



Maryland Continuing Care Residents Association  
**Protecting the Future of Continuing Care Residents**  
**The Voice of Continuing Care Residents at Annapolis**

**SUBJECT:** House Bill 965 - Office of Health Care Quality Stakeholder Advisory Council - Establishment  
**COMMITTEE:** House Health Committee  
The Honorable Heather Bagnall, Chair  
**DATE:** February 25, 2026  
**POSITION:** **Favorable**

**The Maryland Continuing Care Residents Association (MaCCRA)** is a not-for-profit organization representing the residents in continuing care retirement communities (CCRCs). Maryland has over 20,000 older adults living in 38 licensed CCRCs. The principal purpose of MaCCRA is to protect and enhance the rights, well-being, and financial security of current and future residents while maintaining the viability of the providers whose interests are frequently the same as their residents. MaCCRA supports efforts to enhance transparency, accountability, financial security, and preserve existing protections in law and regulation for current and future CCRC residents statewide.

**MaCCRA supports House Bill 965.** This bill establishes a Stakeholder Advisory Council made up of health care workers, state government officials and advocates, including a representative of MaCCRA, who will review complaints from hospital patients and long-term care residents and code violations identified at monitored hospitals and nursing homes and make recommendations to the Office of Health Care Quality in the Department of Health for the continued improvement in nursing home and hospital care quality. Often the voices of those being served cannot be heard. This is an opportunity to foster an environment and process by which they can be heard, and therefore everyone -- hospital patients, long-term care residents and health care organizations – will benefit.

We understand that the proposed advisory council is modeled on Federal Advisory Committees which have proven highly successful over the past several decades; and we believe it should be very helpful to the Department of Health in addressing concerns and crafting solutions, identifying opportunities, providing constructive criticism and ensuring transparency to the public.

**Therefore, we ask for a favorable report on House Bill 965.**

**For further information please contact:** Bruce Hartung, President  
Maryland Continuing Care Residents Association c/o [brucehartung@sbcglobal.net](mailto:brucehartung@sbcglobal.net)