Assisted Living Report Card Advisory Group

Monday, December 5, 10:00 a.m. – 11:30 a.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

Topic	Presenter	Time
Recommendations for resident and family survey ratings	UMN	10:05am-10:45am
Assisted Living Report Card website demo	MNIT	10:45am-11:15am
Updates on resident and family surveys and 2022-2023 data collection progress	DHS	11:15am-11:25am

Assisted Living Report Card:
Findings and recommendations from 2021-2022 resident and family surveys

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SCHOOL OF
PUBLIC HEALTH
UNIVERSITY OF MINNESOTA

Agenda for today's meeting

- **Risk adjustment-** 8 min

- **Numeric and star rating-** 5 min

- **Item weights and domain construction-** 5 min

- **Breakout groups-** 10 min

- **Large group Q&A-** 10 min

Resident and Family surveys

Recap

- Vital Research helped develop 2 key instruments: 1) Resident Quality of Life Survey; and 2) Family Satisfaction Survey

- Vital Research presented survey results findings and recommendations at the August, 2022 Advisory Group

Current and future considerations

The U of MN has been tasked to:
- Test and prepare facility ratings options:
  - numeric scores
  - missingness
  - item or domain level changes

Discuss today:
- Identify and test risk adjustment options for rating AL facilities
- Item weights and domain construction

Risk adjustment: Resident surveys

Facility Characteristic	Value	Number of Facilities	Number of Surveys	Composite Score (Mean of Domain Scores)		
				Mean Facility Domain Score	SD	Z
ALL	ALL	86	1387	1.65	0.11	
Geography	Twin Cities Metro	20	260	1.62	0.10	-0.3
	Other Metro	18	241	1.68	0.10	0.3
	Micro/Outlying Metro	30	301	1.63	0.12	-0.2
	Rural	18	165	1.68	0.08	0.3
Ownership	For-profit	38	424	1.60	0.11	-0.4
	Non-profit	42	490	1.69	0.10	0.4
	Government/Tribal	5	42	1.67	0.11	0.1
	Unknown	1	11	1.71		0.5
License Type	Assisted Living Facilities	47	466	1.66	0.11	0.1
	Assisted Living Facilities with Dementia Care	39	501	1.64	0.10	-0.1

Risk adjustment: Family surveys

Facility Characteristic	Value	Number of Facilities	Number of Surveys	Composite Score (Mean of Domain Scores) Mean Facility Domain Score	SD	Z
ALL	ALL	114	2323	2.30	0.18	
Geography	Twin Cities Metro	31	754	2.25	0.18	-0.3
	Other Metro	18	456	2.30	0.13	0.0
	Micro/Outlying Metro	35	642	2.32	0.20	0.1
	Rural	26	377	2.33	0.19	0.2
	Unknown	4	94	2.25	0.17	-0.3
Ownership	For-profit	44	771	2.30	0.18	0.0
	Non-profit	59	1355	2.28	0.18	-0.1
	Government/Tribal	5	63	2.51	0.15	1.2
	Unknown	6	134	2.28	0.15	-0.1
License Type	Assisted Living Facilities	60	1000	2.33	0.19	0.2
	Assisted Living Facilities with Dementia Care	50	1229	2.26	0.16	-0.2
	Unknown	4	94	2.25	0.17	-0.3

Risk adjustment: Memory care

		All Surveys	Memory Care	Not Memory Care	Memory Care Status Not Recorded
ALL RESIDENT SURVEYS					
	Valid N	1387	207	1170	10
DOMAIN: Staff					
	Valid N	967	152	809	6
	Response Rate	70%	73%	69%	60%
	Mean Domain Score (Raw)	1.74	1.68	1.75	1.53
	Mean Domain Score (as %)	87%	84%	88%	77%
DOMAIN: Environment					
	Valid N	1342	197	1135	10
	Response Rate	97%	95%	97%	100%
	Mean Domain Score (Raw)	1.89	1.82	1.90	1.87
	Mean Domain Score (as %)	95%	91%	95%	93%
DOMAIN: Food					
	Valid N	1237	178	1052	7
	Response Rate	89%	86%	90%	70%
	Mean Domain Score (Raw)	1.54	1.54	1.54	1.33
	Mean Domain Score (as %)	77%	77%	77%	67%
DOMAIN: Engagement					
	Valid N	828	121	704	3
	Response Rate	60%	58%	60%	30%
	Mean Domain Score (Raw)	1.53	1.52	1.54	1.37
	Mean Domain Score (as %)	77%	76%	77%	68%

Risk adjustment: Memory care cont.

		All Surveys	Memory Care	Not Memory Care	Memory Care Status Not Recorded
DOMAIN: Autonomy					
	Valid N	1193	166	1021	6
	Response Rate	86%	80%	87%	60%
	Mean Domain Score (Raw)	1.66	1.53	1.68	1.73
	Mean Domain Score (as %)	83%	76%	84%	87%
DOMAIN: Culture					
	Valid N	1218	182	1029	7
	Response Rate	88%	88%	88%	70%
	Mean Domain Score (Raw)	1.83	1.77	1.85	1.81
	Mean Domain Score (as %)	92%	88%	92%	90%
DOMAIN: Security					
	Valid N	1310	186	1115	9
	Response Rate	94%	90%	95%	90%
	Mean Domain Score (Raw)	1.85	1.76	1.86	1.81
	Mean Domain Score (as %)	92%	88%	93%	91%
DOMAIN: Finances					
	Valid N	539	44	493	2
	Response Rate	39%	21%	42%	20%
	Mean Domain Score (Raw)	1.70	1.41	1.73	1.50
	Mean Domain Score (as %)	85%	70%	87%	75%
DOMAIN: Overall					
	Valid N	1319	179	1131	9
	Response Rate	95%	86%	97%	90%
	Mean Domain Score (Raw)	1.15	1.20	1.14	1.27
	Mean Domain Score (as %)	57%	60%	57%	64%

Risk adjustment: Facility size(resident)

Resident surveys						
Domain: Staffing						
Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	84	965	1.76	0.14	
Size						
	Medium	52	480	1.79	0.14	0.2
	Large	25	365	1.74	0.12	-0.1
	Very Large	7	120	1.65	0.20	-0.8
Domain: Overall Satisfaction						
Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	86	1319	1.15	0.13	
Size						
	Medium	54	605	1.16	0.14	0.1
	Large	25	529	1.15	0.10	0.0
	Very Large	7	185	1.08	0.16	-0.5
Composite Score (mean of domain scores)						
Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	86	1387	1.65	0.11	
Size						
	Medium	54	652	1.65	0.12	0.0
	Large	25	547	1.66	0.08	0.1
	Very Large	7	188	1.64	0.13	-0.1

Risk adjustment: Facility size(family)

Family Surveys

Domain: Experience

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	112	2064	2.22	0.17	
Size						
	Medium	67	826	2.24	0.19	0.1
	Large	30	716	2.21	0.13	-0.1
	Very Large	11	436	2.16	0.17	-0.4
	Unknown	4	86	2.20	0.12	-0.1

Domain: Choice

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	113	2095	2.44	0.17	
Size						
	Medium	68	828	2.45	0.20	0.1
	Large	30	742	2.42	0.13	-0.1
	Very Large	11	438	2.41	0.10	-0.2
	Unknown	4	87	2.38	0.11	-0.3

Domain: Needs

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	113	1933	2.22	0.24	
Size						
	Medium	68	786	2.24	0.27	0.1
	Large	30	697	2.18	0.20	-0.2
	Very Large	11	381	2.15	0.20	-0.3
	Unknown	4	69	2.26	0.19	0.2

Domain: Finances

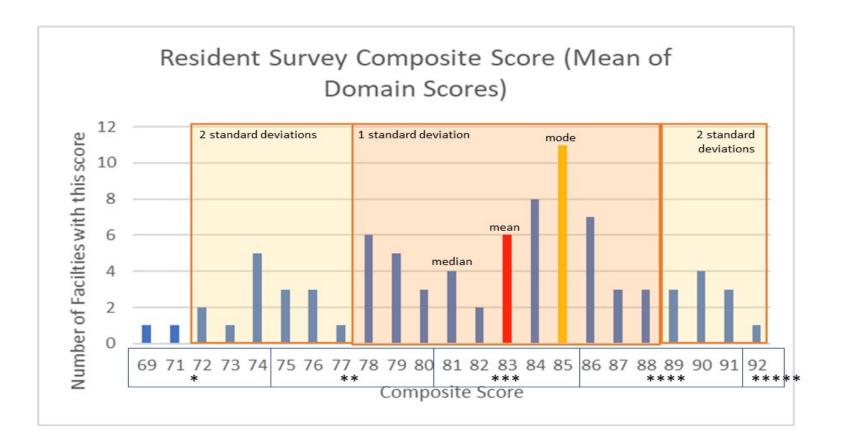| Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z
ALL	ALL	113	1938	2.25	0.25	
Size						
	Medium	68	756	2.29	0.29	0.1
	Large	30	711	2.22	0.16	-0.1
	Very Large	11	394	2.17	0.22	-0.3
	Unknown	4	77	2.16	0.16	-0.4

Risk adjustment: Facility size(family cont.)

Domain: Housekeeping

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z	
ALL	ALL	113	2299	2.45	0.19		
Size							
	Medium	68	900	2.47	0.20		0.1
	Large	30	820	2.43	0.19		-0.1
	Very Large	11	485	2.43	0.15		-0.1
	Unknown	4	94	2.39	0.22		-0.3

Domain: Environment

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z	
ALL	ALL	113	2305	2.46	0.19		
Size							
	Medium	68	903	2.47	0.21		0.1
	Large	30	822	2.45	0.12		0.0
	Very Large	11	486	2.43	0.17		-0.1
	Unknown	4	94	2.40	0.20		-0.3

Domain: Staff

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z	
ALL	ALL	112	2079	2.41	0.19		
Size							
	Medium	67	828	2.43	0.21		0.1
	Large	30	737	2.37	0.14		-0.2
	Very Large	11	435	2.35	0.17		-0.3
	Unknown	4	79	2.35	0.18		-0.3

Domain: Overall Satisfaction

Facility Characteristic	Value	Reportable Facilities	Usable Surveys	Mean Facility Domain Score	SD	Z	
ALL	ALL	112	2308	2.25	0.20		
Size							
	Medium	67	904	2.27	0.21		0.1
	Large	30	824	2.22	0.16		-0.1
	Very Large	11	486	2.20	0.22		-0.2
	Unknown	4	94	2.15	0.12		-0.5

How to format numeric scores: Example graph

Resident Survey Composite Score (Mean of Domain Scores)

Item weighting & domain construction

- **Item weighting**: determine whether all items are treated equally, or if some weights need to be developed. This would refer to items that we think should have more influence than other items for a domain score.

- **Domain construction**: the goal is to have valid and reliable domains with observed items that best capture the underlying construct we are measuring (e.g., engagement).

- We will use factor analysis to assess the reliability of each domain.

- **Item or domain level changes:** we may need to remove survey items or domains.
    - **-**Example: finances domain

Questions for the group: breakout groups (10 minutes)

1. What are your reactions to weighting certain survey items? Pros and cons?

2. What are your reactions to risk adjustment? Pros and cons?

(please place your comment on a sticky note or text box on the jamboard)

Questions and discussion

Large group discussion of breakout group responses

Is there anything that we didn't discuss that you think should be included or factored into scores for the Assisted Living Report Card?

Updates on resident and family surveys and 2022-2023 data collection

- Resident surveys are only being provided through in-person interviews for this round.

- Question 34 on the resident survey ("How often are the people who work here respectful of your culture?") had a particularly high rate of missing responses so we decided to reword it for clarity ("Are the people who work here understanding of your culture?").

- Question 8 on the resident survey ("How often are you satisfied with how your medications are managed?") also had a high rate of missing responses so we decided to remove it from the resident survey and add a similar question to the family survey instead (Question 10: "I am satisfied with how staff manages my resident's medication").

Updates from Vital Research: data collection progress

- Resident surveys began in October

- 16 facilities completed so far

  - 365 AL interviews completed (not counting incompletes)

- 65 facilities scheduled so far

  - 849 interviews scheduled so far

- Zero facilities have experienced outbreaks that forced Vital Research to reschedule

  - New outbreak plan is very helpful

- 2 facilities opted-out upon Vital Research contacting them
  - Both facilities were scheduled after DHS reached out
  - 100% scheduling rate for facilities contacted
- First batch of family surveys mailed the week of 11/28
  - 26 facilities included
  - 1,158 reps included

- Meeting materials and meeting notes will be posted to the project webpage: www.mn.gov/dhs/assisted-living-report-card

- Next meeting: late winter/early spring 2023 – to be determined

- Meeting topics:
    - Further discussion on resident and family ratings
    - Further discussion on licensing survey quality measures
    - Progress report on resident and family survey data collection

Questions?

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