

Oversight Committee on Quality of Care in Nursing Homes and Assisted Living Facilities

Human Services Article, Section 19-1409(j)

Department of Aging

December 29, 2025



Wes Moore | Governor

Aruna Miller | Lt. Governor

Carmel Roques | Secretary

December 29, 2025

The Honorable Wes Moore
State House
100 State Circle
Annapolis, Maryland 21401

The Honorable Bill Ferguson
President
Senate of Maryland
State House, H-107
Annapolis, MD 21401

The Honorable Joseline Peña-Melnyk
Speaker
Maryland House of Delegates
State House, H-101
Annapolis, Maryland, 21401

Re: Health General Article §19-1409(j), Oversight Committee on Quality of Care in Nursing Homes and Assisted Living Facilities Report

Dear Governor Moore, President Ferguson, and Speaker Pena-Melnyk:

Pursuant to Health General Article §19-1409(j), we submit the required annual report of the Oversight Committee on Quality of Care in Nursing Homes and Assisted Living Facilities covering the period from January through December 2025.

Please contact MDOA Legislative Director Andrea Nunez, andrea.nunez@maryland.gov or 410-414-8183 with any questions.

Sincerely,

Carmel Roques
Secretary



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The Oversight Committee on Quality of Care in Nursing Homes and Assisted Living Facilities (the “Committee”) met three times in 2025. Maryland Department of Aging (“MDOA”) Secretary Carmel Roques led all meetings. Meetings were held virtually for approximately two hours each in April, October, November. An early December, 2025 meeting was planned, but cancelled due to federal shutdown related delays impacting OHCQ’s annual report submission to the Committee. The Committee plans to review this report upon receipt in early 2026.

The Committee received presentations from:

- Jarrod Terry, Chief, Division of Institutional Services, Office of Long Term Services and Supports, Maryland Department of Health. Mr. Terry’s report served as the required annual reporting delivered on behalf of the Maryland Department of Health’s Deputy Secretary of Health Care Financing on the status of the Medicaid Nursing Facility Reimbursement System. This presentation focused on Medicaid nursing facility reimbursement and goals for 2026.
 - This report is enclosed. Mr. Terry also confirmed the following two online resources for more information in connection with his report:
 - Maryland Department of Health - Long Term Services and Supports, Nursing Facility Providers. Available at:
<https://health.maryland.gov/mmcp/longtermcare/Pages/Nursing-Facility-Providers.aspx>
 - Maryland Department of Health - Provider Services - Medicaid Provider Transmittals. Available at:
<https://health.maryland.gov/mmcp/provider/Pages/Transmittals.aspx>
- Tia Witherspoon-Udocox, Executive Director, Office of Health Care Quality (OHCQ), Maryland Department of Health: presented to the full Committee providing an overview of OHCQ, updates on annual surveys of nursing homes and the roll out of updated assisted living regulations (COMAR 10.07.14). This presentation occurred in October.
- Karrie Craig, State Long-Term Care Ombudsman, MDOA, gave an overview of the Ombudsman’s program’s annual statistics for FY24 and FY25 to date. Key statewide program statistics shared were:



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- Case Investigation: 3,312 Complaints were investigated, verified and resolved; 84% resolved with satisfaction of the resident.
- Ombudsman in Action: 6,277 visits to nursing homes and assisted living facilities; 6,835 instances of information and assistance provided; 430 Resident/Family Council meetings attended; 129 Community Education events held or joined.
- Top individual complaints: 1. Discharge or eviction; 2. Response to request for assistance; 3. Symptoms unattended; 4. Personal hygiene; 5. Medications.

The Committee held significant discussions on:

- Bills introduced and passed of relevance to the Committee's work during the 2025 state legislative session, which Committee members engaged the MD General Assembly on, on behalf of their organizations: MDOA, the Maryland Department of Human Services, United Seniors of MD, the Mental Health Association, AARP, 1199SEIU United Healthcare Workers East, the Maryland Association of Adult Daycare Services (MAADS), the Alzheimer's Association. Relevant bills discussed were:
 - MDOA two departmental bills, which passed, that will :
 - Consolidate 3 existing programs: Senior Care, Congregate Housing Services, and the Senior Assisted Living Subsidy, at MDOA into one, to be called SOAR (Supporting Older Adults with Resources), in July 2026, streamlining statutes and planning for a smooth transition (HB36, SB212)
 - Rename and expand the existing Senior Call Check program into the Senior Call Check and Social Connections program, broadening communication methods that can be used and lowering the age eligibility.
 - HB 1478, which passed in amended form to require the Maryland Department of Health to produce a report on establishing a directory of home health care providers.
 - SB376 and HB429, concerning nursing home inspections by OHCC.
 - Multiple bills addressing the use of video and audio recording devices in common and semi-private areas of long-term care facilities for the benefit of resident safety including from the MD Attorney General. None passed but this was identified as a bill topic that could likely be reintroduced in similar forms.
 - Prescription drug affordability and telehealth access bills, which passed.



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- Long Term Care Ombudsman Karrie Craig shared about the Virtual Cultural Change Symposium Series she conducted in October, 2025 in partnership with many stakeholders, which drew 192 participants in four virtual sessions. The concept of this symposium was to share candid insights on nursing home living conditions, discuss challenges, identify areas of improvement and build community. The Long-Term Care Ombudsman discussed plans to review lessons learned, establish statewide culture change coalition, and have culture change committees formed in nursing homes.
- Long Term Care Ombudsman Karrie Craig discussed the concept of creating a statewide nursing home resident council in the future, modeled after Michigan.
- MDOA Secretary Roques discussed an overview of MDOA's Longevity Ready Maryland Plan, released in July 2025. Within this broad long-term planning roadmap for action across many sectors, Secretary Roques highlighted 3 key focus areas for MDOA in the near term: improving access to quality food for older adults; supporting caregivers, and enhancing existing information and referral systems.
 - During this discussion concerns were raised regarding challenges with Medicaid eligibility and the impact of recent federal changes stemming from H.R. 1. MDOA acknowledged these concerns, confirmed it will continue to work with the Maryland Department of Health and Department of Human Services and other appropriate state and local partners to address these challenges.
 - Secretary Roques gave an overview of MDOA's planned departmental bill concept for the 2026 session which would codify MDOA's Longevity Ready Maryland Plan and all-of-government approach to supporting older Marylanders into the permanent work of MDOA.
- The Committee received the MDH report (also enclosed) on nursing home cost reports performed in 2025 as required by state operating budget language. The budget language directed MDH to review and analyze cost reports of skilled nursing facilities and come up with an analysis of what percentage of their revenues were being directed towards direct care cost including staffing. 2024 cost report data shows that nursing homes enrolled in the Maryland Medical Assistance Program allocated approximately 53% of total reported comprehensive care revenues to direct care staffing.



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- In the November meeting there was initial discussion and review of recent news coverage surrounding unlicensed assisted living facilities. MDOA shared additional links to articles via email with members in lieu of a December 2025 meeting.

Beyond these discussions, the Committee did not make any recommendations in 2025.