



## Assisted Living Report Card Advisory Group

Wednesday, December 11, 11:30a.m. – 12:20p.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
- Residential Providers Association of Minnesota (RPAMN)

## Meeting agenda

Topic	Presenter	Time
Updates on survey scope for the 2025 round of resident and family surveys	DHS	11:35-11:45am
Plans for publishing MDH data on the AL Report Card	DHS	11:45am-12:15pm
Next steps and closing	DHS	12:15-12:20pm



Updates on survey scope for the 2025 round of  
resident and family surveys

# 2024 resident survey outcomes by capacity

Participation Outcomes	Capacity 5	Capacity 6	Capacity 7+
Completed, Target Met	3%	18%	75%
Visited, Target Not Met	5%	25%	6%
Closed	10%	12%	2%
Out of Scope	65%	28%	2%
Passive Refusal	16%	14%	5%
Other	<1%	2%	1%
Scheduled	<1%	1%	9%
Total Facilities	640 (100%)	130 (100%)	1,006 (100%)

*Data as of September 11, 2024*

# DHS plan for 2025 survey scope

Year	Survey scope	Number of ALs (% total)	% statewide capacity
2022-2023	<u>20+</u> resident capacity	~800 (36%)	87%
2024	<u>5+</u> resident capacity	~1,775 (79%)	97%
2025	<u>7+</u> resident capacity	~1,000 (44%)	91%

# Questions?

- What are your reactions to this decision?
- What questions do you have?



Plans for publishing MDH data on the report card



- Linking MDH survey and maltreatment reports to the report card
- How reconsiderations will be handled for the MDH survey ratings
- MDH maltreatment findings indicator updates
- How reconsiderations will be handled for the maltreatment findings indicator

# Linking MDH survey and maltreatment reports to the report card

- DHS plans to link to providers' MDH licensing survey and maltreatment findings reports on each assisted living's individual quality profile page. This will include:
  - A link to the provider's most recent MDH licensing survey
  - A list of substantiated maltreatment findings within the past twelve months where the facility is found to be wholly or jointly responsible, and a link to the MDH maltreatment findings report for each
- Links will be automatically updated as MDH publishes new findings online.
- DHS plans to add this enhancement to the report card during the February 2025 release.

# MDH survey and maltreatment reports table preview

## Resident Quality of Life - Details

## Family Satisfaction - Details ?

## State Licensing & Investigations Results ?

[\(Hide the Licensing Surveys & Maltreatment Investigations table\)](#)

### Licensing Surveys ?

Survey Number	Resolved Date	For More Information
C3VL11	11/08/2023	<a href="#">Link to Survey Findings</a>

### Maltreatment Investigations ?

Complaint Number	Resolved Date	Status	For More Information
H52317928C	09/15/2024	SUBSTANTIATED	<a href="#">Link to Investigation Findings</a>
H52316762C	07/28/2024	SUBSTANTIATED	<a href="#">Link to Investigation Findings</a>

The state of Minnesota inspects assisted livings every two years for resident health, safety, and staff quality. However, they may inspect a facility for resident maltreatment at any time when a complaint is made, which can be submitted by anyone.

# How will reconsiderations be handled for MDH survey ratings?

- Resident health, safety, and staffing ratings will be published to the report card quarterly starting in February 2025.
- DHS will publish ratings based on initial survey findings, regardless of whether a finding is under reconsideration.
- DHS plans to flag ratings where findings are under reconsideration. Because providers must request a reconsideration within 15 days of receiving notice of a finding, DHS will be able to flag reconsiderations at the time of publishing ratings.
- If the reconsideration process results in a changed finding, DHS will revise the rating as needed during the next regularly scheduled quarterly update.

# Reconsiderations flag preview

## Facility Search Results ?

149 facilities are in Anoka County.

Hover over the ? icon to view more

This measure is based on state licensing inspections.  
n/a - data not available  
\* - rating is under review and may change

Facility Name	City	License ?	Resident Quality Of Life ?	Family Satisfaction ?	Resident Health ?	Safety ?	Staffing ?
Assisted Living Community 1	Anoka	Approved	★★★★★	★★★★★	★★★★★	★★★★★	★★★★★
Assisted Living Community 2	Andover	Approved for dementia care	★★	★★★★★	★★*	★★★★★	★★★★★
Assisted Living Community 3	Fridley	Approved for dementia care	n/a	n/a	n/a	n/a	n/a
Assisted Living Community 4	Coon Rapids	Approved for dementia	★★★★★	★★	★★★★★	★★★★*	★★★★★

# MDH maltreatment findings indicator

- DHS plans to add a MDH maltreatment findings indicator to the AL Report Card in early 2025.
- This indicator will report on whether an AL setting has had a substantiated maltreatment finding where the provider is wholly or partially responsible.
- This indicator will have a 12-month lookback period and updated automatically as MDH publishes findings online.

# Maltreatment findings indicator preview



Minnesota Department of Human Services and Minnesota Board on Aging

## Assisted Living Report Card

Search Map List

The Oaks ×

### Facility Search Results

149 facilities are in Anoka County.

Facility Name	City	License	Capacity	Resident Quality Of Life	Family Satisfaction	Resident Health	Safety	Substantiated Maltreatment
(Minnesota average)				★★★	★★★			
Assisted Living 1	Anoka	Approved	25	n/a	n/a	n/a	n/a	No
Assisted Living 2	Anoka	Approved	132	n/a	n/a	n/a	n/a	Yes
Assisted Living 3	Anoka	Approved	148	n/a	n/a	n/a	n/a	No

Does the state have evidence of resident maltreatment at this facility in the last year?

# How will reconsiderations be handled for the maltreatment indicator?

- DHS will publish initial findings on the report card, regardless of whether a finding is under reconsideration.
- DHS has decided not to flag reconsiderations for maltreatment findings.
- The indicator will automatically be changed from “yes” to “no” if MDH publishes a revised finding because of a reconsideration.



# Additional information on maltreatment findings reconsiderations

- According to MDH, it currently takes an average of 167 days to complete a maltreatment reconsideration.
  - The average length of time it takes MDH to complete a maltreatment reconsideration has been reduced considerably. MDH believes it can achieve a 20-day average by the end of 2025.
  - This excludes cases that go to a hearing (4-5 a year), which take considerably longer to resolve.
- Over the past two years, MDH has changed roughly 10-12% percent of maltreatment findings under reconsideration.

# Questions

- What are your reactions to these updates?
- What questions do you have?



Next steps and Q&A

## Next steps for the Advisory Group

- Today's meeting slides and notes will be posted to the project webpage:  
[www.mn.gov/dhs/assisted-living-report-card](http://www.mn.gov/dhs/assisted-living-report-card)
- Our next meeting is TBD. Topics will likely include:
  - Updates on publishing maltreatment indicator
  - MDH progress with maltreatment reconsiderations timelines
  - Website usage and communications planning updates



Any other questions?

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