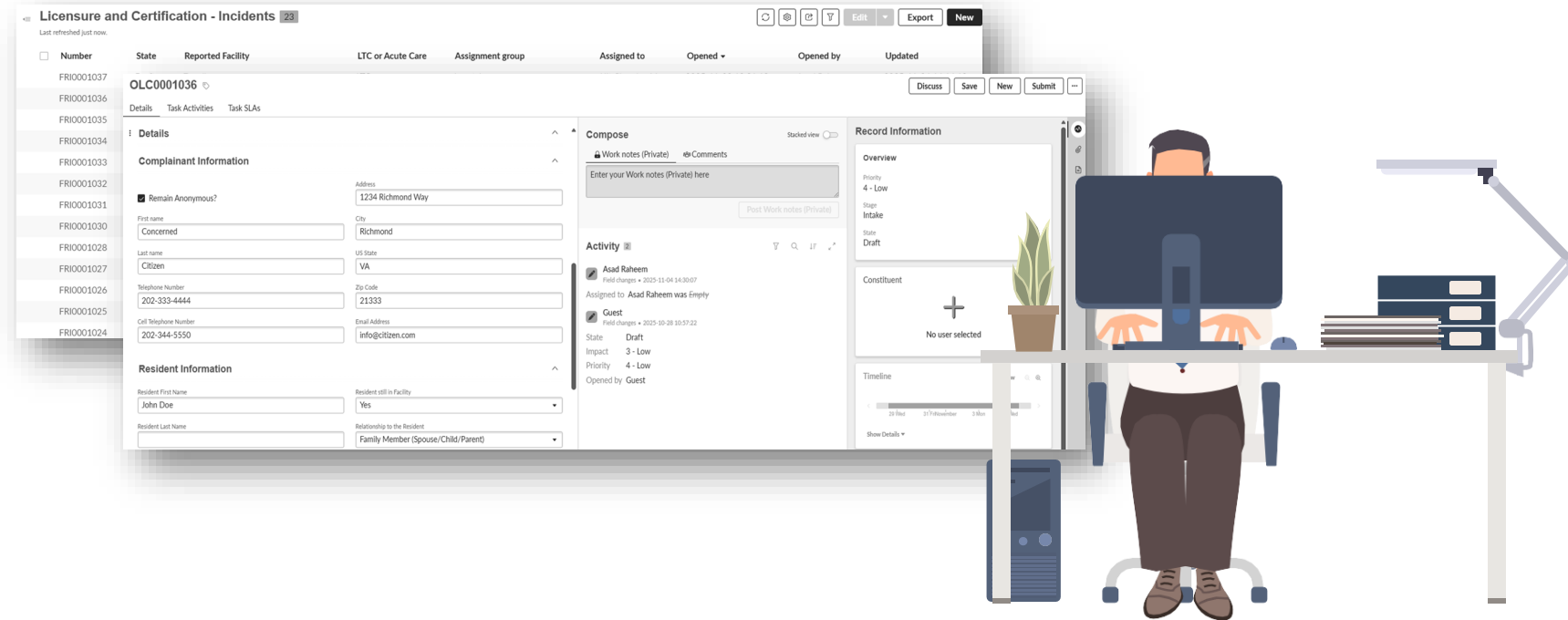


**AUTOMATED
CONFIRMATIONS**

VDH OLC staff will benefit from structured data, routing, and analytics

Illustrative system view (demo environment & hypothetical data)

- **Data is automatically structured** upon intake
- **System routes complaints** to appropriate teams
- **Staff can add notes to cases**, request additional information, and update case status
- **Prioritization and SLAs are tracked** by the system
- **Automated dashboards** provide transparency across VDH



Benefits



**IMPROVED
DATA QUALITY**



**AUTOMATED
REPORTING**



**TRANSPARENCY &
ACCOUNTABILITY**

The digital intake process is expected to launch on December 8, 2025

1

**Development & User
Acceptance Testing**
(currently in progress)

2

**Communications &
Staff Training**
December 1-5, 2025

3

**Go live to the
General Public**
Expected December 8, 2025



Illustrative Complaint Intake Forms

Public Complaint Form

This form should be used to submit any concerns found in a care facility under our jurisdiction. Please be as thorough as possible when completing this form.

* Indicates required

* Which facility would you like to report?

-- None --

540 Clinicians | 717 Ambler Ln, Salem, VA 24153, USA, Salem, Virginia, 24153

7scs Ilc | 2010 Des Moines Ave, Portsmouth, VA 23704, USA, Portsmouth, Virginia, 23704

Ashby Ponds | 21160 Maple Branch Terrace, Ashburn, Virginia, 20147

August Healthcare | 7120 Braddock Rd, Annandale, VA 22003, USA, Eagle wood Cliffs, Vir

Autumn Care of Chesapeake | 715 Argyll Street, Chesapeake, Virginia, 23320

care Home | 5332 Danbury Forest Dr, Springfield, VA 22151, USA, Springfield, Virginia, 22151

☐ Remain Anonymous?

First Name:

Zip Code:

Last Name:

Telephone Number:

Address:

Email Address:

City:

Cell Telephone Number:

APS Referral Form

This form should be used to submit any concerns found in a care facility under our jurisdiction. Please be as thorough as possible when completing this form.

* Indicates required

ed by this local department alleged that adult abuse, neglect, or exploitation

there is risk of abuse, neglect, or exploitation.

status

is being conducted

to your agency for investigation pursuant to %63.2-1605 of the Code of Virginia.

protective services report:

Services Worker:

ne

t:

FRI Form

This form should be used to submit any concerns found in a care facility under our jurisdiction. Please be as thorough as possible when completing this form.

* Indicates required

* Which facility would you like to report?

-- None --

You may look up the facility name by CMS Certification Number (CCN) as well

☐ Facility Not Found

* Facility CMS Certification Number (CCN)

* Is this an initial FRI or a follow up?

-- None --

Staff Details

First Name:

Zip Code:

Last Name:

Telephone Number:

Illustrative Case Management

Licensure and Certification - Incidents 23

Last refreshed just now.

Number

State

Reported Facility

LTC or Acute Care

Assignment group

Assigned to

Opened

Opened by

Updated

FRI0001037

FRI0001036

FRI0001035

FRI0001034

FRI0001033

FRI0001032

FRI0001031

FRI0001030

FRI0001028

FRI0001027

FRI0001026

FRI0001025

FRI0001024

OLC0001036

Details

Task Activities

Task SLAs

Details

Complainant Information

☒ Remain Anonymous?

First name

Last name

Telephone Number

Cell Telephone Number

Address

City

US State

Zip Code

Email Address

1234 Richmond Way

Richmond

VA

21333

info@citizen.com

Resident Information

Resident First Name

Resident Last Name

John Doe

Resident still in Facility

Relationship to the Resident

Yes

Family Member (Spouse/Child/Parent)

Compose

Work notes (Private)

Comments

Enter your Work notes (Private) here

Post Work notes (Private)

Activity 2

Asad Raheem

Field changes • 2025-11-04 14:30:07

Assigned to Asad Raheem was Empty

Guest

Field changes • 2025-10-28 10:57:22

State Draft

Impact 3 - Low

Priority 4 - Low

Opened by Guest

Record Information

Overview

Priority 4 - Low

Stage Intake

State Draft

Constituent

No user selected

Timeline

Now

29 Wed

31 Fri November

3 Mon

5 Wed

Show Details