Assisted Living Report Card Advisory Group

Monday, February 12, 3:00p.m. - 4:30p.m.

- AARP Minnesota

- Alzheimer's Association

- Care Providers of Minnesota

- Diverse Elders Coalition (Minnesota Leadership Council on Aging)

- Elder Voice Family Advocates

- LeadingAge Minnesota

- Managed Care Organizations

- Minnesota Board on Aging

- Minnesota Department of Health

- Minnesota Elder Justice Center

- Ombudsman for Long Term Care

- Stratis Health

- **Residential Providers Association of Minnesota (RPAMN)**

- Topics covered in recent meetings include:

  - Planning for AL Report Card website launch

  - Building resident quality of life and family satisfaction survey measures

  - Planning for 2024 round of resident quality of life and family satisfaction surveys

  - Building measures from AL licensing survey data: resident health, safety, and staffing measures

  - Exploring the use of maltreatment investigations findings for quality measures

Meeting agenda

Topic	Presenter	Time
Updates on AL Report Card launch	DHS	3:05-3:10pm
Overview of licensure surveys	MDH	3:10pm-3:45pm
Summary of AG feedback on proposed resident health, safety, and staffing tags	UMN	3:45pm-4:25pm
Next steps and closing	DHS	4:25pm-4:30pm

Updates on Assisted Living Report Card launch

Assisted Living Report Card launch

- The AL Report Card was publicly launched on January 29, 2024.

- DHS news release: [State's Assisted Living Report Card Goes Live](#)

  - Modeled after MN's longstanding and successful Nursing Home Report Card, the AL Report Card is designed to deliver useful information to help consumers make decisions about assisted living.

  - Nearly four years in the making, the newly launched web tool is a work in progress.

- Media coverage:

  - [Assisted Living Report Card Launched in Minnesota](#) – FOX 9 Minneapolis – St. Paul
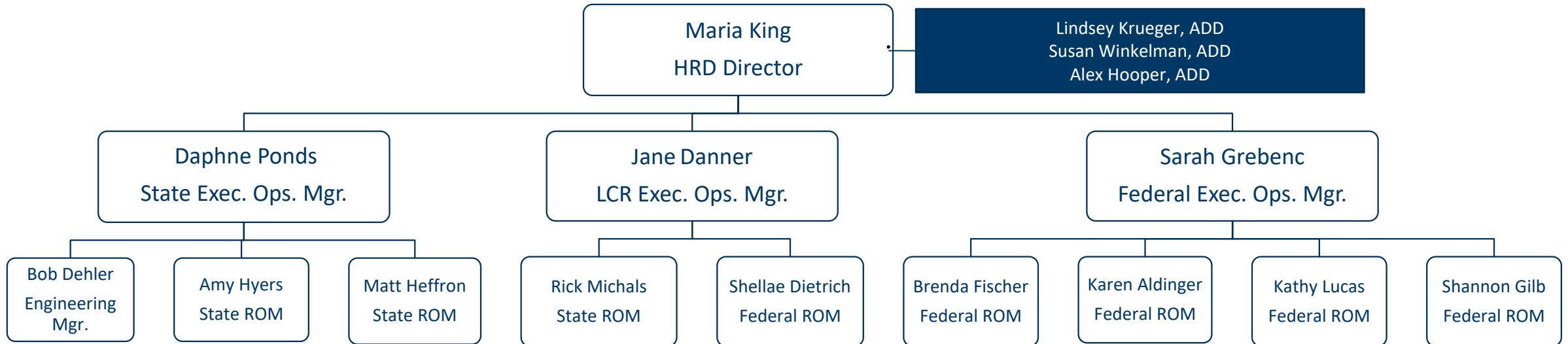
Assisted Living Report Card feedback

- "Thank you for your time creating this. Myself and many friends are at the stage in life helping our parents find assisted living… We all want the same thing and that is to make sure our parents are somewhere safe and welcomed and treated with dignity."

- "So glad I … learned about this amazing and important undertaking! Already sharing with my colleagues at Allina."

- "I love the report card that the state of Minnesota has published for Assisted Living facilities."

- "I was excited to learn of the new Assisted Living Report Card site as I had several years experience with these places and trouble getting good information about them for my Mother who has recently passed."

MDH Assisted Living Surveys

Daphne Ponds | State Executive Operations Manager

Who We Are....HRD Management Structure

Maria King

HRD Director

Lindsey Krueger, ADD
Susan Winkelman, ADD
Alex Hooper, ADD

Daphne Ponds

State Exec. Ops. Mgr.

Jane Danner

LCR Exec. Ops. Mgr.

Sarah Grebenc

Federal Exec. Ops. Mgr.

Bob Dehler
Engineering Mgr.

Amy Hyers
State ROM

Matt Heffron
State ROM

Rick Michals
State ROM

Shellae Dietrich
Federal ROM

Brenda Fischer
Federal ROM

Karen Aldinger
Federal ROM

Kathy Lucas
Federal ROM

Shannon Gilb
Federal ROM

DEPARTMENT OF HEALTH

HRD licenses and regulates non-federally certified facilities (state licensed only):

- Assisted living facilities

- Home care agencies (non-Medicare certified)

- Supervised Living Facilities, including portions of the MSOP program.
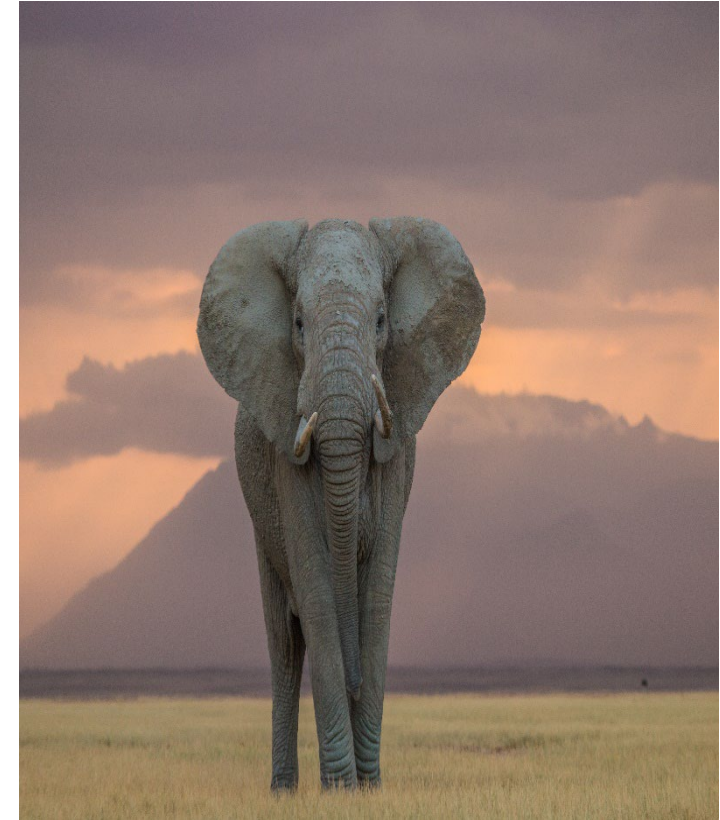
Assisted Living Surveys

"There is only one way to eat an elephant: a bite at a time."
Desmond Tutu

Assisted Living Survey Teams:
- 1-2 Nurse Evaluators
- Engineer
- Sanitarian

Assisted Living Surveys Types
- ALF
- ALFDC
- PALF
- PALFDC
- Change of Ownership (CHOW)

DEPARTMENT OF HEALTH

Top 10 Correction Orders
CY 2023 (Jan 1-Dec 31)

Top 10	Tag	Topic	Count
10	1760	Documentation of Medication Administration of Medication	199
9	0660	Tuberculosis Prevention and Control	206
8	0510	Infection Control Program	206
7	2310	Appropriate Care and Services	208
6	0780	Smoke Alarms	211
5	1620	Initial Review, Assessments, Monitoring	296
4	0680	Disaster planning and emergency preparedness plan	364
3	0800	Physical Environment: Continuous state of good repair and operation	391
2	0810	Fire Safety and Evacuation Plans	518
1	0480	Minnesota Food Code, Chapter 4626	530

Top 10	Tag	Topic	Count
10	1760	Documentation of Administration of Medication	93
9	0820	Fire Protection and Physical Environment : Egress Windows	93
8	0660	Tuberculosis Prevention and Control	105
7	0780	Smoke Alarms	106
6	0790	Fire extinguishers	112
5	1620	Initial Review, Assessments, Monitoring	143
4	0680	Disaster planning and emergency preparedness plan	181
3	0800	Physical Environment: Continuous state of good repair and operation	187
2	0480	MN Food Code	249
1	0810	Fire Safety and Evacuation Plans	261

Assisted Living Report Card

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Agenda

- Update on MDH licensure survey measure recommendations
  - Tags selected for inclusion in the 3 domains (safety, resident health outcomes, and staff)

Review: Identifying AL quality domains

- Phase 1: Literature review and interviews with national experts/technical expert panels
  - Identified 9 AL quality domains

- Resident quality of life
- Resident and family satisfaction
- Safety
- Resident health outcomes
- Staff

- Physical and social environment
- Service availability
- Core values and philosophy
- Care services and integration

Review: Stakeholder engagement – AL quality domain ratings

Stakeholder engagement

*Statewide online survey

*Public presentations

*Statewide livestream event

*Focus groups

   -AL residents

   -Advocacy organizations

Highest rated domains

From stakeholder engagement:
1. Quality of Life
2. Staff quality
3. Resident safety

AG top domains

1. Staff
2. Resident health outcomes
3. Safety and physical/social environment (tie)

SCHOOL OF PUBLIC HEALTH
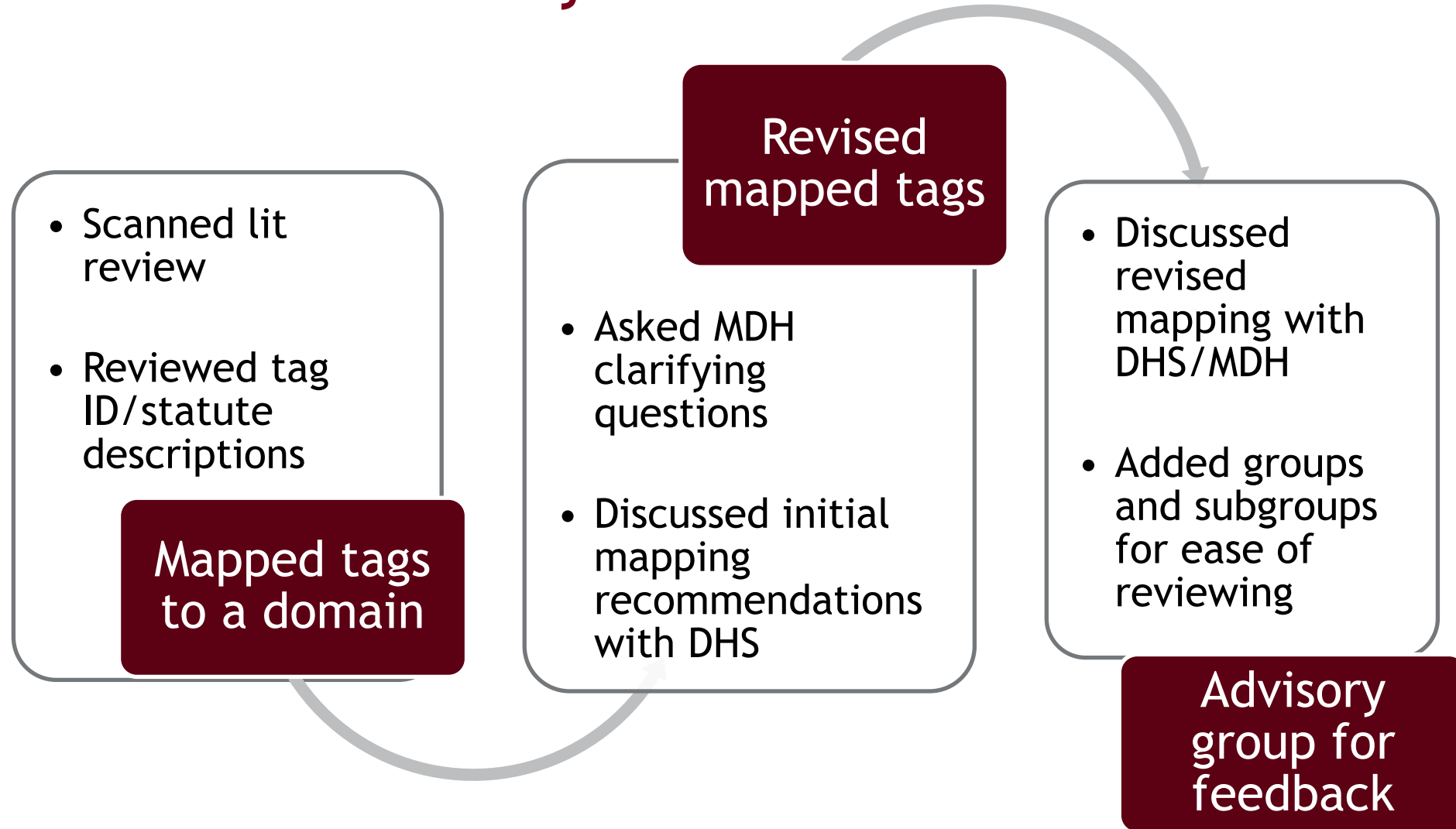UNIVERSITY OF MINNESOTA

AL quality sources of data

The AG extensively discussed staffing

- What are possible data sources to measure staff-related items?
- Discussed developing a staff satisfaction survey
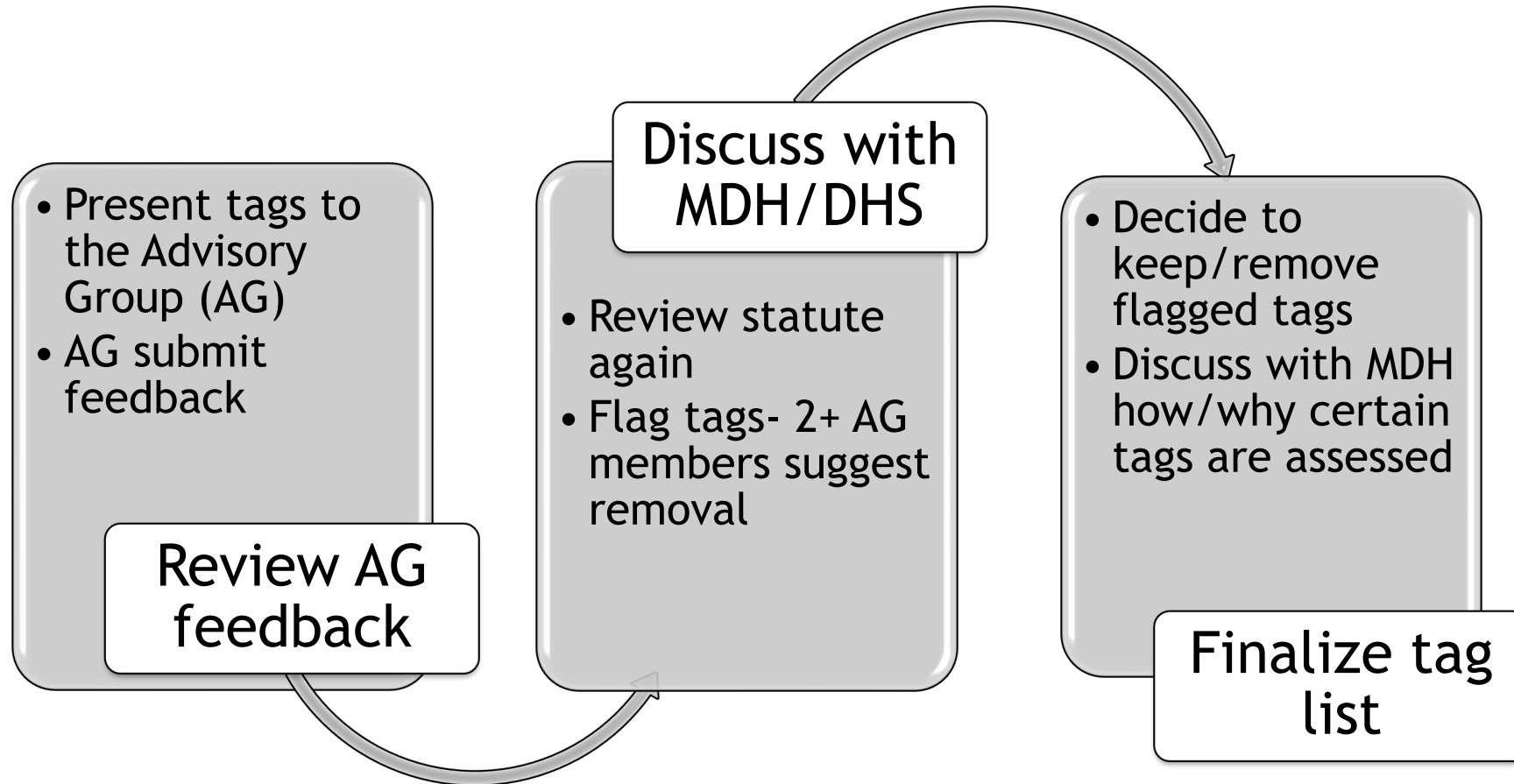- Covid-19 and budget concerns postponed these discussions

What are other exiting sources of data?

- Reviewed licensure survey letters to evaluate if they can be used to support quality measures
- Presented initial findings to the AG

Mapping tags to the staffing, resident health outcomes and safety domains

Scanned lit review box:
- Scanned lit review
- Reviewed tag ID/statute descriptions

Mapped tags to a domain

Middle box:
- Asked MDH clarifying questions
- Discussed initial mapping recommendations with DHS

Revised mapped tags

Right box:
- Discussed revised mapping with DHS/MDH
- Added groups and subgroups for ease of reviewing

Advisory group for feedback

Finalizing tag list

- Present tags to the Advisory Group (AG)
- AG submit feedback

Review AG feedback

Discuss with MDH/DHS

- Review statute again
- Flag tags- 2+ AG members suggest removal

- Decide to keep/remove flagged tags
- Discuss with MDH how/why certain tags are assessed

Finalize tag list

Tag inclusion-background

- First, U of MN was contracted to provide a written plan for how to operationalize three quality measures (staff, safety, and resident health outcomes) based on MDH licensure survey and investigations data. UMN findings and recommendations were then presented to DHS and AG for feedback.

- AG members who provided feedback on tags brought their own perspectives/background. For example, what some thought were tags outside the control of the AL others thought this was basic medication safety.

Summary of AG tag feedback

- Overview of reasons provided by AG members for including tags
  - Ensures safety
  - Ensure communication and follow-through on medically-significant cares, such as medication
  - Care coordination important for resident health
  - Need to alert residents/families of policies prior to implementing policies
  - Standard practice
- Overview of reasons provided by AG members for excluding tags
  - Out of the AL facility's control
  - Administrative burden
  - Doesn't pertain to all AL facilities
  - "Sub" regulation and there are other, more important tags
  - Standard practice

Tags removed and/or discussed based on AG feedback

- A handful of tags in the safety domain met removal discussion criteria
  - Three tags were removed: tags 340, 2480, & 3060
- A handful of tags in the resident health outcomes domain met removal discussion criteria- 0 were removed
  - Discussed how a number of tags are assessed by MDH, particularly for medications
- No tags met removal discussion criteria for staff domain

Caption text

Questions & Discussion

Next steps and Q&A

- Today's meeting slides and notes will be posted to the project webpage: www.mn.gov/dhs/assisted-living-report-card

- Our next meeting is March 15, 10:30am-12:30pm. Topics will likely include:

  - UMN updates on licensing survey measure development.

  - DHS updates on Assisted Living Report Card website next steps.

  - DHS/Vital Research updates on 2024 resident and family surveys.

Questions?

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