



Assisted Living Report Card Advisory Group

Thursday, April 8, 2020, 10:00-11:30am

Peter Spuit, MSW
Home and Community Based Services Consultant
Aging and Adult Services Division
Minnesota Department of Human Services

Tetyana Shippee, PhD
Associate Professor
Division of Health Policy and Management
University of Minnesota School of Public Health

- Welcome and introductions of any new attendees (5 minutes)
- Summarize outcomes from our December 1 meeting on staffing quality (5 minutes)
- Review and discuss existing and possible, future data sources to support staffing quality measurement (50 minutes)
- Update on resident quality of life and family satisfaction surveys (10-15 minutes)

Advisory Group member list

Organization	Representative(s)
Minnesota Board on Aging	Susan Mezzenga
	Ann Thole
LeadingAge Minnesota	Kari Thurlow
	Jeff Bostic
Care Providers of Minnesota	Patti Cullen
	Todd Bergstrom
Minnesota Department of Health	Lindsey Krueger
Managed Care Organizations	Elizabeth Warfield (PrimeWest)
	Angie Kluempke (Medica)

Advisory Group member list, continued

Organization	Representative(s)
Minnesota Leadership Council on Aging & Diverse Elders Coalition	Adam Suomala
Minnesota Elder Justice Center	Sean Burke
Elder Voice Family Advocates	Kristine Sundberg
Ombudsman for Long Term Care	Genevieve Gaboriault
Stratis Health	Dr. Jane Pederson
Alzheimer's Association	Heidi Haley-Franklin
AARP Minnesota	Mary Jo George

Meeting ground rules

- Be engaged in the meeting, listen actively, and keep an open mind.
- Stay focused on the meeting agenda and the topics being covered.
- Give full attention to the person speaking.
- Be mindful of your level of contribution. Make sure there is enough time for others to provide input.
- Be understanding towards each other, and be respectful if you disagree with another person's perspective.
- Consider what would be best for the people we serve and for our state.



Nursing Home Report Card

[Long-stay search](#)
[Short-stay search](#)
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Long-stay nursing homes: Results

SEARCH MAP LIST

Facility search results

8 facilities are within 4 miles of Minneapolis, MN 55417 (Sorted Alphabetically.)



Facility	City	MN Quality Indicators	Resident Quality of Life	Family Satisfaction Survey	State Inspection Results	Hours of Direct Care	Staff Retention	Temp Staff Agency Use	Proportion of Beds in Single Rooms
(Minnesota Average)		★★★	★★★	★★★	★★★★★	★★★	★★★	★★★★★	★★★★★
Carondelet Village Care Center	St Paul	★★★	★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★
Ebenezer Care Center	Minneapolis	★★	★★	★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★
Fairview University Trans Serv	Minneapolis	n/a	n/a	n/a	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Grand Ave Rest Home	Minneapolis	★★★	★★★★★	n/a	★★★★★	★★★★★	★★	★★	★
Mount Olivet Careview Home	Minneapolis	★★★★★	★★★★★	★★★★★	★★	★★★★★	★★★★★	★★★★★	★★★
Mount Olivet Home	Minneapolis	★★★★★	★★★	★★★★★	★★★★★	★★★	★★★	★★★★★	★★★★★
Providence Place	Minneapolis	★★★	★★★	★★	★★★★★	★★★	★★★★★	★★★★★	★★★
Richfield Health Center	Richfield	★★	★	★	★★	★★★	★★★★★	★★★★★	★

Summarize outcomes from December 1 meeting

Review and discuss data sources to support staffing
quality measurement

Presenter:

Tetyana Shippee, PhD

Associate Professor

Division of Health Policy and

Management

School of Public Health



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UNIVERSITY OF MINNESOTA

Outcomes from the December 1 Advisory Group meeting

- Main agenda items for this meeting

1) updated literature review, and 2) discussion of staff quality domain and possible data sources

What matters most when measuring staff quality (breakout groups)

-Staff ratios

-Burnout & stress

-Recruitment

-Staff training

-Staff supports

-Job satisfaction

-Staff retention

-Clinical expertise

-Number of full-time vs. part-time staff

-Staff feeling they have enough time to provide softer supports

Staffing Subdomains

- Staff retention
- Employee qualifications (staff training)
- Burnout/stress
- Job satisfaction
- Resident-centered job satisfaction
- Staff empowerment
- Consistent assignment
- Communication (among providers/direct care workers)
- Supports (institutional, supervisor, emotional, coworker)
- Collaboration among staff
- Close staff relationships

Advisory Group short-term priorities (staffing subdomain)

1. Staff retention (3)
2. Training (3): outcomes, opportunities & funding (2), cultural education for a diverse workforce (1)
3. Staff burnout (2)
4. Wages/benefits/"hero" pay (1)
 - Not sure if this matters since all have the same issue (1)
5. Staff ratios (1)
6. Staff recruitment (1)
7. Find a contractor to do a staff satisfaction survey (1)
8. ID data to be collecting as part of initial licensing (1)
9. Prioritize data that does not require risk adjustment (1)

Existing data sources we have ruled out

- Office of Ombudsman for Long Term Care
- Department of Employment and Economic Development
- Department of Labor and Industry



Existing data sources with possibilities

- Department of Health
 - Assisted Living Licensing Surveys
 - Office of Health Facility Complaints
- Board of Executives for Long Term Services and Supports (BELTSS)



Breakout discussion groups

- 10 minute -- small group discussion
 - How do group members view the possibilities of these data sources?
 - Are there other existing data sources we should consider?
- 10 minutes -- report-outs from small groups

Possible future data sources

- Provider-reported data
- Employee satisfaction / experience survey (conducted by independent firm)
- Administrator survey
- Other?

Question and answer via chat

- Answer the following questions via chat.
 - What are your views on new data collection efforts?
 - What are the key gains/challenges of new data collection efforts?
 - From the provider-reported categories discussed, what are the existing data collection efforts that could be expanded?



VITAL RESEARCH



Resident Quality of Life + Family Satisfaction
Survey Pilot

PILOT DESIGN

- Target: 400 completes/survey
- 747 facilities invited; 46 participated



Mailed surveys



Phone option for residents



On-line option for families

Response Rates

	Resident Quality of Life	Family Satisfaction
Surveys Sent	1,649	1,636
Surveys Received	441	548
Response Rate	26.7%	33.5%

Additional pilot testing and statewide data collection in 2021 and 2022

1. Pilot test resident surveys in memory care settings through in-person interviews
2. Statewide implementation of resident and family surveys
3. Pilot test data collection methods for facilities with the capacity to serve 7 or fewer residents

Plans for the round of statewide resident and family survey data

- The first year of statewide resident and family survey data will not support public ratings of assisted living facilities
 - Each facility will receive de-identified results and some points of reference to compare their results to aggregated results for other facilities.
 - DHS will share summary findings from the survey through a public report and public presentations.
 - The results will also be used to validate the survey instruments; to conduct risk adjustment analysis; and to test approaches to facility ratings.
 - A Report Card website will most likely not be launched until the spring of 2023.

Next steps for the Advisory Group

- Next meeting: Monday, May 24, 1:30-3:00pm
- Meeting materials and meeting notes will be posted to the project webpage:
www.mn.gov/dhs/assisted-living-report-card
- Advisory Group questions or feedback:
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