Assisted Living Report Card Advisory Group

Thursday, June 28, 12:00 p.m. – 2:00 p.m.

Organizations represented on the Advisory Group

- 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
Updates on website launch and data collection	DHS	12:05pm-12:20pm
Review of licensing survey measures	DHS	12:20pm-12:35pm
Safety measure overview	UMN	12:35pm-1:15pm
Investigations data overview	UMN	1:15pm-1:45pm
Next steps and Q&A	DHS	1:45pm-2:00pm

Updates on website launch and data collection

Rachel Shands, MSW
Home and Community Based Services Manager
Aging and Adult Services Division
Minnesota Department of Human Services

Plans for AL Report Card website launch

Timeline	Milestone
June 2023	Vital Research completes 2022-2023 round of resident and family surveys.
July 2023	AL Report Card website design is finalized.
Sept. 2023	UMN produces the first round of resident and family ratings to be published on the AL Report Card.
Nov. 2023	AL Report Card website is released.
Dec. 2023	DHS announces AL Report Card launch to the public.

- Providers with the capacity to serve 20 or more residents (n=785) were invited to participate in the 2022-2023 round of surveys.

- Resident interviews ended in May:
  - Interviews were completed at 464 (59%) of in-scope facilities.
  - Total resident interviews completed = 12,091

- Family surveys end this week:
  - Family surveys have been completed at 198 (25%) of in-scope facilities.
  - Total family surveys completed = 11,448

- Providers with the capacity to serve 5 or more residents (approx. 1750) will be invited to participate.

- To enhance our capacity to achieve this increased scope of data collection, we are shifting to a rolling data collection model:

  - Data collection will begin in late 2023/early 2024 and last a full year.

  - Interviews will be conducted in one region at a time.

  - AL Report Card resident and family ratings will be updated quarterly.

- To ensure broad participation in the Assisted Living Report Card and to help us understand Assisted Living services from an equity perspective, M.S. 256B.439, subdivision 3 has been amended:

    1. Requiring licensed Assisted Living providers to participate in the Assisted Living Report Card resident and family surveys, when requested by DHS

    2. Granting authority for DHS to request and receive basic assisted living resident demographic information from Assisted Living providers

Review of Licensing Survey Measures

Lauren Glass, MSW, LGSW

Home and Community Based Services Quality Improvement Consultant

AL licensing survey measure development

Facility Name	City	County	License	Resident Quality Of Life	Family Satisfaction	Resident Health	Safety	Staffing
(Minnesota average)				★★★	★★★	★★★	★★★★	★★
Arbor Oaks Senior Living	Andover	Anoka	Approved	★★★	★★★	★★	★★★★	★★★★★
Diamond Willow Of Detroit Lake	Detroit Lakes	Becker	Approved	★★★★	★★	★★★★	★★★★	★★★★
Iheart Housing With Services	Ramsey	Anoka	Approved	★★	★★★	★★★★★	★★★★★	★★★★★
Tr Homes	Brooklyn Park	Anoka	Approved	★★	★★	★★★★	★★★★	★★★★★

Laying the foundation for the resident health, safety, and staffing measures

- Review all 200+ licensing tags
- Identify tags for each measure

- Review initial lists of tags
- Recommend revisions

- Review revised lists
- Recommend revisions
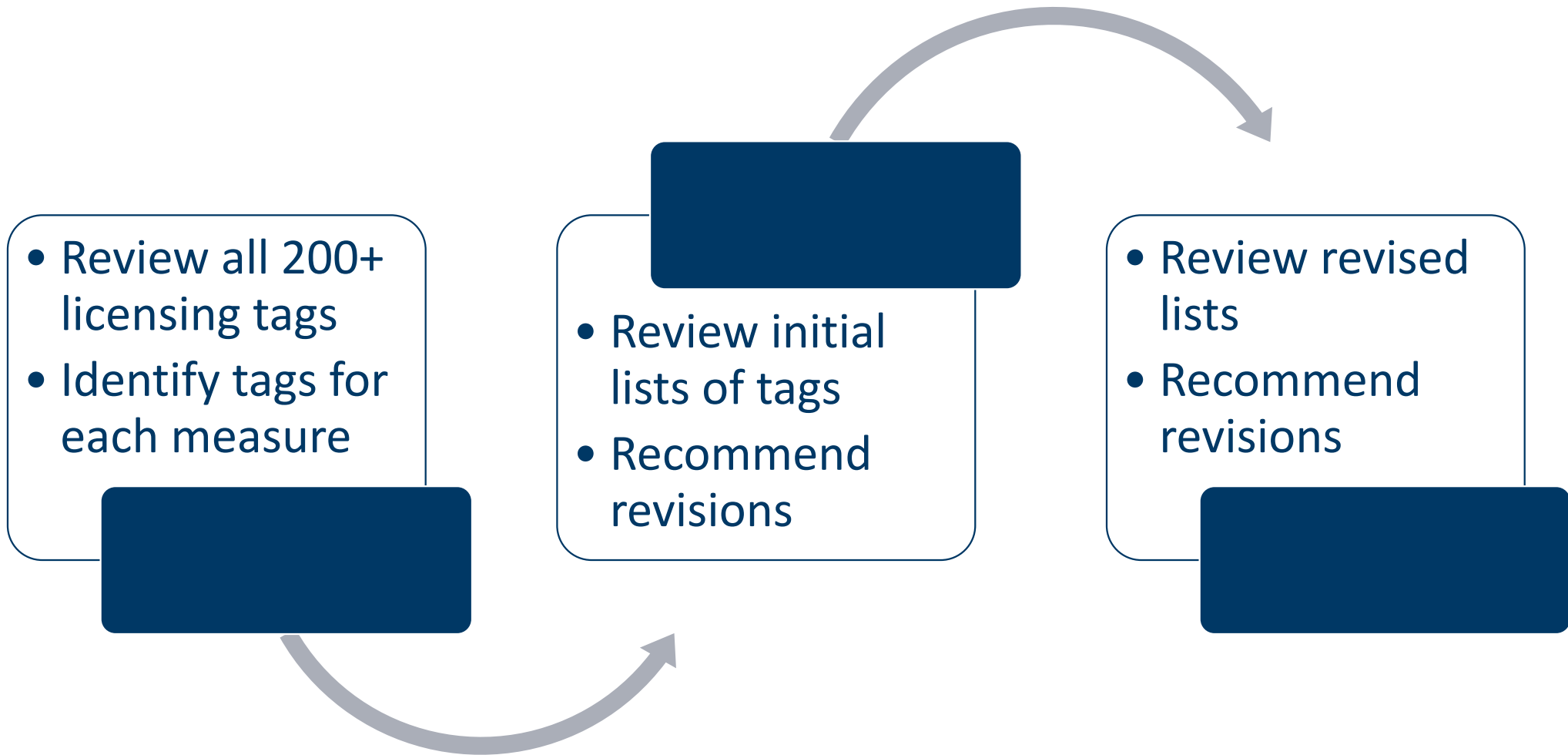
AL licensing survey measures development roadmap
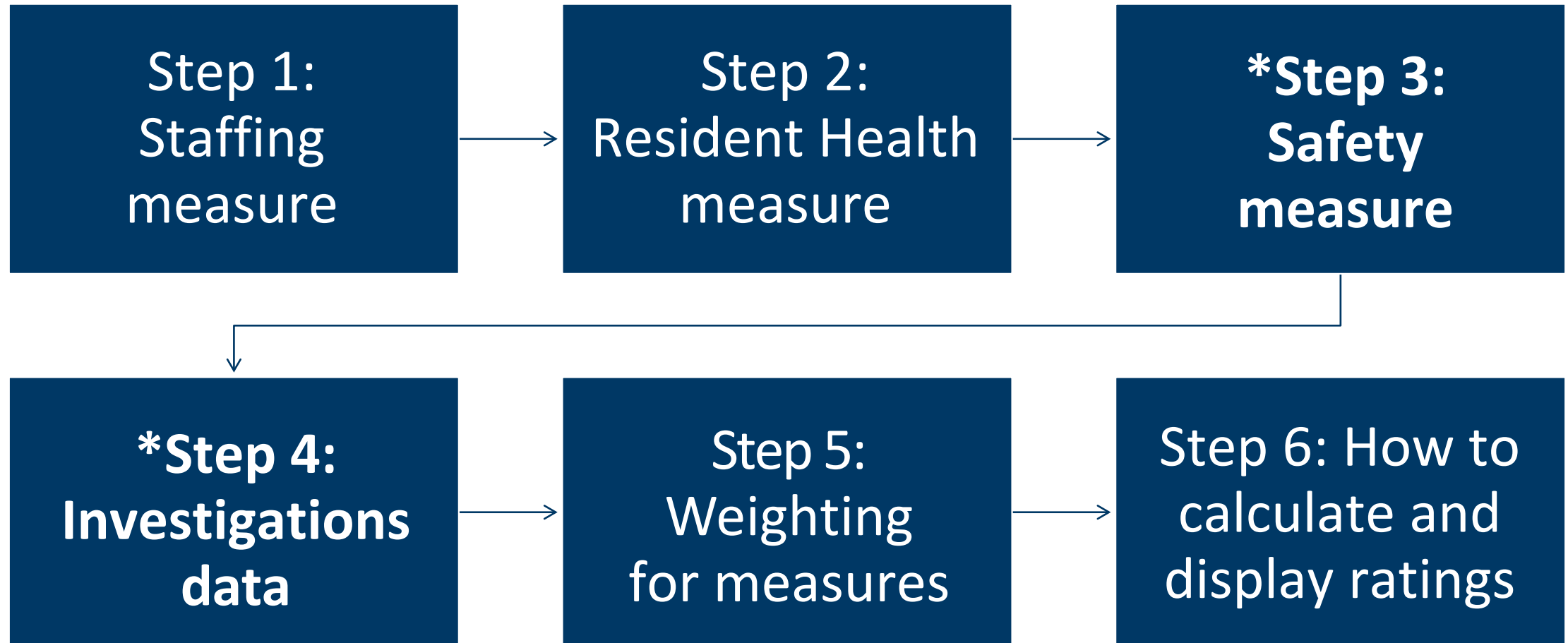
Step 1: Staffing measure → Step 2: Resident Health measure → *Step 3: Safety measure → *Step 4: Investigations data → Step 5: Weighting for measures → Step 6: How to calculate and display ratings

- Feedback was collected through:
  - March Advisory Group meeting (n=7)
  - Drop-in meetings (n=4)
  - Staffing measure feedback form (n=4)
- Feedback ranged from requests that all tags (n=40) be included to requests that a limited number (n=13 to 36) of tags be included.
- DHS will consider this feedback on licensing survey measures and will update the AG on our decisions in the coming months.

Assisted Living Report Card

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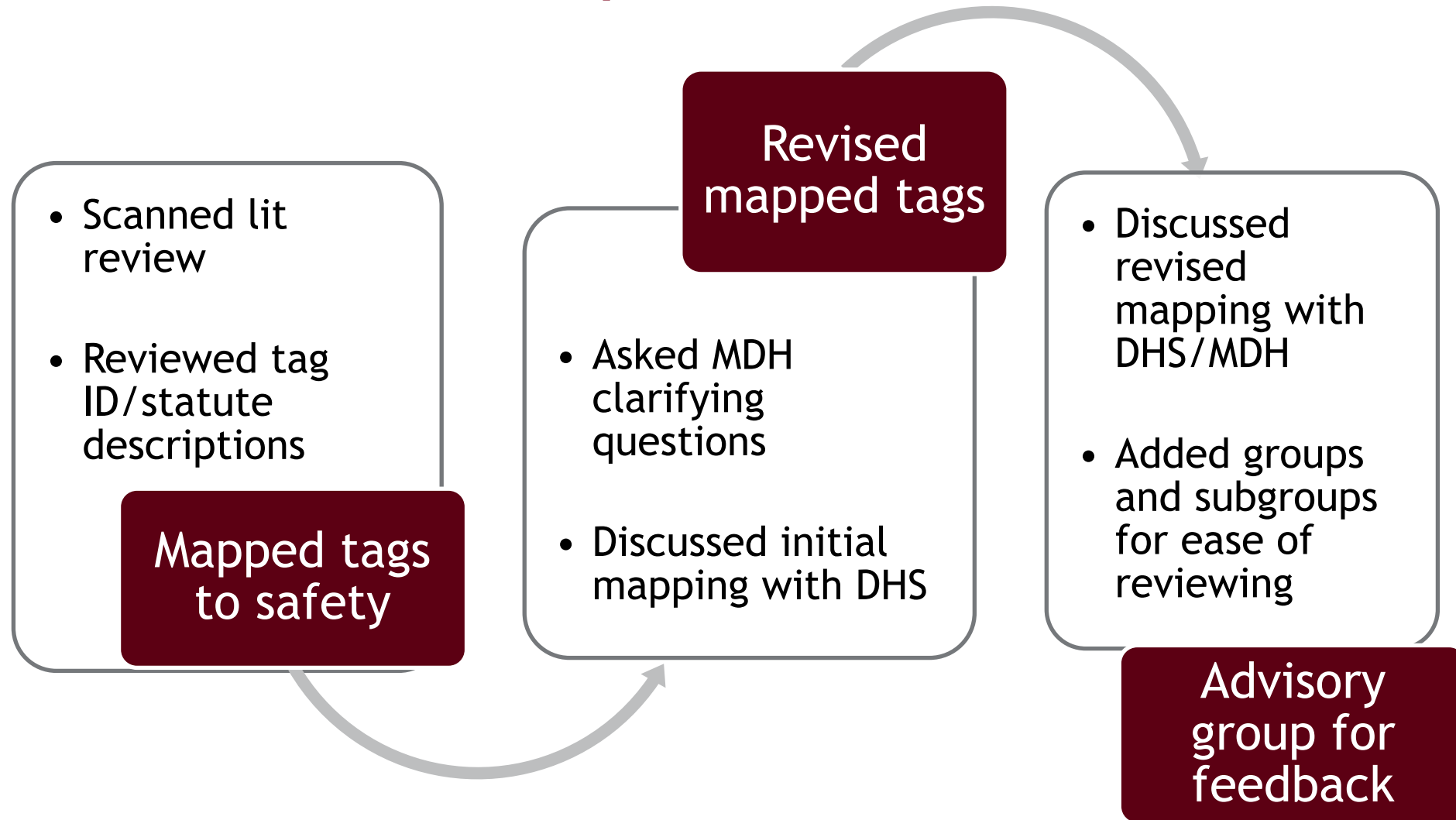UNIVERSITY OF MINNESOTA

Agenda

- Safety overview
  - Review of what makes up this domain
  - Discussion of which tags belong and which tags do not belong in this measure

- Preliminary analyses of investigations data and maltreatment findings.

Safety sub-domain review

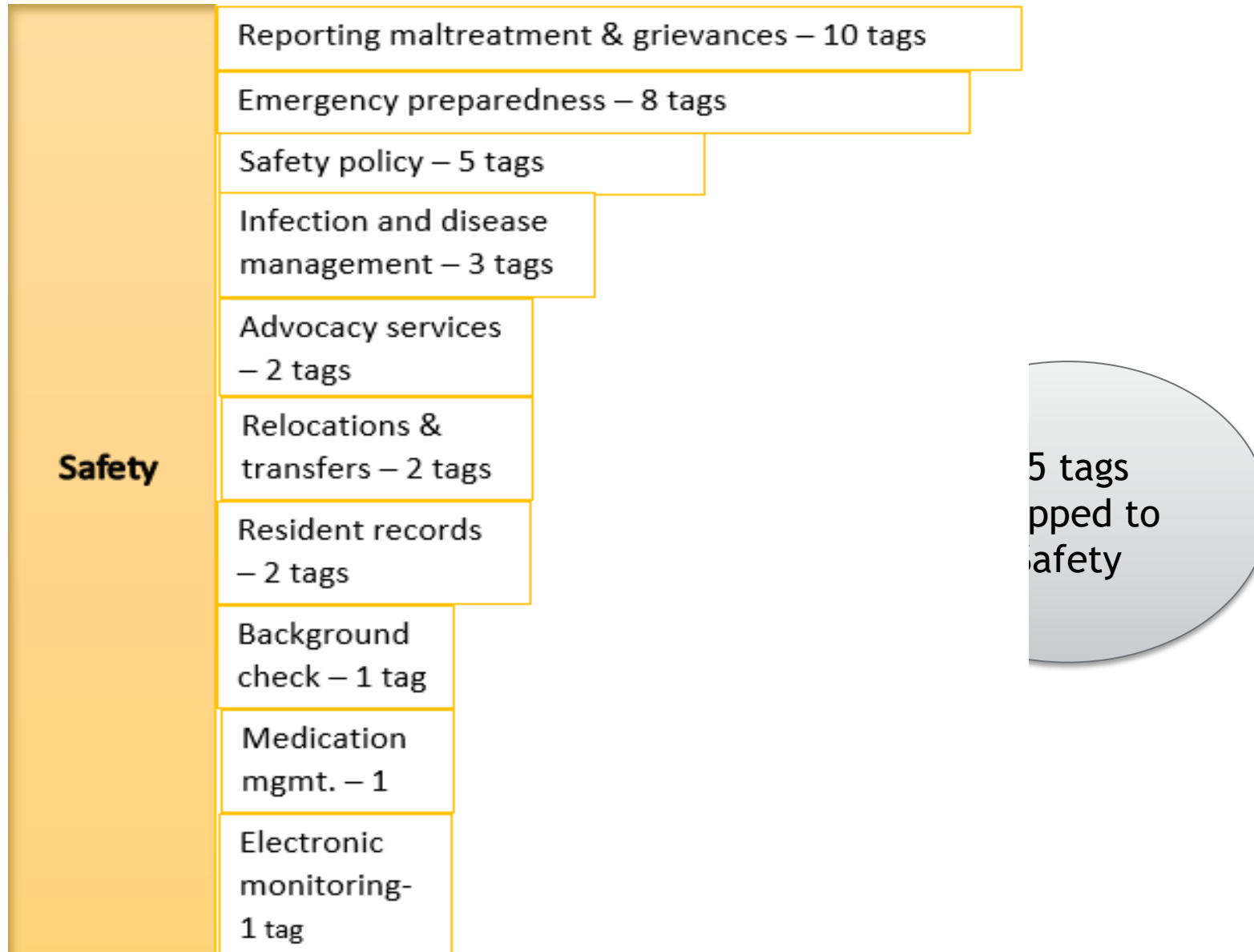| Domain	Sub-Domains	Indicators
Safety	• Resident empowerment opportunities/perceived safety • Accountability and continuous quality improvement • Policies around resident safety • Elder abuse • Safety culture	• Regulatory compliance • Citations • Substantiated complaints • Safety culture indicators

Mapping tags to the safety domain domain: measurement development

- Scanned lit review

- Reviewed tag ID/statute descriptions

Mapped tags to safety

- Asked MDH clarifying questions

- Discussed initial mapping with DHS

Revised mapped tags

- Discussed revised mapping with DHS/MDH

- Added groups and subgroups for ease of reviewing

Advisory group for feedback

Safety domain mapped tags overview

Safety

- Reporting maltreatment & grievances – 10 tags
- Emergency preparedness – 8 tags
- Safety policy – 5 tags
- Infection and disease management – 3 tags
- Advocacy services – 2 tags
- Relocations & transfers – 2 tags
- Resident records – 2 tags
- Background check – 1 tag
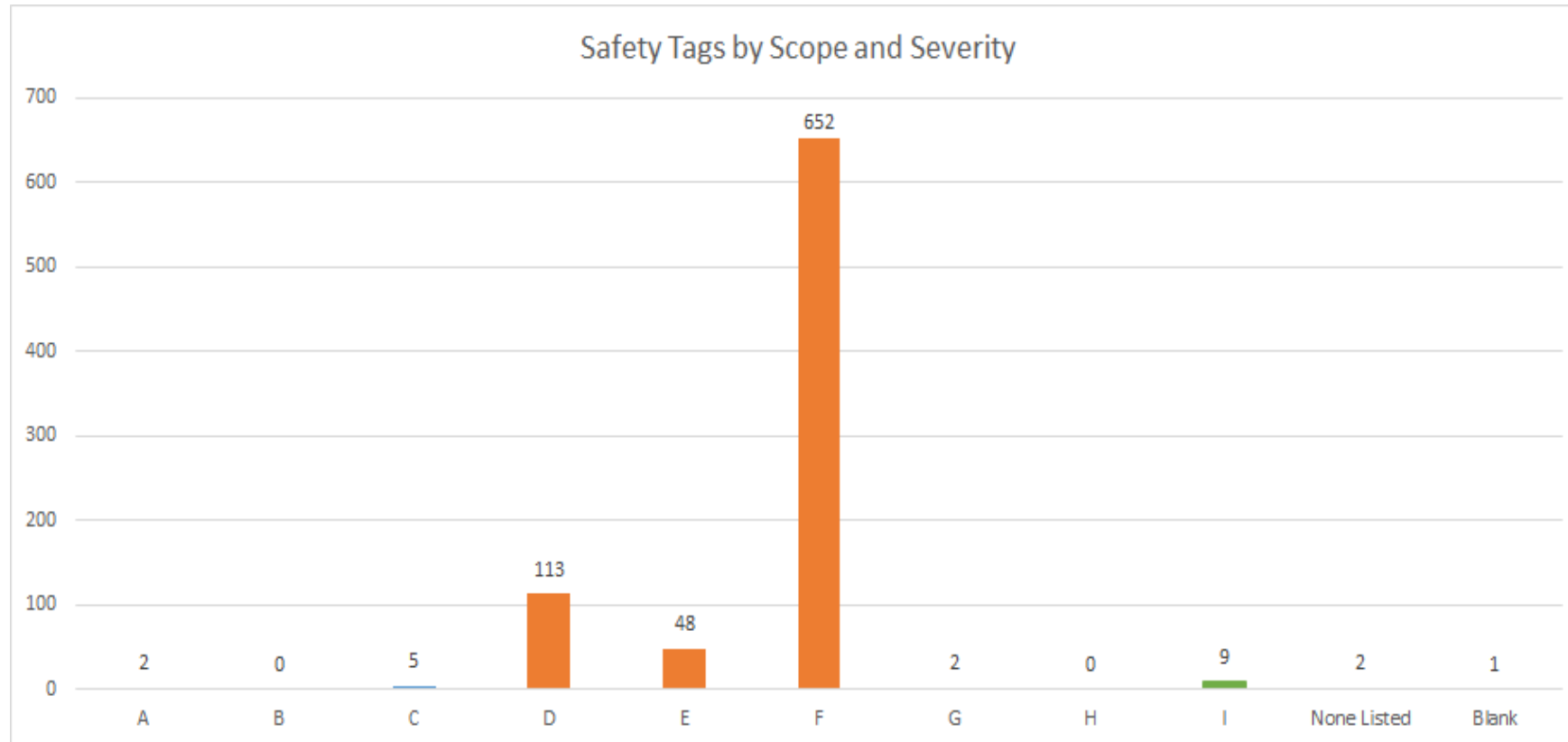- Medication mgmt. – 1
- Electronic monitoring- 1 tag

5 tags pped to afety

Caption text

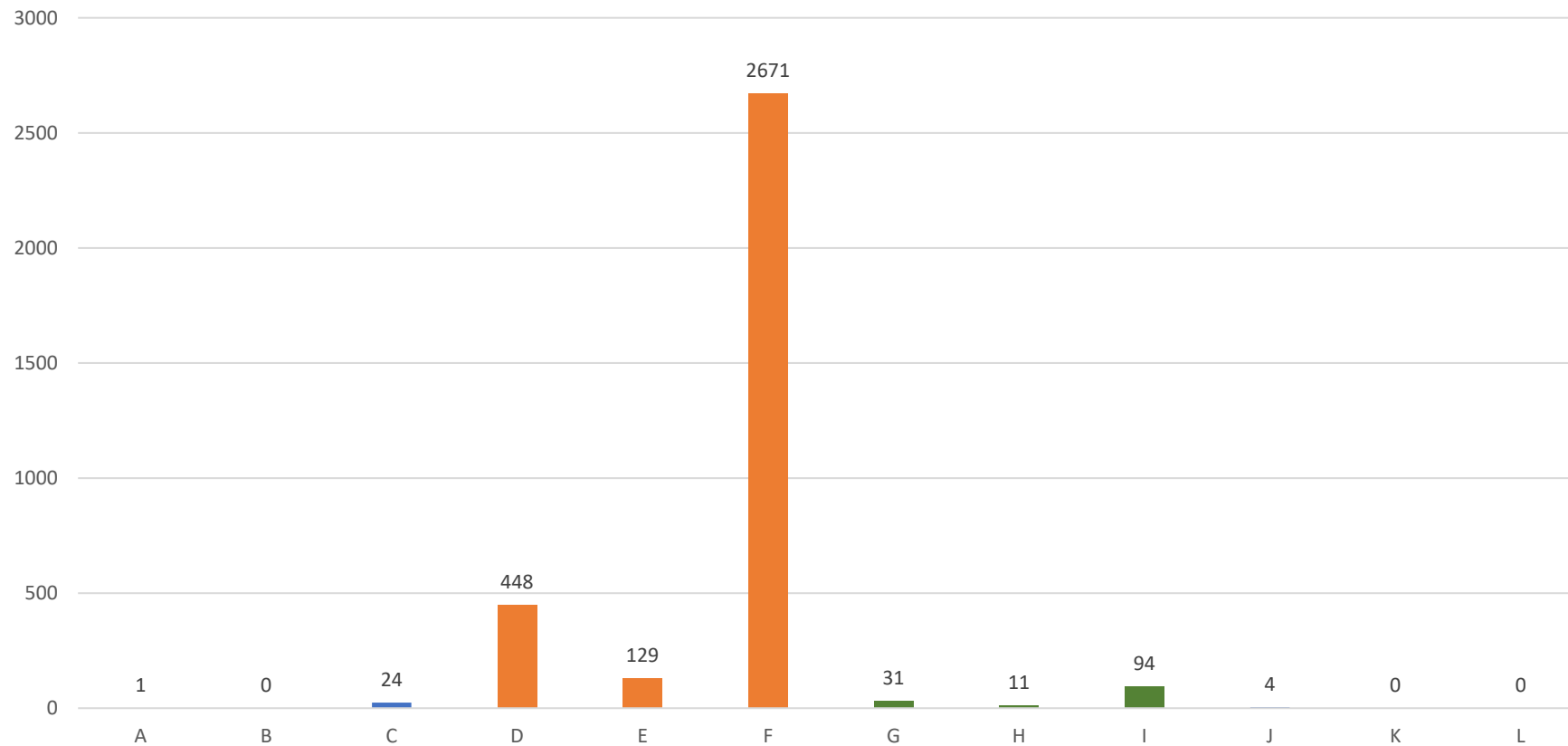# Safety scope & severity data: first 150 surveys

D=isolated, E=pattern, F=widespread

From the first 150 surveys (September, 2021- May, 2022)

Safety scope and severity data: all surveys to April 2023

Safety Domain: Number of Tags Issued by Scope/Severity

D=isolated, E=pattern, F=widespread

August 2021 – April 2023

Literature review Safety subdomains

Found in tags:

- Policies around resident safety

- Elder abuse

- Safety culture

Possibly found in tags:

- Accountability and continuous quality improvement

- Resident empowerment opportunities/perceived safety

Large Group Discussion

- Question 1:
  - Which tags do belong in this measure? Why?

- Question 2:
  - Which tags don't belong in this measure? Why?

  - **Please place a post-it note or comment on the Jamboard or give your comment to the facilitator to post**

Introduction to investigations data

- DHS has asked the UMN to explore how MDH's investigations data may be used for quality measures on the AL Report Card.

  - We will only include **substantiated maltreatment findings** where the **facility** is found to be **fully or partially responsible**.

- DHS is currently considering whether to include investigations data in the safety measure or use this data to build a separate measure.

Investigations data

- <u>Include in today's presentation</u>:
    - Only looking at substantiated maltreatment findings
    - Assess correlations between facility characteristics and maltreatment findings
    - Examine the correlation between maltreatment findings and survey deficiencies for staffing
- <u>Look back period</u>
    - 18 months for this analysis
    - Future look back period is yet to be determined

Percentage of total licensed facilities by Facility Size; Percentage of maltreatment findings by Facility Size

Number of Licensed Facilities=2,066

Total Number of Maltreatment Findings
Received by Facilities= 147 for 117 facilities
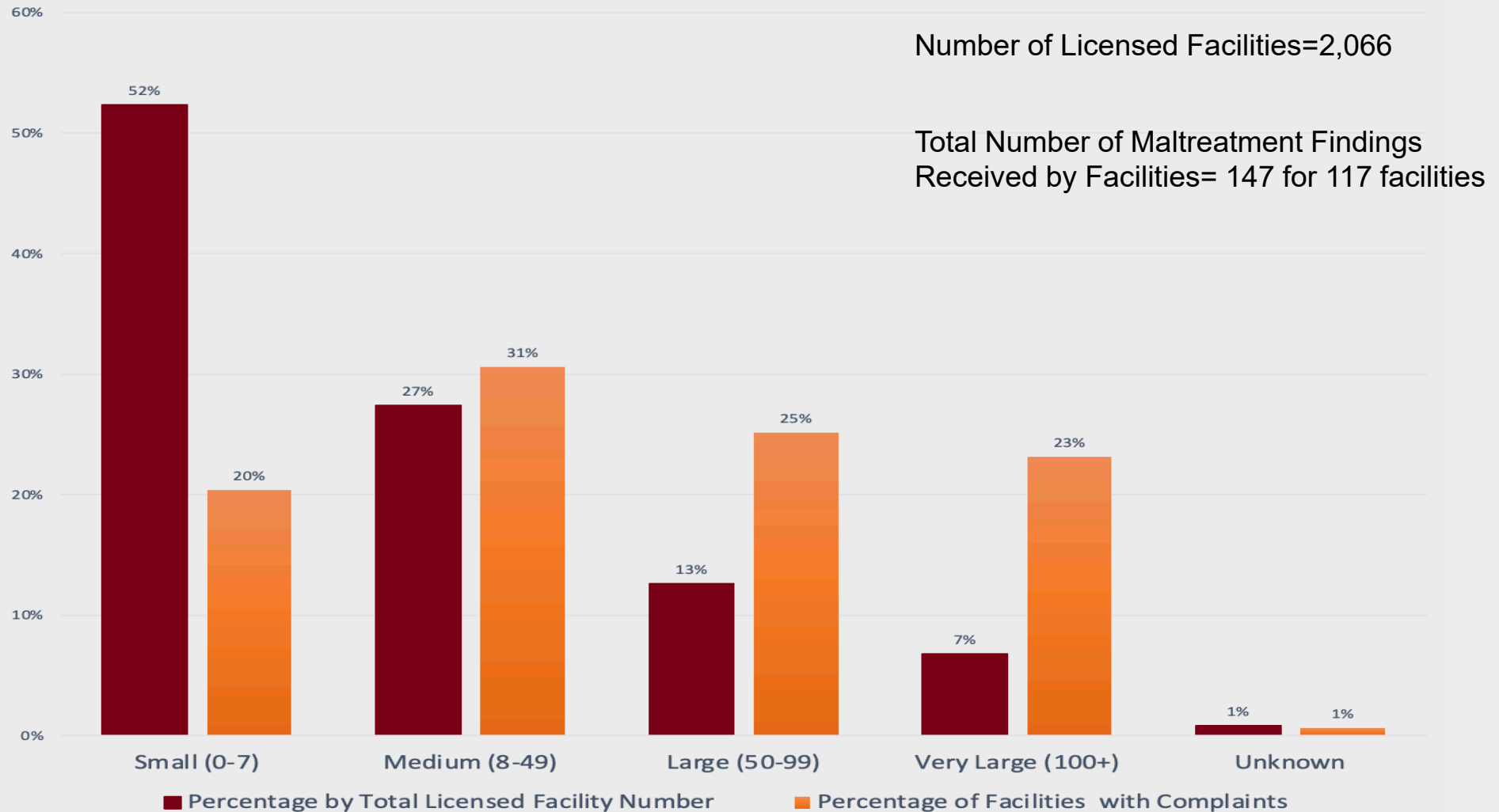
Percentage of total licensed facilities by Ownership; Percentage of maltreatment findings by Ownership

Number of Licensed Facilities=2,066

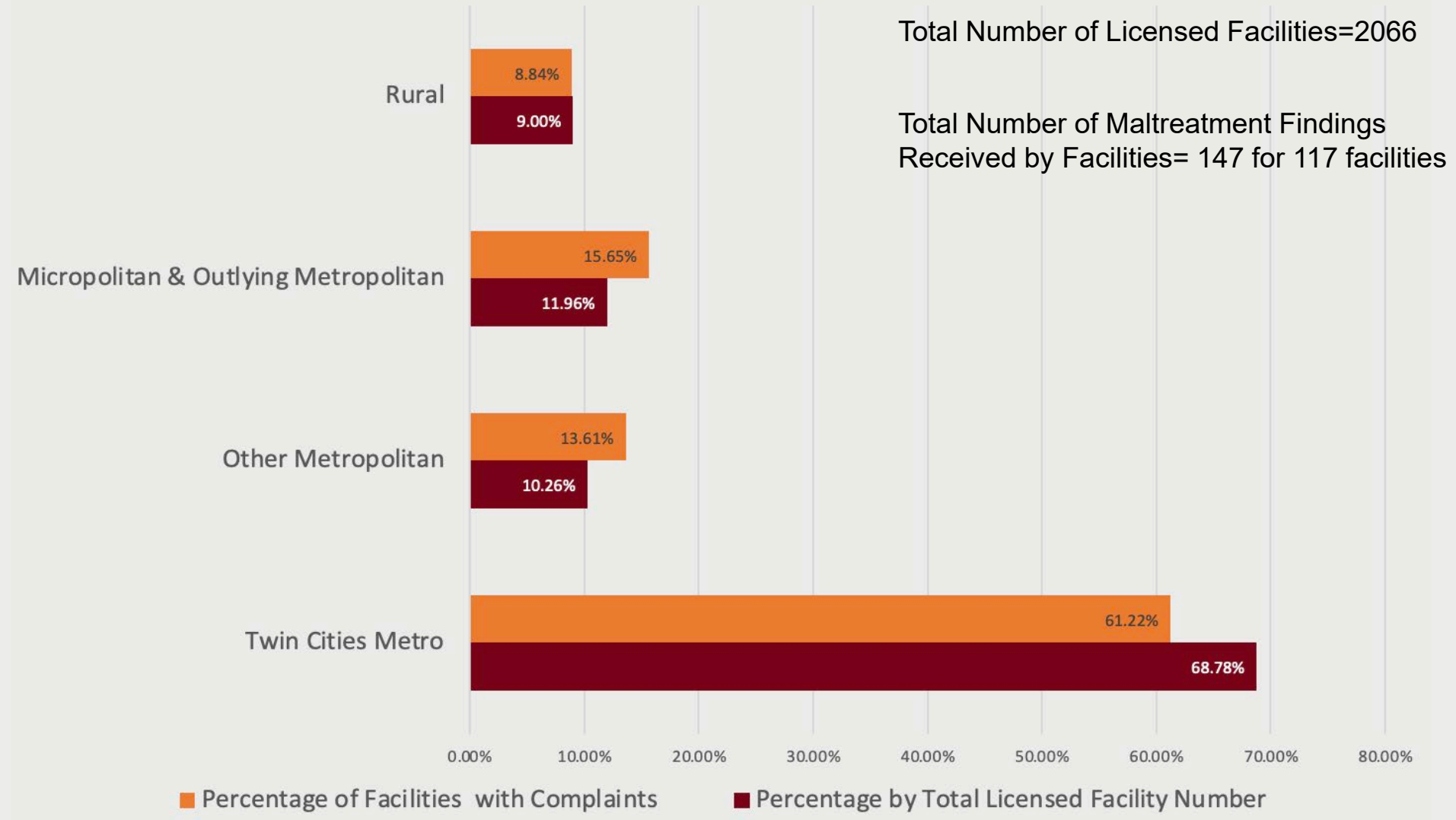Total Number of Maltreatment Findings
Received by Facilities= 147 for 117 facilities

- For Profit: Percentage by Total Licensed Facility Number 77.35%, Percentage of Facilities with Complaints 80.95%
- Not For Profit: Percentage by Total Licensed Facility Number 15.78%, Percentage of Facilities with Complaints 13.61%
- Government & Tribal: Percentage by Total Licensed Facility Number 0.92%
- Not Reported: Percentage by Total Licensed Facility Number 5.95%, Percentage of Facilities with Complaints 4.76%

■ Percentage by Total Licensed Facility Number ■ Percentage of Facilities with Complaints

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Percentage of total licensed facilities by Geography; Percentage of maltreatment findings by Geography

Total Number of Licensed Facilities=2066

Total Number of Maltreatment Findings Received by Facilities= 147 for 117 facilities

Rural
- 8.84%
- 9.00%

Micropolitan & Outlying Metropolitan
- 15.65%
- 11.96%

Other Metropolitan
- 13.61%
- 10.26%

Twin Cities Metro
- 61.22%
- 68.78%

■ Percentage of Facilities with Complaints   ■ Percentage by Total Licensed Facility Number

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Percentage of total licensed facilities by Dementia Care; Percentage of maltreatment findings by Dementia Care

Total Number of Licensed Facilities=2066

Total Number of Maltreatment Findings Received by Facilities= 147 for 117 facilities

Assisted Living Facility --- Dementia Care
- 65.99%
- 28.85%

Assisted Living Facility
- 33.33%
- 71.15%

■ Percentage of Facilities with Complaints ■ Percentage by Total Licensed Facility Number
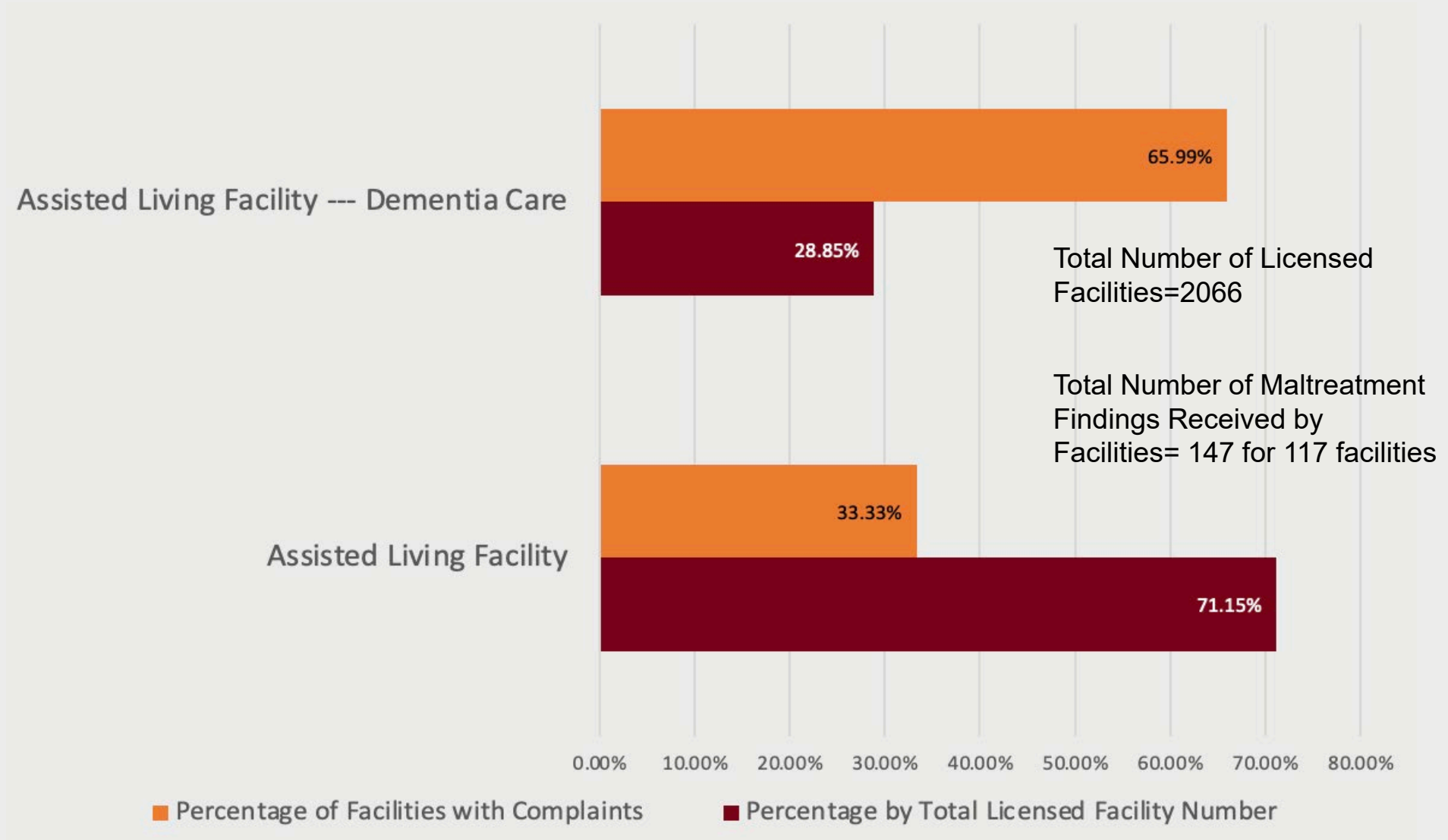
Staffing scope and severity tags for ALFs with maltreatment findings vs ALFs without findings
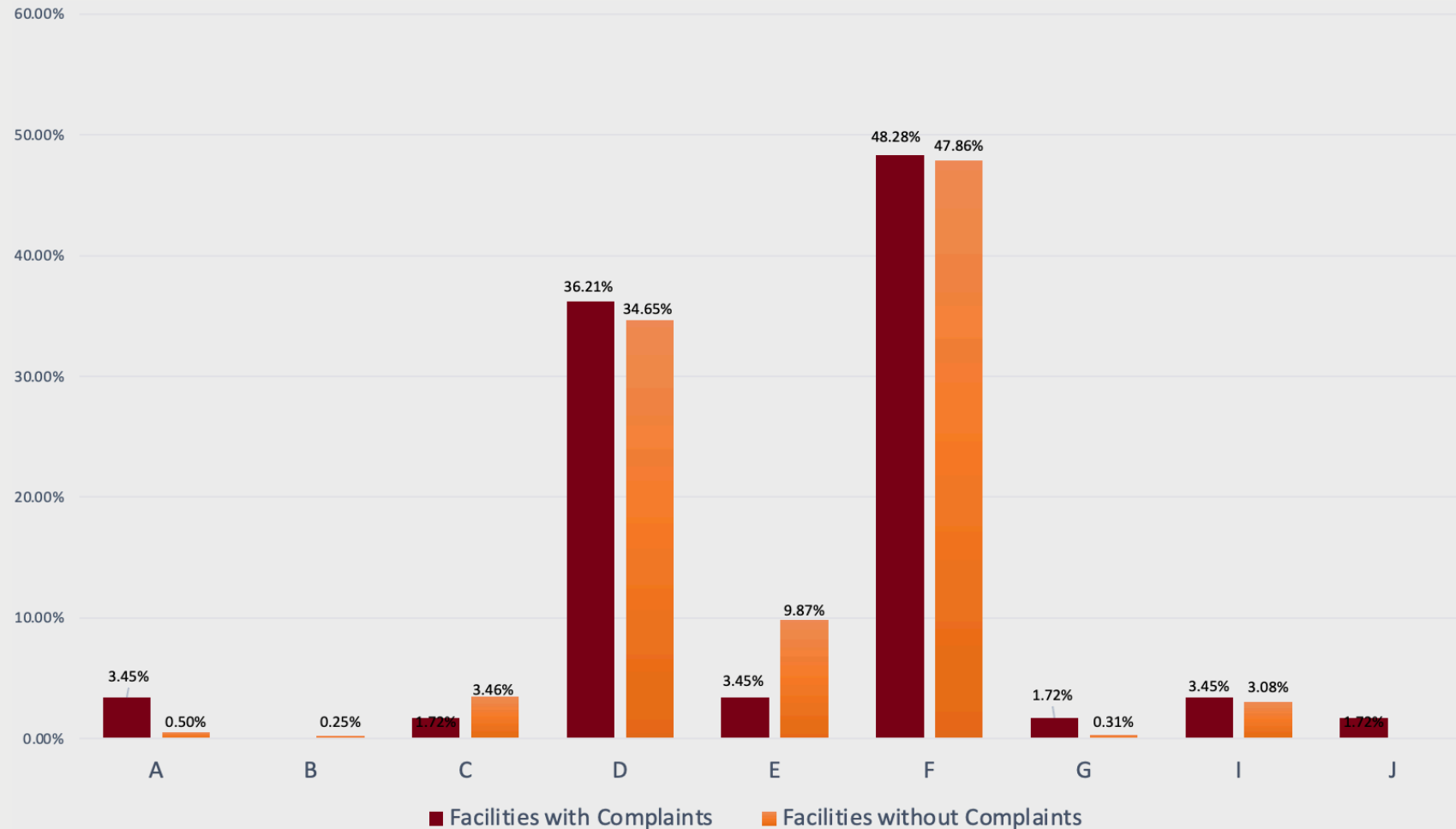
D=isolated, E=pattern, F=widespread

Mean staffing tag deficiency score with and without maltreatment findings

Findings	Mean (95%CI)	P-Value
No findings	11.24 (10.70,11.78)	p=0.164
With findings	14.33 (9.94, 18.72)	p=0.164

- Mean staffing tag deficiency score was somewhat higher in facilities with maltreatment findings.

- The difference was not statistically significant.

- Future work will analyze correlations of safety and resident health outcomes tags with maltreatment findings data.

Large Group Discussion

- What are your overall reactions to the investigations data findings?

- **Please place a post-it note or comment on the Jamboard or give your comment to the facilitator to post**

Questions & Discussion

Top discussion topics for each question- review the Jamboard

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

- Two drop-in feedback sessions have been scheduled on July 11 & 14.

- Our next meeting is August 22, 10:30am-12pm. Topics will include:

  - UMN updates on licensing survey measure development.

  - Vital Research's findings from 2022-2023 data collection.

  - Planning for Assisted Living Report Card website launch.

Questions?

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