

Assisted Living Report Card Advisory Group Meeting

Date: 05/09/2022

Location: Zoom virtual meeting hosted by University of Minnesota

Attendance

Advisory Group Attendee	Organization
Tom Rinkoski	AARP
Sam Smith	Alzheimer's Association
Patti Cullen	Care Providers of Minnesota
Todd Bergstrom	Care Providers of Minnesota
Jean Peters	Elder Voice Family Advocates
Kari Thurlow	LeadingAge Minnesota
Angie Kluempke	Medica
Susan Mezzenga	Minnesota Board on Aging
Ann Thole	Minnesota Board on Aging
Lindsey Krueger	Minnesota Department of Health
Amanda Vickstrom	Minnesota Elder Justice Center
Adam Suomala	Minnesota Leadership Council on Aging & Diverse Elders Coalition
Genevieve Gaboriault	Ombudsman for Long Term Care
Elizabeth Warfield	PrimeWest
Jane Pederson	Stratis Health

Staff and presenters	Organization
Valerie Cooke	Department of Human Services
Rachel Shands	Department of Human Services
Peter Spuit	Department of Human Services
Cathy Coddington	Vital Research
Marissa Hughes	Vital Research
Tetyana Shippee	University of Minnesota
Tricia Skarphol	University of Minnesota

Observers	Organization
Brenna Horn	University of Minnesota
Emily Johnson	University of Minnesota
Becky Walsh	PrimeWest

Agenda

- Welcome and brief introductions of advisory group members
- Brief overview of report card project
- Review the purpose of the advisory group
- Update from Vital Research on 2021-2022 Resident Quality of Life and Family Satisfaction Survey data collection and research
- Review and discuss University of Minnesota's research surrounding licensing survey letters issued by the Minnesota Department of Health
- Overview of next steps for the project

Resident Quality of Life and Family Satisfaction Survey Updates (Vital Research)

- Vital Research developed the Resident Quality of Life Survey and the Family Satisfaction Survey, in consultation with the University of Minnesota and public stakeholders. Both will be used to towards the Minnesota Assisted Living Report Card. Resident and family surveys for facilities with more than 8 people began in September 2021. Pilot data collection for facilities with less than 8 residents began in March 2021.
- Due to the Covid-19 pandemic, project goals were revised for the first year of data collection. The revised goals were:
 - Learn about challenges and possibilities of large-scale data resident collection using mail, phone and video survey administration; continue family surveys;
 - Assess the results to see if they are different based on how the data was collected (phone, mail, video)
 - Explore how to collect resident data in small facilities (phone, mail, in-person)
- For assisted living facilities with more than 8 residents, 2000+ surveys were mailed, 300+ phone surveys were collected and 24 video (Zoom) surveys were collected. For assisted living facilities with less than 8 residents, 200+ surveys were mailed, 57 surveys phone surveys were collected and there were 14 in-person survey interviews. Vital Research discussed the challenges and successes for each.
- Data collection will continue through early June 2022. Vital Research will report results of their findings this summer.
- Another round of statewide data collection will take place in the fall and winter of 2022-2023. This year's research findings will inform plans for the next round of data collection.

Resident quality of life and family satisfaction survey feedback from Advisory Group members

- Advisory Group members wondered how many assisted living facilities have a capacity to serve 8 or fewer people.
 - Response: From the assisted living provider directory downloaded in January 2022, 52.3% of facilities had a capacity to serve 8 or fewer people (or 1,061 of 2,028 facilities).
- A number of group members had comments around smaller facilities. These included:

- A number of these facilities have residents with more mental health needs and wondered if the results from these facilities will be displayed differently?
- A number of these facilities have younger residents. Are these different from facilities with older residents?
- Smaller settings are home to a larger number of culturally-specific community providers, so finding a workable way to ensure good representation of historically marginalized voices of BIPOC elders is a priority.
 - Response: Vital Research will be analyzing whether and how results in small facilities are different from larger facilities. The research report released this summer will offer findings on this topic
- Someone wondered if there was an option for an electronic survey via email.
 - Response: This option is not available for assisted living residents. Vital research has found that more people complete mailed surveys compared to online surveys, especially if they do not have email addresses. In addition, they are working to get enough data for each current mode (phone, mail, etc.). This will allow them to analyze current data to see how each mode (phone, in-person, etc.) performs.
- A group member thought results for resident and family surveys should be shared with the public separated by license type – that is, facilities with or without a dementia care license type.
 - Response: The report card project team will take this feedback under consideration.
- A group member questioned whether results collected by different modes should all be mixed together on the public report card website.
 - Response: If Vital Research finds that a different data collection mode is statistically valid as compared to in-person interviews, the report card may publish findings from both modes.
- A group member suggested looking at and analyzing data by provider enrollment. Look at assisted living facilities that accept residents with an Elderly Waiver (EW), a Community Access for Disability Inclusion waiver (CADI), an EW/CADI waiver or residents who have no waivers.
 - Response: The report project team may make use of provider enrollment and Medicaid waiver claims data to better understand each facility. However, this data is of limited value because some assisted living facilities do not participate in Medicaid waiver programs, or serve a very small number of waiver program participants.

Research on Department of Health Licensing Surveys and Facility Complaints (University of Minnesota)

- The University of Minnesota staff began a review of the assisted living provider licensure surveys to evaluate how licensing survey results could be used to support quality measures. Using a systematic process for reviewing and coding survey letters, results from the first 100 coded survey letters were presented to the group.
- An overview showed the majority of violations found in the survey letters were level 2 violations. Level 2 is a violation that did not harm a resident’s health or safety but had the potential to have harmed a resident’s health or safety, but was not likely to cause serious injury, impairment, or death. In addition, each violation level indicates if the violation was isolated, pattern or widespread (scope and severity).

Violations are given tag numbers and tag numbers correlate to Minnesota state statutes for Assisted Living providers.

- Other items under review are complaints and requests for reconsideration, where license holders formally appeal a violation that was issued through their licensing survey.
- Next, assisted living licensure tag numbers were mapped to the 9 quality of life (QoL) domains identified in assisted living literature: 1) resident quality of life, 2) resident and family satisfaction, 3) safety, 4) resident health outcomes, 5) staff, 6) physical and social environment, 7) service availability, 8) care services and integration, and 9) core values and philosophy.
- Beyond resident quality of life and family satisfaction, the domains previously ranked by the Advisory Group as the most important were staff and resident health outcomes.
 - Preliminary findings for the staffing domain:
 - 128 tags are a level 2 violation/isolated, 35 tags are level 2/pattern, and 121 tags are level 2/widespread
 - Preliminary findings for the resident health outcomes domain:
 - 288 tags are a level 2 violation/isolated, 83 tags level 2/ pattern, and 141 tags level 2/ widespread.
- The U of MN will continue to systematically map tags to all quality domains and bring findings to a future Advisory Group, along with findings from complaints letters.

Assisted Living Licensure Survey review feedback from Advisory Group members

- An Advisory Group member expressed concern about using the first surveys since there was quite a learning process for both facilities and surveyors during the first months.
 - Response: Even though facilities and the Department of Health are going through a learning process, the license survey findings are official, public results. Facilities can request reconsiderations. The report card project team may look at future survey letters to see how they compare to the 150 letters reviewed through this research.
- Someone asked how other states have done similar work (develop an AL report card) and can we compare our data with theirs.
 - Response: Dr. Tetyana Shippee has been actively reaching out to colleagues asking about this work and there is nothing that is closely comparable. Minnesota tends to lead the nation in this area.
- Some members expressed concern about using survey letters for quality measurements. One group member thinks surveys identify issues that fall below a standard and they are not optimizing resident quality of life by helping organizations to look forward to improve at a systems level.
 - Response: Surveys will not be the only source of data to measure quality. Right now, surveys are a consistent source of data when not much data is available. Additionally, preliminary analysis from the U of MN shows that some facilities are not meeting baseline standards for assisting living.
- A group member then asked if surveys will be conducted on a stable schedule.

- Response: The Advisory Group member representing the Department of Health stated that they have made a commitment to deliver a strong and timely survey process, and they are hiring more staff to increase the number of surveys they can complete each year.
- A group member wondered how these quality measures will influence consumer choices.
 - Response: Consumers can choose what quality measure(s) is most important to them on the report card. Some might be interested in the licensure surveys while other might be more interested in the resident and family quality of life surveys.

Advisory Group next steps

- The next Advisory Group meeting is on Wednesday, August 3, 10:00-12:00. Topics for this meeting will include:
 - Licensing survey and complaint research
 - Results from the 2021-2022 resident and family survey data collection
 - Proposed resident and family survey instrument changes
 - Data collection strategies for the fall-winter