Assisted Living Report Card Advisory Group

Tuesday, August 22, 10:30 a.m. – 12:00 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
Overview of today's meeting topics	DHS	10:35am-10:45am
Findings from 2022-2023 assisted living resident and family surveys	Vital Research	10:45am-11:20am
Updates on resident quality of life and family satisfaction measures	UMN	11:20am-11:55am
Next steps and closing	DHS	11:55am-12:00pm

Overview of today's meeting topics

- March 22, 2023
  - UMN's findings from analysis of 2021-2022 resident and family survey data
  - Building measures from AL licensing survey data: staffing measure

- May 3, 2023
  - Building measures from AL licensing survey data: resident health measure

- June 29, 2023
  - Planning for AL Report Card website launch
  - Building measures from AL licensing survey data: safety measure
  - Exploring the use of maltreatment investigations findings for quality measures

Plans for AL Report Card website launch

Timeline	Milestone
June 2023	Vital Research completes 2022-2023 round of data collection.
July 2023	AL Report Card website design is finalized.
Sept. 2023	UMN produces the first round of resident and family survey ratings for the AL Report Card.
Nov. 2023	AL Report Card soft launch.
Dec. 2023	DHS announces AL Report Card launch to the public.
Jan. 2024	Vital Research begins 2023-2024 round of data collection.
Feb. 2024	UMN produces first round of AL licensing ratings for the AL Report Card.

- Decisions DHS needs to make for the resident and family survey measures:

  - Domains to report on for each measure

  - How star ratings are assigned to providers

  - Risk adjustment for providers by size and geography

- Decisions DHS needs to make for 2023-2024 round of data collection:
  - Resident survey instrument revisions
  - Family survey instrument revisions

Minnesota Assisted Living Report Card

Resident Quality of Life + Family Satisfaction

Recap

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

- Family Satisfaction

2022-2023 Cycle Goals

1. Collect data at 400 Assisted Living facilities minimum

2. Include facilities with a capacity of 20+

3. Provide facility level reports:

   - ≥11 Respondents: Item-level report

   - 5-10 Respondents: Results by domains

   - <5 Respondents: No results provided at individual facility level

59-61% Facility Participation

785 facilities contacted

467 facilities participated in **resident** surveys (449 met MOE)

481 facilities participated in **family** surveys (444 met MOE)

*88 additional facilities agreed to participate in resident surveys, but were unable to due to scheduling restraints

78% Resident Participation Rate

15,910 residents approached

12,480 interviews started

12,091 interviews completed

Resident Demographics

82
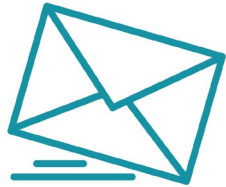Average Age (18-120)

83%
White

68%
Female

18%
Memory Care
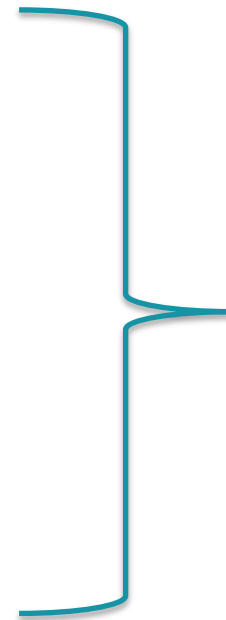
45%
Lived in Facility
<1 year

52% Family Survey Response Rate

8,360 (70%)

2,652 (22%)

923 (8%)

11,935 Completed Surveys

Family Demographics

63

Average Age (21-105)

68%

Female

92%

White

68%

Child, daughter/
son in law

15%

Sibling

5%

Spouse/ partner

Challenges

- Winter weather

- Updated facility contact information

- Facility hesitancy about participation

- Interviewer recruitment + retention

Tiered Approach to Data Collection

- Scheduling + data collection by location (tier)

- Facility notification to schedule by tier

- Data collection over a 12-month period

- Facilities with capacity to serve 5+ residents will be contacted; must have 5 current residents to schedule

Tiered Data Collection

Benefits

- Fewer interviewers during peak winter months

- Planned interviewer recruitment and training at set intervals

- Targeted facility outreach

- Distinct timelines for assisted living facilities, with the aim to increase facility participation

Proposed Resident Instrument Changes

- 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?")

- Addition of multiple probes

- Adjust response scale

Question 28: "Are you allowed to personalize your room?"

Suggested Probe: "For example, display photos, etc."

Proposed Family Instrument Changes

- Remove COVID-19 questions

- Add question on communication between representatives and management
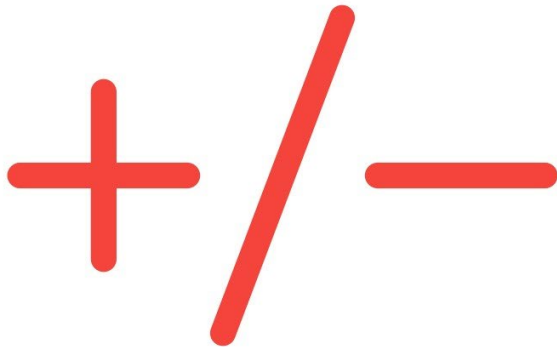
Margin of Error Change

- Original margin of error + facility sampling table was based on the nursing home data

- New margin of error + facility sampling table based on analysis completed by UMN over the last 2 years of assisted living data collection (pictured)

- New sampling table will be implemented for both resident and family surveys

Minnesota 23-24 QOL Assisted Living Resident Survey Sampling Table

Margin of error to +/-6%

Eligible Residents or Representatives	Interviews to Complete
<5	All
5-7	5
8-9	6
10-11	7
12-13	8
14-16	9
17-19	10
20-23	11
24-27	12
28-32	13
33-39	14
40-47	15
48-58	16
59-73	17
74-94	18
95-129	19
130-189	20
140-189	20
190-339	21
340-500	22

Margin of Error Change, continued

Benefits:

1. Designed for assisted living communities

2. More facilities will be able to meet their margin of error + AL Report Card users will be able to access quality ratings on more facilities

Next Steps

January 2024: Data Collection Begins

01 | Update instruments

02 | Determine timeline for each geographic region to participate

03 | Recruit and train interviewers

04 | Notify administrators of facilities with the capacity to serve 5+ residents

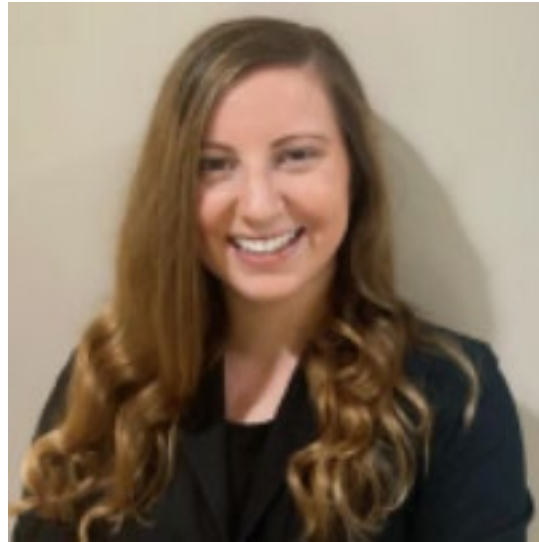**05** | Begin state-wide data collection 2024

Q&A

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?

Team

Feel free to reach out with any questions or follow-up!

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Review of 2022-23 Resident and Family Survey Analysis

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Agenda

- Updated findings & recommendations for resident and family surveys
- Risk adjustment for resident and family measures

Factor analysis

Factor analysis on 2021-22 pilot data

- Presented results at 3/20/23 AG meeting

- Family surveys-no recommended changes

- Resident surveys-recommendations for possible survey changes

2021-22 pilot data: resident survey findings

- Three domains **autonomy, culture, and environment** were highly correlated, and had poor reliability on their own

- Recommendation: combine these three domains into 1 domain

Factor analysis on 2022-23 data

- Re-ran factor analysis on a larger dataset

- Does this analysis confirm pilot data analysis?

- Results presented on the next slide

Results of 2022-2023 Factor analysis

Resident surveys

No recommended changes at this time

Autonomy and environment may need to be combined in the future

Family surveys

No recommended changes

Questions/comments

- What are your reactions to our factor analysis work?

Risk Adjustment

- Considerations of relevant facility characteristics available at this time:

    - Ownership type

    - Size

    - Geography

    - License type

- We are considering adjusting for geography

Resident survey analysis - geography

	Twin Cities Metro	Other	p
n	6922	8696	
Staff Score (mean (SD))	84.711 (17.220)	88.419 (14.875)	<0.001
Environment Score (mean (SD))	93.454 (14.944)	94.384 (14.034)	0.001
Food Score (mean (SD))	75.539 (23.802)	76.989 (23.396)	0.001
Engagement Score (mean (SD))	87.145 (14.138)	86.355 (14.317)	0.050
Autonomy Score (mean (SD))	80.144 (18.676)	82.431 (17.604)	<0.001
Culture Score (mean (SD))	90.146 (20.195)	91.609 (18.409)	<0.001
Security Score (mean (SD))	90.433 (14.981)	91.798 (13.296)	<0.001
Finances Score (mean (SD))	92.021 (14.081)	93.019 (13.767)	0.023
Overall Score (mean (SD))	61.206 (16.756)	61.222 (16.683)	0.958
Composite Score (mean (SD))	82.449 (12.716)	83.924 (11.701)	<0.001

Resident survey analysis - size

	Medium (8-50)	Large (51-100)	Very Large (101+)	p
n	5247	6131	4240	
Staff Score (mean (SD))	86.520 (16.723)	87.496 (15.276)	86.312 (16.130)	0.002
Environment Score (mean (SD))	92.731 (15.936)	94.556 (13.775)	94.751 (13.227)	<0.001
Food Score (mean (SD))	73.851 (25.153)	77.872 (22.427)	77.530 (22.803)	<0.001
Engagement Score (mean (SD))	85.184 (15.364)	86.937 (13.750)	88.104 (13.380)	<0.001
Autonomy Score (mean (SD))	80.548 (18.916)	81.826 (17.811)	82.068 (17.423)	<0.001
Culture Score (mean (SD))	88.689 (21.630)	91.905 (18.102)	92.610 (17.032)	<0.001
Security Score (mean (SD))	89.532 (15.300)	91.791 (13.478)	92.512 (12.988)	<0.001
Finances Score (mean (SD))	92.464 (14.738)	93.024 (13.396)	92.217 (13.742)	0.275
Overall Score (mean (SD))	59.801 (17.059)	61.991 (16.502)	61.863 (16.470)	<0.001
Composite Score (mean (SD))	81.730 (13.166)	84.011 (11.682)	84.236 (11.315)	<0.001

Family survey analysis - geography

	Twin Cities Metro	Other	p
n	5383	6377	
Experience Score (mean (SD))	75.303 (17.726)	77.100 (16.602)	<0.001
Choice Score (mean (SD))	77.755 (17.040)	79.734 (16.139)	<0.001
Needs Score (mean (SD))	69.026 (20.447)	72.083 (19.529)	<0.001
Finances Score (mean (SD))	69.689 (21.633)	71.744 (20.680)	<0.001
Housekeeping Score (mean (SD))	78.227 (17.792)	79.844 (17.221)	<0.001
Food Score (mean (SD))	65.336 (24.000)	66.651 (23.954)	0.005
Environment Score (mean (SD))	78.645 (17.558)	80.163 (17.084)	<0.001
Staff Score (mean (SD))	74.404 (18.605)	77.486 (17.132)	<0.001
Overall Score (mean (SD))	75.156 (19.713)	77.848 (17.843)	<0.001
Composite Score (mean (SD))	73.789 (16.010)	75.884 (15.209)	<0.001

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Family survey analysis - size

	Medium (8-50)	Large (51-100)	Very Large (101+)	p
n	3459	4711	3590	
Experience Score (mean (SD))	77.109 (16.876)	76.123 (17.329)	75.681 (17.141)	0.002
Choice Score (mean (SD))	79.651 (16.319)	78.673 (16.606)	78.248 (16.781)	0.002
Needs Score (mean (SD))	72.543 (19.478)	70.216 (20.111)	69.421 (20.277)	<0.001
Finances Score (mean (SD))	72.721 (20.546)	70.490 (21.173)	69.314 (21.561)	<0.001
Housekeeping Score (mean (SD))	79.220 (17.334)	79.219 (17.505)	78.842 (17.662)	0.562
Food Score (mean (SD))	66.407 (24.213)	66.365 (23.854)	65.265 (23.910)	0.094
Environment Score (mean (SD))	79.723 (17.294)	79.347 (17.353)	79.386 (17.297)	0.593
Staff Score (mean (SD))	77.362 (17.593)	75.949 (17.894)	75.006 (18.075)	<0.001
Overall Score (mean (SD))	77.599 (18.439)	76.760 (18.549)	75.482 (19.308)	<0.001
Composite Score (mean (SD))	75.732 (15.595)	74.847 (15.589)	74.252 (15.637)	<0.001

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5-Star rating system

- Tentative plan: use the same formula as the NH report card to calculate star ratings

  o 5 Stars: Mean plus 1½ standard deviations

  o 4 Stars: Mean plus ½ to 1½ standard deviations

  o 3 Stars: Mean plus or minus ½ standard deviations

  o 2 Stars: Mean minus ½ to 1½ standard deviations

  o 1 Star: Mean minus 1½ standard deviations

We are reviewing 3 other scoring formulas to ensure adequate distribution across all 5 stars.

Questions & Discussion

Q1. What question do you have about risk adjustment findings?

Q2. What are your reactions to these recommendations?

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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

- 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.

Questions?

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