Assisted Living Report Card Advisory Group

Monday, May 24, 2020, 1:30-3:00pm

Peter Spuit, MSW
Home and Community Based Services Consultant
Aging and Adult Services Division
Minnesota Department of Human Services

Tetyana Shippee, PhD
Associate Professor
Division of Health Policy and Management
University of Minnesota School of Public Health

- Welcome and introductions of any new attendees

- Summarize outcomes from our April 8 meeting

- Update on a review of Comprehensive Home Care Licensing Survey materials

- Discuss concepts and content for a possible, future Assisted Living Employee Survey

- Advisory Group Next Steps

Organization	Representative(s)
Minnesota Board on Aging	Susan Mezzenga
	Ann Thole
LeadingAge Minnesota	Kari Thurlow
	Jeff Bostic
Care Providers of Minnesota	Patti Cullen
	Todd Bergstrom
Minnesota Department of Health	Lindsey Krueger
Managed Care Organizations	Elizabeth Warfield (PrimeWest)
	Angie Kluempke (Medica)

Organization	Representative(s)
Minnesota Leadership Council on Aging & Diverse Elders Coalition	Adam Suomala
Minnesota Elder Justice Center	Sean Burke
Elder Voice Family Advocates	Kristine Sundberg
Ombudsman for Long Term Care	Genevieve Gaboriault
Stratis Health	Dr. Jane Pederson
Alzheimer's Association	Heidi Haley-Franklin
AARP Minnesota	Tom Rinkoski

- Be engaged in the meeting, listen actively, and keep an open mind.

- Stay focused on the meeting agenda and the topics being covered.

- Give full attention to the person speaking.

- Be mindful of your level of contribution. Make sure there is enough time for others to provide input.

- Be understanding towards each other, and be respectful if you disagree with another person's perspective.

- Consider what would be best for the people we serve and for our state.

Summarize outcomes from April 8 meeting

Update on Comprehensive Home Care Licensing data review

Review and discuss tools to create an Assisted Living Employee Survey

Presenters:
Tetyana Shippee, PhD
Associate Professor

Odichinma Akosionu, MPH, PhD(c)
Division of Health Policy and Management
School of Public Health

Outcomes from April 8 Advisory Group meeting

1) Review and discussion of existing data sources to measure staff quality

2) Short discussion of possible future data sources to measure staff quality

3) Short update on Resident quality of life and family satisfaction survey pilot

Update on Comprehensive Home Care Licensing data review

Do any Home Care Survey items align with or have the potential to support staffing quality measures?

Staffing Subdomain	Types of questions from Home Care Survey forms	How information is collected
Employee qualifications (staff training)	1) Describe system for completing annual training. Describe how competencies are documented and tracked in employee record. Who trains staff, etc. 2) Annual training 3) Training and competency evaluation	Free text fields • Checklist indicating documents on file • Checklist of evidence of training completed and evidence of demonstrated competency
Consistent assignment (maybe address burnout/stress)	1)Describe staffing schedule 2) Describe use of contracted unlicensed professional, licensed nursing staff and other licensed health care professionals.	Free text fields
Collaboration among staff	Describe your communication system for how the responsible person communicates to staff changes in clients' condition, medications, treatments, etc.	Free text fields

Staffing domain instruments - Validation information

Staffing sub-domain	Validation information
Person-Directed Care Measure (PDC)	Factor analysis, content experts(nurses, HR, social services providers) and field testing(NH and AL settings)
Individualized Care Instrument (ICI)	Factor analyses
Person-Centered Care Assessment Tool (P-CAT)	Psychometric evaluation (validity and reliability)
Person-Centered Climate Questionnaire-Staff (PCQ-S)	Validity and Reliability testing
Person-Directed Dementia Care Assessment Tool	N/A
Questionnaire of Person-Centered Practices in Assisted Living (PC-PAL) -Staff PC-PAL	Psychometric evaluation using standard techniques. Tested with AL community (19) residents and staff (350)
Work Stressor Inventory (Dementia care)	The WSI was developed on data from 435 staff in 14 long-term care facilities. Tested for validity, varied response distribution, high internal consistency.
Job Attitude Survey (JAS)	Psychometric evaluation- traditional test theory and Rasch analysis (validity and reliability)
"Staff experience with demented residents"	Tested for reliability and validity
Perception of Empowerement (PEI)	Validation: Criterion-related validity reported as .82; however, specific criterion used is unclear. Reliability: Internal consistency ranges from .80 to .87 for the subscales.
Job Satisfaction Survey (JSS)	Validity correlations between equivalent scales from another tested instrument (JDI) and the JSS© were significantly larger than zero and of reasonable magnitude. Internal consistency ranges from .60 .91 for subscales.

Staffing domain instruments – Sub-domain crosswalk

Staffing sub-domain	PDC	ICI	P-CAT	PCQ-S	PDDC-AT	Staff PC-PAL	WSI (Dementia care)	JAS	"SEDP"	PEI	JSS	ITM
Employee qualifications (staff training)	X				X	X						
Consistent Assignment					X		X					
Burnout/stress	X*	X	X			X	X	X	X		X	
Collaboration among staff	X	X	X		X	X	X*		X		X	
Staff empowerment	X	X	X	X	X	X		X	X	X	X	
Job satisfaction	X	X		X		X		X	X	X	X	
Resident-centered job satisfaction	X	X	X	X	X	X	X		X			
Supports (institutional, supervisor, emotional, coworker)	X	X	X		X	X	X	X	X	X	X	
Communication (among providers/direct care workers)	X	X	X		X	X	X*	X	X		X	
Close staff relationships		X			X*	X	X	X				
Staff retention												
Staff turnover									X			X

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Employee qualifications (staff training)	I've received training that helps me assist residents according to their personal preferences and goals.

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Consistent Assignment	Been given responsibilities that are not part of your job?

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
	The environment feels chaotic.
	Not had enough staff to care for patients properly?
Burnout/stress	Not been able to get time off when you wanted it?

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Collaboration among staff	The staff work well together. Do you feel you are working as part of a team ?

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
	I am involved in creating our vision of the future.
	My input is solicited in planning changes.
Staff empowerment	I can be creative in finding solutions to problems on the job.

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Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
	The benefits we receive are as good as most other organizations offer.
	I am not satisfied with the benefits I receive.
	I sometimes feel my job is meaningless.
	I like the people I work with.
	Overall, I am satisfied working here.
Job satisfaction	Do you enjoy coming to work?

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Resident-centered job satisfaction	I am able to provide the care a resident wants without having to ask my supervisor. This organization prevents me from providing person-centered care. Do you have the information you need to support client choices?

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Supports (institutional, supervisor, emotional, coworker)	Your supervisors concern about the welfare of those under him/her.
	Lack of support from your supervisor for what you need to do your job.
	Your supervisors having unrealistic expectations for your work.
	The administrator and other leaders know me as an individual, and show that they care about my needs and well-being.

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Communication (among providers/direct care workers)	Communications seem good within this organization. The information you get to do your job [fill in the blank using a predetermined option].

Staffing sub -domains and measurement item examples

Staffing sub-domain	Example questions
Close staff relationships	Relationships among caregivers and other staff are valued.

Questions for small group discussions

o What is your general reaction to the value of conducting a staff experience survey?

o What is your reaction to the polls?

o Are topics missing from subdomains and surveys?

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- Continued focus on measure development related to staffing, safety, and resident health outcomes

- Next meeting: Late August or September

- Meeting materials and meeting notes will be posted to the project webpage: www.mn.gov/dhs/assisted-living-report-card

- Advisory Group questions or feedback:
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