Assisted Living Report Card Advisory Group Meeting

Date: 08/22/2023
Location: Zoom virtual meeting hosted by University of Minnesota

Attendance

Advisory Group Attendee	Organization
Todd Bergstrom	Care Providers of Minnesota
Jeff Bostic	LeadingAge Minnesota
Patti Cullen	Care Providers of Minnesota
Kari Everson	LeadingAge Minnesota
Mary Jo George	AARP
Angie Kluempke	Medica
Laura Orr	Minnesota Elder Justice Center
Dr. Jane Pederson	Stratis Health
Daphne Ponds	MDH
Parichay Rudina	Ombudsman for Long Term Care
Sam Smith	Alzheimer's Association
Kristine Sundberg	Elder Voice Family Advocates
Ann Thole	Minnesota Board on Aging

Staff and presenters	Organization
Valerie Cooke	Department of Human Services
Lauren Glass	Department of Human Services
Jen Olson	Department of Human Services
Rachel Shands	Department of Human Services
Tetyana Shippee	University of Minnesota
Tricia Skarphol	University of Minnesota
Cathy Coddington	Vital Research
Colleen Ehatt	Vital Research
Marissa Hughes	Vital Research

Observers	Organization
Bob Dehler	MDH
Linda Gustafson	Community member
Carolyn Perron	Community member
Michaun Shetler	Care Providers

Agenda

- Welcome, roll call, introduction of new attendees, and overview of agenda
- Vital Research present:
    - Review of resident and family survey results from 2022-2023 data collection
    - Review proposed survey changes
    - Recommendations for 2023-2024 data collection
- University of Minnesota Present:
    - Proposed changes to resident quality of life subdomains and family satisfaction subdomains
    - Recommended risk adjustment for resident and family measures
    - Proposed star rating system

Findings from 2022-2023 assisted living resident and family surveys by Vital Research

- Vital Research was contracted to develop and implement 2 key instruments to gather data associated with the Minnesota Assisted Living Report Card: Resident Quality of Life, and Family Satisfaction surveys
- Goals for 2022-2023
    - Collect data at 400 Assisted Living facilities minimum
    - Include facilities with a capacity of 20+ residents
- Timeline
    - October 2022- Began data collection
    - May 2023- Ended data collection
    - July 2023- Reported data collection
- 59-61% of facilities contacted participated
- The resident participation rate was 78%
- Resident demographics
    - Average age- 82
    - 83% of respondents were white
    - 68% were female
    - 18% were in memory care
    - 45% lived in the facility for less than a year

- Family survey response rate was 52%
- Family Demographics
    - Average age- 63
    - 68% were the child or daughter/son in-law
    - 15% were siblings
    - 5% were a spouse or partner
    - 68% were female
    - 92% were white
- Challenges
    - Winter weather
    - Updated facility contact information
    - Facility hesitancy about participating
    - Interviewer recruitment + retention
- Moving forward
    - Tiered approach to data collection
        - Scheduling and data collection will be by location
        - Data collection will occur over a 12-month period
    - Proposed changes to resident surveys
        - Remove Covid-19 questions
        - Move question about facility friendships from the "People Who Work Here" to "Social Engagement"
        - Add qualifier before the section on food (i.e., "Do you participate in meal plans here?")
    - Proposed family survey changes
        - Remove COVID-19 questions
        - Add question on communication between representatives and management
- Next Steps
    - Update surveys
    - Determine timeline for each geographic region to participate
    - Recruit and train interviewers
    - Notify administrators of facilities with the capacity to serve 5+ residents
    - Data collection begins in January 2024

Questions for the stakeholder group

1. **What are your overall thoughts on the tiered approach?**
2. **How can we better prepare providers throughout the process?**
3. **What are your reactions to the proposed changes to the survey instrument?**

Comment: It seems like a fine conceptual idea, especially to track some of the issues with things like wintertime in northern Minnesota. How will that translate into the actual report card? Will the results be posted before every region has results?

> **Response**: The current thought is that the report card would be updated on a rolling basis instead of waiting for a full years' worth of data to be collected. It would likely be updated quarterly with the most recent data.

Question: Will the data be listed so viewers can see which data is newer or older?

> **Response**: On the report card, each individual AL provider will have their own quality information page. Details on the ratings will include a history that shows changes to their ratings over time and when the ratings were posted.

Comment: From the consumer perspective, there is interest in having data posted quickly. Having a disclaimer that the data is not complete for a certain region would be helpful. Having the information posted quickly gives the consumers the ability to make a more informed choice.

Comment: A concern is how comparisons could be made between different regions if their timeframes are different.

Question: Are there plans in the future to include surveys for residents living in facilities with a capacity of less than 5 residents?

> **Response**: That is not in the current scope of the upcoming round of data collection. This is due to concerns from the institutional review board regarding reporting on facilities with less than 5 residents.

Question: Please provide clarification on the margin of error and how we're claiming confidence intervals of plus or minus 6 on smaller facilities.

> **Response**: We use the means and standard deviations for each of the domains. So we're looking at that range of responses and each of the domains that goes into the total score. This is the standard formula for sample of error calculations.

Updates on resident quality of life and family satisfaction measures by UMN

- Factor analysis on 2022-23 data
    - Resident surveys
        - No recommended changes at this time
        - Autonomy and environment may need to be combined in the future
    - Family surveys
        - No recommended changes

- Risk adjustment
    - Considerations of relevant facility characteristics available at this time:
        - Ownership type
        - Size
        - Geography
        - License type
    - We are considering adjusting for geography
- 5-star rating system
    - Tentative plan: use the same formula as the NH report card to calculate star ratings
        - 5 Stars: Mean plus 1½ standard deviations
        - 4 Stars: Mean plus ½ to 1½ standard deviations
        - 3 Stars: Mean plus or minus ½ standard deviations
        - 2 Stars: Mean minus ½ to 1½ standard deviations
        - 1 Star: Mean minus 1½ standard deviations
    - We are reviewing 3 other scoring formulas to ensure adequate distribution across all 5 stars.

Discussion on UMN presentation

- **What are your reactions to our factor analysis work?**
- **What question do you have about risk adjustment findings?**
- **What are your reactions to these recommendations?**

Question: Can the analysis be completed again with the smaller facility size included? Smaller AL facilities tend to have different payer sources, and different age demographics so their responses may be much different.

> **Response**: We will to re-run the analyses once we have more data; including smaller facilities is important.

Question: When the Twin Cities are mentioned, how is that defined and what counties are included?

> **Response**: The counties included for the Twin Cities are Anoka, Dakota, Hennepin, Ramsey, Scott, and Washington counties.

Comment: If a provider has been working on strategies to improve their report card ratings, they won't like to wait a year or more to reflect improved performance.

Question: How many providers have 5 residents or less?

Response: Based on MDH's list of all AL licensed settings from one year ago, 501 settings were licensed with a capacity of 4 or less residents, out of 2163 total settings.

Follow-up question: Do you have the total numbers for assisted living facilities with 6 – 11 residents, 12 – 20 residents, 21 -50 residents and 51+ residents?

Response: Based on a list of all licensed AL providers as of 9/2/22, the number of sites licensed to serve a capacity of 5-11 = 779; 12-20 = 144; 21-50 = 326; 51+ = 443. This list is about a year old, and there likely has been some turnover in that time; however, these numbers should help to give a rough idea of about how many AL sites we have of various sizes across the state.

Next steps and closing by DHS

- Our next meeting is October 23, 12pm-2pm. Topics will include:
    - UMN updates on licensing survey measure development.
    - Planning for Assisted Living Report Card website launch.