



Oklahoma State Department of Health  
Creating a State of Health

September 15, 2009

**TO: Licensed Nursing, Skilled and Intermediate Care Facilities for Persons with Mental Retardation**

**RE: Provider Letter 09-04  
Long Term Care Informal Dispute Resolution Panel**

**Dear Administrator:**

I am pleased to announce the option of having an informal dispute resolution panel and also to have the opportunity to invite you to serve as a volunteer member of the Long Term Care Informal Dispute Resolution Panel.

During the 2009 State of Oklahoma Legislative session, Governor Brad Henry signed House Bill 1729, which amended Section 4, Chapter 347, O.S.L. 2007 (63 O.S. Supp. 2008, Section 1-1914.12), which relates to an alternative informal dispute resolution pilot program; modifying pilot program to be dispute resolution panel; eliminating procedural requirements for pilot program; and providing an effective date. The effective date of the IDR resolution panel is November 1, 2009.

I invite you and others to serve as members on this panel, providing experience and insight in the review of documentary evidence presented in dispute of deficiencies received during survey or complaint investigations at skilled nursing facilities (SNF), nursing facilities (NF), skilled nursing facilities/nursing facilities (SNF/NF), or intermediate care facilities for the mentally retarded (ICF/MR).

The IDR panel is made up of five members:

- a. Two members shall be impartial representative volunteers who have experience in the operation of a long-term care setting, such as an administrator, operator or director of nursing.
- b. One member shall be an employee of the Department who has experience in the survey process.
- c. One member shall be a person representing the aging or disabled community, and
- d. One member shall be an impartial person who is not employed by the Protective Health Services, Long-Term Care Division of the State Health Department.

I anticipate using a rotating schedule for members with the IDR panels to be held on the third Monday of each month.

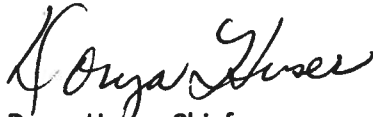
Thank you for taking the time to consider being a part of this Panel. Your time and service are greatly appreciated. If you are interested in serving on the panel please submit your request in writing by October 5, 2009 to:

Dorya Huser, Chief, Long Term Care  
Oklahoma State Department of Health  
Protective Health Services  
1000 N.E. 10<sup>th</sup>  
Oklahoma City, OK 73117  
Or [Doryah@health.ok.gov](mailto:Doryah@health.ok.gov)  
Fax: 405.271.3442

Panel members will be notified and expected to be available to travel to the informal dispute resolution panel location or be available by conference call on the third Monday of each month beginning in November, 2009. If additional time is warranted, more days will be scheduled.

Please feel free to contact me if you have any questions at 405.271.6868 or at the above email address.

Sincerely,



Dorya Huser, Chief  
Long Term Care  
Protective Health Services

C: State Ombudsman Office  
Oklahoma Association of Health Care Providers  
Oklahoma Homes and Services for the Aging  
VOR – Voice of the Retarded  
Oklahoma State Board of Examiners for Long Term Care Administrators  
Oklahoma Health Care Authority  
AARP