

# MINNESOTA ASSISTED LIVING RESIDENT QUALITY OF LIFE AND FAMILY SATISFACTION SURVEYS

FINAL REPORT 2022-2023



6380 Wilshire Boulevard  
Suite 1700  
Los Angeles, CA 90048  
(888) 848-2511

# TABLE OF CONTENTS

<b>IMPLEMENTATION</b> .....	<b>1</b>
Project Objectives.....	1
Data Collection.....	1
Scheduling.....	1
Census List Processing.....	2
Resident Survey Return Visits.....	2
Preliminary Data.....	3
Facility Feedback.....	3
<b>DATA ANALYSIS</b> .....	<b>4</b>
Facility Participation Rate.....	4
Response Rate and Demographics.....	5
Resident Survey.....	5
Family Survey.....	9
Margin of Error.....	13
Resident Survey.....	13
Family Survey.....	13
<b>RECOMMENDATIONS FOR FUTURE SURVEYS</b> .....	<b>16</b>
Timeline.....	16
Instrument Edits.....	16
Assisted Living Facility Notification Letters.....	17
Census List Process.....	17
Return Visits.....	17
Project Website.....	18
Family Survey.....	18
<b>APPENDICES</b> .....	<b>19</b>

## LIST OF TABLES

Table 1. Reasons for Scheduling Adjustments.....	1
Table 2. Reasons for Return Visits .....	2
Table 3. Facility Feedback Ratings.....	3
Table 4. Facility Feedback Comments.....	4
Table 5. Resident Data Summary.....	5
Table 6. Reasons for Unsuccessful Interview Attempts .....	5
Table 7. Reasons for Incomplete Interviews .....	6
Table 8. Statewide Resident Survey Results.....	6
Table 9. Statewide Resident Survey Results Cont. ....	9
Table 10. Family Data Summary.....	9
Table 11. Statewide Family Survey Results.....	10
Table 12. Statewide Family Survey Results Cont. ....	12
Table 13. Post-training KAPPA.....	13

# IMPLEMENTATION

## PROJECT OBJECTIVES

The Minnesota Department of Human Services (DHS) and the Minnesota Board on Aging are developing a report card to measure quality in Assisted Living (AL) settings throughout the state. Report cards will draw on multiple data points and results will be made publicly available in late 2023 to assist Minnesota residents in locating care and to support participating AL facilities in quality improvement efforts. Resident Quality of Life (Resident Survey) and Family Satisfaction Surveys (Family Surveys) will be two key inputs for the forthcoming AL Report Card.

DHS and the Minnesota Board on Aging provided Vital with a list of 785 eligible Minnesota assisted living facilities to include in the 2022-2023 Resident and Family Surveys. Facility participation was optional and for facilities to be eligible, they were required to be licensed with a capacity to serve twenty or more residents. Vital's scope of work was to visit between 400 and 785 of the facilities.

Data collection began in October 2022 and ended in May 2023. For the Resident Survey, trained field interviewers conducted structured in-person interviews with a sample of residents at 467 of the 785 facilities with the goal of meeting a  $\pm 5\%$  margin of error at the total score level and a  $\pm 7\%$  margin of error at the dimension level. Facility participation was optional, and all facilities in the sample were contacted by both Vital and DHS to schedule interviews. For the Family Survey, Vital mailed surveys to residents' representatives at 481 eligible facilities that agreed to participate, followed by phone interviews, if needed, to attempt to meet the same margins of error.

## DATA COLLECTION

### Scheduling

Vital scheduled interview dates for the Resident Survey three to four weeks in advance to provide participating facilities with enough time to inform the necessary parties and to prepare census lists. Interview dates for 154 facilities (33%) required a scheduling adjustment to accommodate facilities' infectious disease outbreaks, interviewer absence, different needs of the facilities, and the number of interviewers required to complete all facility interviews. Of those 154 facilities, 43 (28%) were rescheduled more than once. Overall, 225 interview dates were rescheduled. Table 1 describes the reasons for scheduling adjustments.

**TABLE 1. REASONS FOR SCHEDULING ADJUSTMENTS**

REASON	NUMBER OF OCCURRENCES
Weather	51
Condensing/Shuffling	42
Interviewer Absence	38

**TABLE 1. REASONS FOR SCHEDULING ADJUSTMENTS**

REASON	NUMBER OF OCCURRENCES
Facility Request	34
No Census Submitted	28
Facility Outbreak (Covid-19, flu, etc.)	23
State Surveyors Present	5
Interviewer Turnover	4
Scheduling Error	0
<b>TOTAL</b>	<b>225</b>

### Census List Processing

Facilities were required to send an electronic census list that included resident names and room numbers to Vital at least two weeks prior to their interview date. Facilities submitted residents' representative names and corresponding contact information with their resident census lists. A total of 69 (15%) facilities submitted representatives for fewer than 90% of residents, ranging from 12%-89%. See Appendix A.

**Appendix A** documents the facilities that submitted representative contact information for fewer than 90% of residents.

### Resident Survey Return Visits

If an insufficient number of resident interviews were completed at a facility, interviewers were scheduled to return to the facility to complete additional interviews. Vital conducted a return visit at 144 ALs (31%). The reasons for these return visits are listed in Table 2.

**TABLE 2. REASONS FOR RETURN VISITS**

REASON	NUMBER OF NFS
Eligible Resident Shortage	59
Interviewer Absence	30
Not Enough Time at First Visit	19
Technical Problem	15
Weather	9
Interviewer Error	8
State Surveyors Present	2
Outbreak	2
<b>TOTAL</b>	<b>144</b>

## PRELIMINARY DATA

Vital provided DHS with preliminary data of the Resident Survey twice during data collection. Preliminary facility-level reports were also emailed to facility administrators three times during data collection, so that all facilities could see initial results from the resident survey shortly after their facility’s surveys were completed. Vital provided DHS with preliminary data of the Family Survey once throughout data collection. Preliminary facility-level reports were also emailed to facility administrators after data collection, so that all facilities could see initial results from the family survey. For each facility, preliminary information for DHS included the target number for the facility to meet margin of error and a crosswalk of Vital facility ID and HFID.

## FACILITY FEEDBACK

Each participating facility had the opportunity to complete an online follow-up survey to gauge facility satisfaction with the survey process, and 155 facilities (33%) chose to do so. The percentages of favorable responses for every question on the survey are displayed in Table 3.

**TABLE 3. FACILITY FEEDBACK RATINGS**

QUESTION	STRONGLY AGREE / AGREE
Vital Research staff communicated professionally over email.	98%
The field interviewers maintained confidentiality while at the facility.	98%
The field interviewer(s) did their best to minimize disruptions to facility operations.	97%
Vital Research COVID-related protocols and procedures were adequate to ensure resident/staff health and safety.	97%
The field interviewer(s) acted professionally while at the facility.	95%
Vital Research staff communicated professionally over the phone.	93%
Vital Research provided the support I needed to prepare and submit the resident census list.	91%
The Vital Research scheduler explained the survey process accurately.	90%
Overall, I was satisfied with the Resident Survey process.	90%
I felt comfortable raising questions or concerns about the survey process to Vital Research staff.	88%
The website and website resources that Vital Research provided were useful in helping our facility prep for resident interviews.	86%
The census upload process description that Vital Research provided was useful in helping our facility prepare for resident interviews.	82%
The census template that Vital Research provided was useful in helping our facility to prepare for resident interviewers.	81%

In general, facilities were satisfied with the Resident Survey—90% of facilities reported overall satisfaction. Most facilities appreciated the online upload process but some had challenges utilizing the Microsoft Excel software format.

In addition to satisfaction with the survey process, facilities were also asked if they knew where to access their survey results and when their facility results would be available, resulting in affirmative responses of 57% and 61%, respectively. This information is included in the administrator notification letter, the project website, and the scheduling follow-up emails. However, the public URL to the new Assisted Living Report Card website is not available yet.

Space was provided on the survey to solicit comments or suggestions. Facilities submitted a total of 49 comments about the process, which Table 4 describes by theme.

**TABLE 4. FACILITY FEEDBACK COMMENTS**

THEME	SAMPLE COMMENT
Positive Interviewer Behavior	“The team that came here did an outstanding job of interacting with our residents and our team. Thank you so much!!!”
Survey Results	“I would like to know where I can access the results of our survey.”
Census List Process	“The census template can be very time consuming.”
Concerns About Survey	“Many of the questions asked in the survey process are irrelevant. I also disagree with including residents with memory care in the survey process. The individual that did the interviews was excellent, it is the questions and how the data is analyzed and presented that needs to be changed.”

## DATA ANALYSIS

### FACILITY PARTICIPATION RATE

All 785 eligible ALs were contacted by Vital to participate in both the Resident Survey and Family Survey. Facilities that initially refused participation or remained nonresponsive were also contacted by DHS to increase participation. In all, 467 facilities participated in resident interviews, resulting in a 59% facility response rate for the Resident Survey. **Appendix B** documents the 230 facilities that either refused to participate or remained nonresponsive to Vital and DHS. **Appendix C** documents the 88 facilities that followed-up to participate, but the schedule for data collection had already reached capacity. Of the 88 facilities that were unable to participate in resident data collection, 14 volunteered to still participate in the family surveys.

In total, representatives from 481 facilities were contacted to participate in the Family Survey, but two facilities received no responses, resulting in a 99.5% facility response rate for the 481 facilities that participated in the Family Survey.

## RESPONSE RATE AND DEMOGRAPHICS

### Resident Survey

Across the 467 participating ALs, there were 25,466 residents. A total of 15,910 residents were approached for an interview across these facilities, and 12,480 interviews were started, resulting in a resident participation rate of 78%. The average number of interviews completed at each facility was 25, with a range of 4 to 56 completed interviews per facility. A total of 222 interviews were completed with assistance from another person, such as a family member. Table 5 shows the number of unsuccessful interview attempts (not interviewed), incomplete, and complete interviews.

**TABLE 5. RESIDENT DATA SUMMARY**

INTERVIEW STATUS	NUMBER OF RESIDENTS	PERCENT
Complete Interviews	12,091	76.0%
Not Interviewed	3,430	21.6%
Incomplete Interviews	389	2.4%
<b>TOTAL</b>	<b>15,910</b>	<b>100%</b>

Tables 6 and 7 show the reasons for unsuccessful interview attempts and incomplete interviews. Most commonly, potential participants simply declined to participate, which contributed to unsuccessful interview attempts. For interviews not being completed it was most common that participants were unable to respond during some point in the interview and so interviews were suspended.

**TABLE 6. REASONS FOR UNSUCCESSFUL INTERVIEW ATTEMPTS**

	NUMBER OF RESIDENTS	PERCENT
Refusal	1,187	34.6%
Unable to Respond	434	12.7%
Guardian Refusals	381	11.1%
Out of Facility	327	9.5%
Hospitalized/III	313	9.1%
Deceased	232	6.8%
Discharged/Moved	168	4.9%
Unable to Locate	164	4.8%
Residents in Isolation	107	3.1%
Asleep (3 Times)	52	1.5%
Other	43	1.3%
Language Barrier	22	0.6%
<b>TOTAL</b>	<b>3,430</b>	<b>100%</b>



**TABLE 7. REASONS FOR INCOMPLETE INTERVIEWS**

	NUMBER OF RESIDENTS	PERCENT
Unable to Respond	139	45.7%
Other	68	22.4%
Refusal to Continue	56	18.4%
Fatigue	38	12.5%
Resident Illness	2	0.4%
Necessary Clinical Care	1	0.3%
<b>TOTAL</b>	<b>304</b>	<b>100%</b>

\*Reasons for 85 incomplete interviews are unknown due to not being recorded

Participating residents ranged in age from 18 to 120 years, with an average of 82 years. Sixty-eight percent of residents identified as female, and thirty percent identified as male. A total of 7,104 residents (45%) reported living at their facilities for over 1 year, while 2,185 residents (17.5%) who participated were identified by interviewers as residing in a secure memory care unit. Table 8 and Table 9 show the state-wide responses to the resident survey.

**TABLE 8. STATEWIDE RESIDENT SURVEY RESULTS**

<b>The People Who Work Here (n range is 12304-12410)</b>			
	Always, Most of the time	Some of the time	Rarely/Never
Do the people who work here try to get to know you?	8555 (68.9%)	2767 (22.3%)	599 (4.8%)
Do the people who work here treat you with respect?	10761 (86.9%)	1162 (9.4%)	184 (1.5%)
Do you feel comfortable asking for help when you need it?	9423 (76.2%)	1571 (12.7%)	670 (5.4%)
Do the people who work here come quickly when you need help?	7285 (58.9%)	2893 (23.4%)	553 (4.5%)
Do the people who work here follow through when you have a complaint or a problem?	7392 (60.1%)	2483 (20.2%)	650 (5.3%)
Do you get enough help with your everyday activities if you need it?	9150 (74.5%)	1246 (10.2%)	347 (2.8%)
Are you confident the people who work here can address your healthcare needs?	8503 (69.4%)	2075 (16.9%)	508 (4.1%)
Are you confident the people who work here know what to do if you have a medical emergency?	8754 (71.5%)	1796 (14.7%)	535 (4.4%)
	Yes	No	
Do you have friends here?	9655 (78.9%)	2265 (18.5%)	

**TABLE 8. STATEWIDE RESIDENT SURVEY RESULTS**

<b>Physical Environment (n range is 12203-12217)</b>			
	Always, Most of the time	Some of the time	Rarely/Never
Are the common areas well maintained?	10898 (89.2%)	831 (6.8%)	129 (1.1%)
Is it quiet enough for you to sleep here?	11283 (92.4%)	645 (5.3%)	159 (1.3%)
Are there places for residents to socialize with other residents?	10204 (83.6%)	1079 (8.8%)	249 (2.0%)
<b>Food (n range is 12167-12199)</b>			
	Always, Most of the time	Some of the time	Rarely/Never
Does [insert facility name] offer access to healthy foods, like fruits and vegetables, if you want them?	8973 (73.6%)	1722 (14.1%)	458 (3.8%)
Do you like the food served here?	7117 (58.4%)	3507 (28.8%)	820 (6.7%)
Do you have enough choice in the meals offered here?	6967 (57.1%)	2644 (21.7%)	1476 (12.1%)
Do you look forward to mealtimes here?	7674 (63.0%)	2550 (20.9%)	1088 (8.9%)
Is there enough variety in the meals offered here?	7406 (60.8%)	2788 (22.9%)	1022 (8.4%)
Can you eat your meals when you want to?	5299 (43.5%)	2097 (17.2%)	3266 (26.8%)
<b>Meaningful Activities/Social Engagement (n range is 7659-12167)</b>			
	Yes	No	
Do you participate in activities here?	7667 (63.0%)	4231 (34.8%)	
	Always, Most of the time	Some of the time	Rarely/Never
Do you like the activities here?	5229 (68.1%)	2149 (28.0%)	175 (2.3%)
Are there things to do here on the weekends that you enjoy?	2288 (29.8%)	2465 (32.2%)	2266 (29.6%)
Do you have enough activities to keep your mind active?	5037 (65.7%)	1728 (22.5%)	514 (6.7%)
Is there enough variety in the activities here?	4765 (62.2%)	1965 (25.6%)	595 (7.8%)
Do you enjoy the way you spend your time?	5828 (76.1%)	1445 (18.9%)	239 (3.1%)
Do you feel included in things that are happening here?	6049 (79.0%)	1232 (16.1%)	231 (3.0%)

**TABLE 8. STATEWIDE RESIDENT SURVEY RESULTS**

<b>Choice/Autonomy (n range is 12135-12155)</b>			
	Always, Most of the time	Some of the time	Rarely/Never
Can you decide how to spend your time each day?	10340 (85.1%)	1191 (9.8%)	287 (2.4%)
Do you spend as much time outdoors as you would like?	4829 (39.8%)	2973 (24.5%)	3509 (28.9%)
Are you allowed to personalize your room?	10872 (89.5%)	616 (5.1%)	174 (1.4%)
Are the services you receive here provided the way you want?	8805 (72.5%)	2050 (16.9%)	434 (3.6%)
Are you as involved in decisions about the services you receive here as you want to be?	6807 (56.1%)	2654 (21.9%)	1455 (12.0%)
<b>Religion/Spirituality (n range is 12116-12127)</b>			
	Always, Most of the time	Some of the time	Rarely/Never
Are there enough opportunities for you to practice your religious or spiritual beliefs here?	8765 (72.3%)	1302 (10.7%)	1001 (8.3%)
Are the people who work here respectful of your religious or spiritual practices?	9652 (79.6%)	558 (4.6%)	256 (2.1%)
Are the people who work here understanding of your culture?	8970 (74.0%)	820 (6.8%)	339 (2.8%)
<b>Security, Safety, and Privacy (n range is 12103-12113)</b>			
	Always, Most of the time	Some of the time	Rarely/Never
Are your personal belongings safe here?	10549 (87.1%)	880 (7.3%)	361 (3.0%)
Do you feel safe here?	11392 (94.0%)	484 (4.0%)	155 (1.3%)
Do the people who work here ever get angry at you?	366 (3.0%)	1210 (10.0%)	10077 (83.2%)
Do you feel comfortable voicing a complaint or concern?	8649 (71.4%)	1758 (14.5%)	885 (7.3%)
Do you feel you have enough privacy here?	10749 (88.8%)	914 (7.6%)	303 (2.5%)
Do the people who work here ask to come in before entering your room?	9361 (77.3%)	1451 (12.0%)	749 (6.2%)
<b>Finances (n range is 5251-12105)</b>			
	Yes	No	
Are you involved with your finances here?	5251 (43.4%)	6508 (53.8%)	
	Always, Most of the time	Some of the time	Rarely/Never
Do you understand what is included in monthly fees here?	4149 (78.7%)	667 (12.7%)	261 (5.0%)
Do you believe you are getting value for your money here?	3517 (67.0%)	1138 (21.7%)	357 (6.8%)

**TABLE 9. STATEWIDE RESIDENT SURVEY RESULTS CONT.**

**Overall (n range is 12092-12101)**

	A	B	C	D	F
Overall, what grade would you give [Name of Facility], where A is the best it could be and F is the worst it could be?	3382 (27.9%)	5579 (46.1%)	2292 (18.9%)	315 (2.6%)	113 (0.9%)
	Excellent	Very Good	Good	Fair	Poor
Overall, how would you rate your quality of life? Would you say it is:	1950 (16.1%)	4923 (40.7%)	3701 (30.6%)	980 (8.1%)	227 (1.9%)
	A lot	Some	Little/Not at all		
Overall, how has the COVID-19 pandemic impacted your quality of life?	1948 (16.1%)	4830 (39.9%)	4425 (36.6%)	--	--
	More	About the Same	Less		
Since the coronavirus pandemic began, have you had more contact with family and friends, less contact with family and friends, or about the same?	609 (5.0%)	8197 (67.8%)	2460 (20.3%)	--	--

### Family Survey

Facilities provided contact information for 23,979 resident representatives when census lists were submitted. Of the representatives provided to Vital, 691 were determined to not be involved in the resident’s life and were ineligible to complete a survey. Vital also tracked invalid contact information using our custom database, the National Change of Address System (NCOA), and by tracking returned mail. In total, 440 surveys were returned after being mailed and marked as undeliverable. Uninvolved representatives and representatives with invalid contact information were removed from the sample, leaving a total of 22,787 representatives eligible to complete the survey. The average number of family surveys completed at each facility was 25, with a range of 0 to 88 surveys. In total, 11,935 family surveys were completed through three administration methods (mailed survey, online completion and phone administration) for a statewide response rate of 52.4% as shown in Table 10.

**TABLE 10. FAMILY DATA SUMMARY**

METHOD	NUMBER OF COMPLETED SURVEYS	PERCENT
Mail	8,360	70%
Phone	2,652	22%
Online	923	8%
<b>TOTAL</b>	<b>11,935</b>	<b>100%</b>

Table 11 and Table 12 show the statewide results of the family survey.

**TABLE 11. STATEWIDE FAMILY SURVEY RESULTS**

<b>Care Experience (n range=10116-11749)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
I feel welcome when I visit.	7228 (61.5%)	4257 (36.2%)	222 (1.9%)	42 (0.4%)
People who work here try to get to know me.	3677 (32.7%)	5954 (53.0%)	1425 (12.7%)	188 (1.7%)
The leaders of this facility are available to speak with me, if needed.	4994 (43.9%)	5379 (47.3%)	790 (6.9%)	221 (1.9%)
I feel comfortable voicing a complaint.	5030 (44.3%)	5621 (49.5%)	535 (4.7%)	162 (1.4%)
People who work here respond promptly to my concerns.	4180 (37.4%)	5626 (50.4%)	1089 (9.8%)	273 (2.4%)
I am pleased with how the people who work here treat my resident.	5792 (49.5%)	5244 (44.8%)	528 (4.5%)	144 (1.2%)
This facility offers enough meaningful activities my resident enjoys.	3914 (36.2%)	5281 (48.8%)	1284 (11.9%)	341 (3.2%)
My resident looks forward to participating in activities.	2980 (29.5%)	5094 (50.4%)	1640 (16.2%)	402 (4.0%)
My resident seems happy at this facility.	4473 (38.7%)	6032 (52.1%)	842 (7.3%)	221 (1.9%)
<b>Choice/Preference (n range=10227-11606)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
I have enough opportunities to provide input into decisions about my resident's care.	4305 (38.9%)	5734 (51.8%)	864 (7.8%)	176 (1.6%)
My resident's spiritual beliefs are respected.	4657 (45.5%)	5455 (53.3%)	89 (0.9%)	26 (0.3%)
People who work here respect my resident's culture.	4575 (44.4%)	5628 (54.7%)	79 (0.8%)	16 (0.2%)
People who work here care about my resident.	5563 (47.9%)	5633 (48.5%)	355 (3.1%)	55 (0.5%)
My resident has a choice in the care they receive.	3885 (36.7%)	5969 (56.4%)	631 (6.0%)	94 (0.9%)
<b>Personal Care Needs (n range=8668-11420)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
I receive timely updates about changes in my resident's status.	3812 (35.7%)	5153 (48.3%)	1380 (12.9%)	327 (3.1%)
I am satisfied with the amount of information I receive about my resident.	3615 (32.6%)	5629 (50.7%)	1523 (13.7%)	328 (3.0%)
My resident is given the opportunity to be as independent as they can be.	5073 (44.4%)	6075 (53.2%)	215 (1.9%)	57 (0.5%)
I am confident that my resident's service plan is being delivered as promised.	3666 (33.9%)	5561 (51.4%)	1266 (11.7%)	325 (3.0%)
I am satisfied with how staff manages my resident's medication.	3565 (41.1%)	4395 (50.7%)	544 (6.3%)	164 (1.9%)
There is enough staff during weekdays.	2594 (25.6%)	5476 (54.0%)	1596 (15.8%)	467 (4.6%)

**TABLE II. STATEWIDE FAMILY SURVEY RESULTS**

	Strongly Agree	Agree	Disagree	Strongly Disagree
There is enough staff on weekends.	1645 (17.0%)	4466 (46.0%)	2647 (27.3%)	941 (9.7%)
<b>Cost of Care (n range=9358-11855)</b>				
	Yes	No		
Are you involved with your resident's finances?	9982 (84.2%)	1873 (15.8%)		
	Strongly Agree	Agree	Disagree	Strongly Disagree
I understand what is covered in my resident's monthly fees.	3821 (39.4%)	5320 (54.8%)	448 (4.6%)	114 (1.2%)
Monthly fees are appropriate for the quality of services provided.	2150 (23.0%)	4939 (52.8%)	1761 (18.8%)	508 (5.4%)
<b>House Keeping (n range=11581-11816)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
My resident's living unit/personal space is well maintained (e.g., the living unit is kept in good condition).	3935 (34.0%)	6392 (55.2%)	1027 (8.9%)	227 (2.0%)
The common areas in and around the facility are well maintained (e.g., kept in good condition).	5600 (47.5)	5876 (49.8%)	264 (2.2%)	50 (0.4%)
The facility is clean.	5716 (48.4%)	5816 (49.2%)	246 (2.1%)	38 (0.3%)
The facility is free of offensive odors.	5371 (45.6%)	5847 (49.7%)	479 (4.1%)	75 (0.6%)
<b>Meals (n range=10101-10714)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
There is enough variety in the meals.	2704 (26.8%)	5563 (55.1%)	1431 (14.2%)	403 (4.0%)
My resident looks forward to mealtimes.	2703 (26.0%)	5607 (53.9%)	1566 (15.0%)	531 (5.1%)
My resident likes the food served here.	2400 (22.4%)	5713 (53.3%)	1951 (18.2%)	650 (6.1%)
<b>Physical Environment (n range=11519-11770)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
This facility has accommodations to ensure my resident's physical safety (e.g., like hand railings, no area rugs).	5307 (45.3%)	6185 (52.8%)	188 (1.6%)	41 (0.3%)
I feel confident my resident is safe.	5456 (46.4%)	5833 (49.6%)	406 (3.4%)	66 (0.6%)
My resident's belongings are safe.	4542 (39.4%)	6287 (54.6%)	571 (5.0%)	119 (1.0%)

**TABLE 11. STATEWIDE FAMILY SURVEY RESULTS**

<b>Quality of Staff Care (n range=9953-11553)</b>				
	Strongly Agree	Agree	Disagree	Strongly Disagree
People who work here seem happy to work here.	3439 (31.3%)	6746 (61.3%)	713 (6.5%)	101 (0.9%)
There is a sense of community among the people who live and work at this facility.	3714 (35.6%)	5960 (57.1%)	674 (6.5%)	95 (0.9%)
I have peace of mind about the care my resident is getting.	4563 (39.7%)	5967 (51.9%)	796 (6.9%)	167 (1.5%)
People who work here treat my resident with respect.	5312 (46.0%)	5909 (51.1%)	286 (2.5%)	46 (0.4%)
People who work here take the time to get to know my resident.	4661 (42.1)	5721 (51.7%)	602 (5.4%)	79 (0.7%)
People who work here are knowledgeable about my resident's service plan.	3335 (33.5%)	5552 (55.8%)	901 (9.1%)	165 (1.7%)

**TABLE 12. STATEWIDE FAMILY SURVEY RESULTS CONT.**

<b>Overall (n range=11779-11808)</b>					
	A	B	C	D	F
On a scale where A=excellent, B=very good, C=average, D=below average, and F=failing, how would you grade the quality of this facility as a place to live?	5289 (44.8%)	4464 (37.8%)	1642 (13.9%)	300 (2.5%)	103 (0.9%)
	1	2	3	4	5
On a scale where 5=extremely confident and 1=not confident at all, how confident are you that your resident is well cared for whether you are present or not?	135 (1.1%)	346 (2.9%)	1369 (11.6%)	4079 (34.6%)	5850 (49.7%)
On a scale where 5=extremely high and 1=extremely low, how enthusiastically would you recommend this facility to another family?	388 (3.3%)	427 (3.6%)	1551 (13.1%)	3688 (31.2%)	5754 (48.7%)
	To a great extent	To some extent	Little or Not at all	--	--
Overall, how has the COVID pandemic impacted your social connection to family or friends at this facility?	1461 (12.6%)	5330 (46.0%)	4808 (41.5%)	--	--

## MARGIN OF ERROR

### Resident Survey

The sampling plan determined the number of completed interviews required for the results to be considered representative of each population to a  $\pm 5\%$  margin of error at the total score level and  $\pm 7\%$  margin of error at the dimension level. At ALs with 20 or fewer eligible residents, interviewers were instructed to complete interviews with as many residents as possible. Across all ALs, 146 ALs (31%) did not meet the margin of error. Of the 146 facilities that did not meet the margin of error, 130 of them had 30 or fewer residents. Of those 130, fifty met the margin of error based on the *adjusted target* (eligible residents x estimated completion rate). When Dr. Arling developed the sampling plan, he anticipated that not all eligible residents could be interviewed at facilities with fewer eligible residents. An *adjusted target* was calculated by multiplying the number of eligible residents by the estimated completion rate (89%).

**Appendix D** lists the facilities that did not meet the margin of error for the Resident Survey.

### Family Survey

If a facility did not have the required number of completed family surveys, follow-up phone interviews were conducted. A total of 218 facilities did not meet the margin of error for the Family Survey (45%). Many representatives were nonresponsive, with the assumption that a nonresponse counts as a soft refusal.

**Appendix E** lists the facilities that did not meet the margin of error for the Family Survey.

## INTER-RATER RELIABILITY

Inter-rater agreement was calculated for observation interviews conducted in the field after training. The Quality Assurance (QA) Monitor's survey was included in the data set for the facility and the interviewer's form was used to calculate inter-rater agreement. Cohen's Kappa, which represents percent agreement corrected for chance, was calculated for each question. Kappa ranges from -1.0 to 1.0, where values of zero imply no relationship (therefore any agreement is attributable to chance alone), values of -1.0 indicate there is perfect disagreement, and values of 1.0 indicate perfect agreement. In general, a Kappa of 0.7 or above is considered satisfactory.

During data collection, a total of 181 pairs of inter-rater interviews were collected and analyzed. All Kappas exceeded the 0.70 acceptable level, as shown in Table 13. These findings indicate that interviewers consistently selected the same response category as the QA Monitors.

**TABLE 13. POST-TRAINING KAPPA**

	POST-TRAINING KAPPA (n varies, as indicated)
The People Who Work Here (n range is 177-181)	
Do the people who work here try to get to know you?	0.988
Do the people who work here treat you with respect?	0.942



TABLE 13. POST-TRAINING KAPPA

	POST-TRAINING KAPPA (n varies, as indicated)
Do you feel comfortable asking for help when you need it?	0.962
Do the people who work here come quickly when you need help?	0.970
Do the people who work here follow through when you have a complaint or a problem?	0.959
Do you get enough help with your everyday activities if you need it?	0.941
Are you confident the people who work here can address your healthcare needs?	0.919
Are you confident the people who work here know what to do if you have a medical emergency?	0.916
Do you have friends here?	0.906
Physical Environment (n range is 176-177)	
Are the common areas well maintained?	0.906
Is it quiet enough for you to sleep here?	0.838
Are there places for residents to socialize with other residents?	0.900
Food (n is 177)	
Does [insert facility name] offer access to healthy foods, like fruits and vegetables, if you want them?	0.974
Do you like the food served here?	0.941
Do you have enough choice in the meals offered here?	0.946
Do you look forward to mealtimes here?	0.951
Is there enough variety in the meals offered here?	0.972
Can you eat your meals when you want to?	0.983
Meaningful Activities/Social Engagement (n range is 105-177)	
Do you participate in activities here?	0.914
Do you like the activities here?	0.961
Are there things to do here on the weekends that you enjoy?	1.000
Do you have enough activities to keep your mind active?	0.965
Is there enough variety in the activities here?	1.000
Do you enjoy the way you spend your time?	0.981
Do you feel included in things that are happening here?	0.947
Choice/Autonomy (n is 177)	
Can you decide how to spend your time each day?	0.947
Do you spend as much time outdoors as you would like?	0.975

TABLE 13. POST-TRAINING KAPPA

	POST-TRAINING KAPPA (n varies, as indicated)
Are you allowed to personalize your room?	0.927
Are the services you receive here provided the way you want?	0.956
Are you as involved in decisions about the services you receive here as you want to be?	0.947
Religion/Spirituality (n is 176-177)	
Are there enough opportunities for you to practice your religious or spiritual beliefs here?	0.969
Are the people who work here respectful of your religious or spiritual practices?	0.940
Are the people who work here understanding of your culture?	0.959
Security, Safety, and Privacy (n range is 176-177)	
Are your personal belongings safe here?	0.938
Do you feel safe here?	0.933
Do the people who work here ever get angry at you?	0.924
Do you feel comfortable voicing a complaint or concern?	0.952
Do you feel you have enough privacy here?	0.961
Do the people who work here ask to come in before entering your room?	0.943
Finances (n range is 94-177)	
Are you involved with your finances here?	0.899
Do you understand what is included in monthly fees here?	0.907
Do you believe you are getting value for your money here?	0.959
Overall (n is 177)	
Overall, what grade would you give [Name of Facility], where A is the best it could be and F is the worst it could be?	0.951
Overall, how would you rate your quality of life? Would you say it is:	0.984
Overall, how has the COVID-19 pandemic impacted your quality of life?	0.974

# RECOMMENDATIONS FOR FUTURE SURVEYS

## TIMELINE

Data collection ran from late October 2022 through May 2023 for the assisted living facility resident surveys. During the cycle, challenges such as winter weather, unresponsive facilities, and interviewer absences affected the efficiency of the project. To increase the number of assisted living facilities that participate in the future, Vital suggests moving to a rolling data collection model for assisted living facilities. In doing so, all facilities with a capacity to serve 5 or more residents would be contacted to participate. This would be an increase in scope from 785 facilities this cycle to an estimated 1700 facilities next cycle. There would be no definitive timeline for future cycles as the number of facilities completed each year would be determined by VR's structure and tiered approach and DHS' needs.

All scheduling and data collection would be conducted via a tiered system. Recruitment and training will be completed at 4 different timepoints throughout the cycle, in advance of each predetermined tier, which would be geographically focused. If facilities remain nonresponsive to DHS/Vital past their tier's deadline, they would be unable to participate in the cycle. This would be communicated in the administrator notification letter. However, Vital would aim to include a 2-week "waitlist" period at the end of each tier for facilities that agree to participate just after the communicated deadline.

The benefits of this approach to data collection would include fewer interviewers in the field during peak winter months, planned interviewer recruitment and training at set intervals, targeted facility outreach, and distinct timelines for assisted living facilities to participate to increase facility participation.

## INSTRUMENT EDITS

Throughout data collection, Vital and DHS received instrument suggestions from field staff, residents, family members, and facilities. These suggestions have been combined to discuss together with the University of Minnesota (UMN) prior to any changes being made for the next data collection cycle.

The suggested edits include the removal of the Covid-19 questions from both the family and resident surveys. Given the subject isn't as relevant in our current climate, as the nation is no longer under a state of emergency, we suggest these items be removed.

The suggested edits also include changing all answer choices for the resident survey. Currently, the answer choices for the resident survey are "Always/Most of the time, Some of the time, and Rarely/Never". Feedback from the field is that these answer choices are confusing, particularly in memory care settings, and often require repeating for clarity. The answer choices also do not have synonyms like the nursing home survey answer choices, making it difficult because residents need to

say the answer choices exactly as written. By editing the answer choices to “Yes, Sometimes, and No” the instrument would be able to maintain a 3-point scale. The choices would also be more straightforward and include the same synonym list as the nursing home survey, creating consistency in the field.

## **ASSISTED LIVING FACILITY NOTIFICATION LETTERS**

Vital received feedback from facilities regarding confusion over the survey process, as well as, where and when survey results would be available to them. Therefore, Vital proposes highlighting the importance of administrators sharing the study notification letter with additional staff at the facilities, such as Directors of Nursing who often act as Vital’s primary contact throughout data collection.

This data collection cycle was combined with the nursing facility data collection cycle, which increased the length of time between when facilities received the notification letter and when they were contacted to schedule interviews. Vital Research recommends separate data collection timelines for the nursing facility and AL resident surveys, to minimize this gap in time.

If facilities are visited in tiers in future cycles, Vital recommends sending administrator notification letters before each tier, rather than at the beginning of data collection. These letters will include start and end dates for their tier’s participation. Facilities who fail to respond to Vital and DHS during their designated timeframe will be considered refusals for the cycle.

## **CENSUS LIST PROCESS**

The census team worked closely with facilities who had difficulty using a Microsoft Excel template. As Vital is dedicated to continuous improvement, we will explore common recordkeeping software used by facilities to become more familiar with how facilities keep their records. With increased knowledge of the various systems that facilities use, Vital will be able to add language to the census page instructions to assist facilities to export the information needed from their own system, rather than manually completing the census list. This will minimize the risk of a data breach due to human error, as well.

## **RETURN VISITS**

Vital recommends only conducting return visits in the future if it is possible to reach the margin of error. Therefore, if a facility with 20 residents and goal of 20 surveys had 1 resident refusal and 1 resident out of the facility during the initial visit, a return visit to interview the individual who was out of the facility would not be conducted. This is because the 1 resident refusal would mean the facility would be unable to reach the margin of error regardless of getting data from the resident who was out of the facility during the initial visit. This will minimize the number of return visits needed in future cycles, decreasing the burden on facility staff.

## PROJECT WEBSITE

The project website this year was combined with the nursing home survey website. Although the informational pages were separated this cycle, administrators frequently asked questions about the documents page, which was not separated. Vital recommends separating the two projects further next cycle to highlight the differences more clearly for facilities, including the different template notification letters and surveys. Vital also recommends highlighting the information available on the website more within the emails sent to facilities before interviewers visit, as many administrators reported that they didn't realize the templates were available to them in advance.

## FAMILY SURVEY

Many facilities were unable to provide mailing addresses for all representatives this year, opting to provide phone numbers only on census lists. In total, 2,856 representatives were submitted to Vital with phone numbers only. This affected the ability for Vital to send both mailed surveys and reminder postcards, in advance of phone interviewers contacting representatives. Vital recommends increasing the scope of phone interviews and extending the timeline for phone call follow-ups next cycle, to increase the number of facilities that reach their margin of error. Vital also recommends collecting representatives' email addresses from facilities, in an effort to email the online version of the survey to those without addresses on file.

## APPENDICES

A. Facilities Below 90% Resident Representatives

B. Facilities That Refused Participation or Remained Nonresponsive

C. Facilities That Agreed to Participate in Resident Surveys but Schedule Full

D. Resident Survey: Margin of Error Not Met

E. Family Survey: Margin of Error Not Met

**A. FACILITIES BELOW 90% RESIDENT REPRESENTATIVES CONTACT INFORMATION**

FID	Facility Name	# Of Residents	# Of Reps	Residents With Rep
2464R	RIVERS EDGE ASSISTED LIVING	38	34	89%
1404R	AMIRA CHOICE PLYMOUTH	92	82	89%
1477R	CRYSTAL BROOK SENIOR LIVING	100	89	89%
2912R	WALKER METHODIST PLACE	100	89	89%
1565R	EDGEBROOK CARE CENTER INC	18	16	89%
1887R	HIGHLAND SENIOR LIVING	63	56	89%
2848R	TWIN VALLEY ASSISTED LIVING	9	8	89%
2712R	THE EVERGREENS OF MOORHEAD	26	23	88%
2939R	WHITEFISH AT THE LAKES SENIOR	95	84	88%
2761R	GRAND MEADOW HEALTHCARE CENTER	17	15	88%
2932R	WEST VIEW ASSISTED LIVING APT	25	22	88%
1833R	HAVEN HOMES ASSISTED LIVING	81	71	88%
1219R	BETHANY ASSISTED LIVING	24	21	88%
2249R	OAK TERRACE OF LE SUEUR LLC	56	49	88%
2647R	SUITE LIVING SR CARE OF BP	24	21	88%
2980R	SUITE LIVING SENIOR CARE OF WE	16	14	88%
2049R	LONG LAKE ASSISTED LIVING LLC	39	34	87%
2550R	SERENITY LIVING CENTER INC	23	20	87%
2936R	WHISPERING OAK PLACE	30	26	87%
2245R	OAK RIDGE PLACE	72	62	86%
1778R	GOOD SAMARITAN SOCIETY WOODLAN	112	96	86%
1885R	HIGHLAND GW LLC	27	23	85%
1458R	CORNERSTONE RESIDENCE SENIOR C	26	22	85%
1734R	GOLDEN HORIZONS OF CROSSLAKE	32	27	84%
2212R	NEW PERSPECTIVE PRIOR LAKE	98	82	84%
1273R	BROOKDALE FARIBAULT	6	5	83%
2549R	SERENITY ASSISTED LIVING	36	30	83%
2967R	SERENITY PLACE ON 7TH	41	34	83%

**A. FACILITIES BELOW 90% RESIDENT REPRESENTATIVES CONTACT INFORMATION**

FID	Facility Name	# Of Residents	# Of Reps	Residents With Rep
1249R	BRAINERD CAREFREE LIVING LLC	29	24	83%
1737R	GOLDEN MANOR OF DETROIT LAKES	17	14	82%
2164R	MOORHEAD MANOR	17	14	82%
1134R	ASHBY LIVING CENTER	16	13	81%
2081R	MARANATHA	47	38	81%
2996R	SUITE LIVING SENIOR CARE OF SP	20	16	80%
2018R	LAURELS EDGE ASSISTED LIVING	39	31	79%
2915R	WALKER METHODIST WESTWOOD I	131	104	79%
1183R	BARRETT ASSISTED LIVING INC	19	15	79%
1381R	CENTRAL TODD COUNTY CARE CENTE	19	15	79%
1741R	GOLDEN NEST LLC	19	15	79%
2300R	PARK LANE ESTATES	18	14	78%
2074R	MAPLE WOODS ASSISTED LIVING	17	13	76%
1512R	DIAMOND WILLOW OF DETROIT LAKE	21	16	76%
1966R	JOHANNA SHORES	93	70	75%
1349R	CARONDELET VILLAGE	64	48	75%
2973R	GOOD NEIGHORS THE COTTAGE LLC	8	6	75%
2990R	ROUND LAKE SENIOR LIVING	31	23	74%
1173R	AUTUMN HILLS	27	20	74%
1439R	COMFORT RESIDENCE ST LOUIS PK	20	14	70%
2750R	THE LEGACY OF ST MICHAEL	93	65	70%
2086R	MCCARTHY MANOR INC	26	18	69%
2795R	THE WATERS ON MAYOWOOD	207	143	69%
2455R	RIVER OAKS AT LAKE PEPIN LLC	34	23	68%
1169R	AUTUMN GLEN SENIOR LIVING	91	60	66%
2752R	THE LODGE OF HOWARD LAKE	17	11	65%
1275R	BROOKDALE MANKATO	14	9	64%
2901R	VIRGINIA CAREFREE LIVING	33	21	64%



**A. FACILITIES BELOW 90% RESIDENT REPRESENTATIVES CONTACT INFORMATION**

FID	Facility Name	# Of Residents	# Of Reps	Residents With Rep
2900R	VILLAGES OF ST CLARE	34	21	62%
2146R	MINNEHAHA SENIOR LIVING	73	43	59%
2731R	THE GREEN PRAIRIE ASSISTED LIV	35	20	57%
1147R	ASSISTED LIVING AT NORTH RIDGE	79	42	53%
1233R	BIRCHVIEW GARDENS ASSISTED LIV	38	17	45%
2209R	NEW PERSPECTIVE HIGHLAND PARK	79	28	35%
1774R	GOOD SAMARITAN SOCIETY HERITAG	69	23	33%
1845R	HAYDEN GROVE SENIOR HOUSING	146	41	28%
2888R	VALLEY TERRACE OF OWATONNA	50	14	28%
2617R	ST SCHOLASTICA CONVENT	60	13	22%
2653R	SUNLIGHT SENIOR LIVING	49	9	18%
1392R	CHARTER HOUSE	298	46	15%
2275R	OPTIONS RESIDENTIAL INC	17	2	12%

## B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE

FID	Facility Name	Reason
1798R	GRACE PLACE	Changed license type
2019R	LB ALCOTT MANOR	Facility Closed
1513R	DIAMOND WILLOW OF GRAND RAPIDS	Other
1757R	GOLDPINE HOME	Disinterest
1890R	HILLCREST NASHWAUK	COVID Worries
1145R	ASPEN GROVE ALTERNATIVE SENIO	Other
2964R	ASPEN GROVE ASSISTED LIVING	Other
2540R	SENIOR CLASS COMMUNITY LLC	Guardian Refusals
1669R	FARMSTEAD CARE OF MOORHEAD LP	Other
2595R	SOUTHVIEW SENIOR LIVING	Disinterest
1356R	CEDAR COURT	Staffing Shortage
1350R	CARRIAGE HOUSE SENIOR LIVING	Staffing Shortage
1982R	KENYON SENIOR LIVING	Facility Closed
1116R	ARBOR GARDEN PLACE	Disinterest
1174R	AUTUMN LANE INC	No Reason Given
1287R	BROOKSTONE MANOR	No Reason Given
1430R	COMFORT CARE COTTAGES	No Reason Given
1767R	GOOD SAMARITAN SOCIETY BLACKDU	Disinterest
1828R	HARMONY HOUSE OF MOTLEY I	Disinterest
2039R	LILYDALE SENIOR LIVING	Disinterest
2948R	WILLOWS OF RAMSEY HILL	Disinterest
2987R	ST CHARLES ASSISTED LIVING INC	Disinterest
1099R	AMY JOHNSON RESIDENCE	Disinterest
1118R	ARBOR LAKES SENIOR LIVING LLC	Disinterest
1406R	CHESTNUT GROVE	Disinterest
1573R	EDGEWOOD HERMANTOWN I SR LVG	Disinterest
1683R	FLOURISH SENIOR LIVING	Disinterest
1574R	EDGEWOOD MAY CREEK LLC	Other
2923R	WATERS EDGE ASSISTED LIVING	Other

## B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE

FID	Facility Name	Reason
1257R	BRIDGEWATER AT JANESVILLE LLC	Staffing Shortage
1258R	BRIDGEWATER AT MANKATO	Staffing Shortage
1259R	BRIDGEWATER AT OWATONNA	Staffing Shortage
2095R	MEDFORD SENIOR CARE	Staffing Shortage
2531R	SCHOOL SISTERS OF NOTRE DAME	Facility Closed
1083R	AMAZING LOVE ASSISTED LIVING	Disinterest
1230R	BIDWELL RESIDENCE	Disinterest
1382R	CERENITY CARE CENTER MARIAN	Disinterest
1510R	DIAMOND WILLOW OF BAXTER	Disinterest
1567R	EDGEWOOD ALEX SENIOR LIVING	Disinterest
1705R	GARDEN HOUSE ESTATES LTD	COVID Worries
1733R	GOLDEN HORIZONS	Disinterest
1864R	HEARTWOOD	Disinterest
1889R	HILLCREST ADAMS	Disinterest
2232R	NOUIS HOME CARE INCORPORATED	Disinterest
2242R	OAK PARK PLACE OF ALBERT LEA	Disinterest
2745R	THE LANDMARK OF FRIDLEY	Disinterest
2767R	HIGHLAND PATH	Disinterest
2994R	SUITE LIVING SENIOR CARE OF LA	Facility Not Open Yet
2353R	PONDVIEW ESTATES	Changed license type
1570R	EDGEWOOD BRAINERD SENIOR LIVIN	Disinterest
1569R	EDGEWOOD BLAINE LLC	No Reason Given
2456R	RIVER OAKS AT SHADY RIDGE LLC	Staffing Shortage
1576R	EDGEWOOD SARTELL LLC	Disinterest
2094R	MEADOWS ON MAIN	Facility Closed
1981R	KELLER LAKE COMMONS	Disinterest
1769R	GOOD SAMARITAN SOCIETY JACKSON	Other
2660R	SUNRISE OF MINNETONKA	Staffing Shortage
1256R	INSPIRED SR LVG OFHANOVER	No Reason Given

## B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE

FID	Facility Name	Reason
I880R	HERITAGE OF EDINA INC	Staffing Shortage
I881R	HERITAGE OF EDINA INC	Staffing Shortage
I070R	ALL SAINTS SENIOR LIVING	Disinterest
I170R	AUTUMN GRACE I	Disinterest
I193R	BEEHIVE HOMES OF LAKEVILLE	Disinterest
I270R	BROOKDALE EAGAN	Disinterest
I366R	CENTRACARE LP MEADOW PLACE	Disinterest
I397R	CHERRYWOOD OF BIG LAKE	Other
I424R	COLONY COURT	Disinterest
I425R	COLONY COURT MEMORY CARE	Disinterest
I514R	DIAMOND WILLOW OF LESTER PARK	Disinterest
I568R	EDGEWOOD BAXTER LLC	Disinterest
I877R	HERITAGE HAVEN INC	Disinterest
I940R	INGLESIDE	Disinterest
2061R	MADONNA SUMMIT OF BYRON	Disinterest
2339R	PHEASANTS RIDGE	Disinterest
2504R	SAINT ANN'S HOME	Disinterest
2886R	VALLEY ASSISTED LIVING	Disinterest
2890R	VALLEYVIEW OF NORTHFIELD	Disinterest
2971R	BROADWELL PLYMOUTH SENIOR LIVI	Disinterest
2981R	CAMILIA ROSE ASSISTED LIVING	Disinterest
2997R	SERVING HART INC	Disinterest
I047R	ADRIAN COUNTRY LIVING COTTAGES	Disinterest
I246R	BOULDER ESTATES	Disinterest
I358R	CEDAR CREEK SENIOR LIVING	Disinterest
I396R	CHERRYWOOD OF ANDOVER	Disinterest
I465R	COTTAGEWOOD SENIOR COMMUNITIES	Disinterest
I467R	COUNTRY VIEW SENIOR LIVING	Disinterest
I478R	CRYSTAL SEASONS LIVING CENTER	Disinterest

## B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE

FID	Facility Name	Reason
1543R	EAGAN POINTE SENIOR LIVING LLC	Disinterest
1598R	ELMORE ASSISTED LIVING	Disinterest
1664R	FALLS LANDING ASSISTED LIVING	Disinterest
1671R	FIELDCREST ASSISTED LIVING	Disinterest
1694R	FRIDLEY ASSISTED LIVING LLC	Disinterest
1867R	HEATHERS MANOR	Disinterest
1946R	INVER GLEN SENIOR LIVING	Disinterest
1993R	KINGSWAY RETIREMENT LIVING	Disinterest
2016R	LANGE BOARD AND ROOM INC	Disinterest
2207R	NEW PERSPECTIVE EAGAN	Disinterest
2213R	NEW PERSPECTIVE ROSEVILLE	Disinterest
2216R	NEWTON MANOR	Disinterest
2243R	OAK PARK SENIOR LIVING	Disinterest
2244R	OAK RIDGE ASST LVG OF HASTINGS	Disinterest
2253R	OKALEE OF MEDINA	Disinterest
2254R	OLD MAIN VILLAGE	Disinterest
2272R	OPTIONS RESIDENTIAL INC	Disinterest
2274R	OPTIONS RESIDENTIAL BRIAR	Disinterest
2277R	ORCHARD HILL SENIOR LIVING	Disinterest
2281R	OSSEO GARDENS ASSISTED LIVING	Disinterest
2304R	PARKER OAKS SENIOR LIVING	Disinterest
2307R	PARKVIEW MANOR	Disinterest
2325R	PEOPLE INCORPORATED MONTREAL C	Disinterest
2363R	PRELUDE HOMES & SERVICES LLC	Disinterest
2399R	PSC OF NEW ULM LLC	Disinterest
2465R	RIVERS OF LIFE LLC	Disinterest
2473R	ROSE ARBOR WILDFLOWER LODGE	Disinterest
2475R	ROSEMOUNT COURT	Disinterest
2535R	SELECT SR LVG COON RAPIDS LLC	Disinterest

**B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE**

FID	Facility Name	Reason
2557R	SEVEN HILLS SENIOR LIVING	Disinterest
2563R	SHOREVIEW SENIOR LIVING LLC	Disinterest
2573R	SILVERCREST PROPERTIES LLC	Disinterest
2604R	ST ANDREW'S VILLAGE	Disinterest
2650R	SUMMERWOOD OF PLYMOUTH	Disinterest
2658R	SUNRISE OF EDINA	Disinterest
2659R	SUNRISE OF GOLDEN VALLEY	Disinterest
2661R	SUNRISE OF ROSEVILLE	Disinterest
2688R	THE BEACON AT LAKE CRYSTAL	Disinterest
2708R	THE ENCORE AT HUGO	Disinterest
2709R	THE ENCORE AT MAHTOMEDI	Disinterest
2710R	THE ENCORE AT MAPLEWOOD	Disinterest
2734R	THE HARBORS SENIOR LIVING FRID	Disinterest
2735R	THE HOMESTEAD AT ANOKA	Disinterest
2748R	THE LEGACY OF FARMINGTON	Disinterest
2751R	THE LODGE	Disinterest
2776R	THE PRESERVE OF ROSEVILLE	Disinterest
2781R	THE SHEPHERD'S INN	Disinterest
2786R	THE TUFF VILLAGE	Facility Closed
2787R	THE WATERS OF EDEN PRAIRIE	Disinterest
2799R	THE WEALSHIRE OF BLOOMINGTON	Disinterest
2903R	VISTA PRAIRIE MONARCH MEADOWS	Disinterest
2905R	VISTA PRAIRIE AT GARNETTE GARD	Disinterest
2906R	VISTA PRAIRIE AT GOLDFINCH EST	Disinterest
2922R	WATER'S EDGE	Disinterest
2970R	NORBELLA SENIOR LIVING SAVAGE	Disinterest
2977R	GENERATIONS CHILD & MEMORY CAR	Disinterest
2986R	PERSONAL CARE SENIOR LIVING	Disinterest
2993R	PERSONAL CARE SENIOR LIVING LL	Disinterest

**B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE**

FID	Facility Name	Reason
I387R	CHAMPLIN SHORES	Disinterest
I462R	COTTAGE GROVE WHITE PINE	Disinterest
I463R	COTTAGE GROVE WHITE PINE II	Disinterest
I519R	DIAMONDCREST SENIOR LIVING	Disinterest
I550R	EASTWOOD ASSISTED LIVING	Disinterest
I564R	EDEN PRAIRIE SENIOR LIVING LLC	Disinterest
I566R	EDGEMONT PLACE ALZHEIMER'S SPE	Disinterest
I592R	ELK RIDGE ALZHEIMER'S SPECIAL	Disinterest
I597R	ELMHURST COMMONS APARTMENTS	Disinterest
I604R	EMERALD CREST OF MINNETONKA	Disinterest
I606R	EMERALD CREST OF VICTORIA	Disinterest
I684R	FOLKESTONE	Disinterest
I724R	GLENWOOD ESTATES	Disinterest
I821R	HARDING PLACE	Disinterest
I826R	HARMONY HOUSE OF PIERZ	Disinterest
I830R	HARMONY RIVER LIVING CENTER	Disinterest
I900R	HOLLY RIDGE MANOR	Disinterest
2340R	PIERZ MEADOW PONDS INC	Disinterest
2343R	PINES III ASSISTED LIVING	Disinterest
2361R	PRAIRIE VIEW	Disinterest
2396R	PSC OF HUTCHINSON LLC	Disinterest
2397R	PSC OF ISANTI LLC	Disinterest
2478R	ROSEWOOD SENIOR LIVING LLC	Disinterest
2514R	SANDSTONE GOLDEN HORIZONS	Disinterest
2746R	THE LEGACY	Disinterest
2801R	THE WELLSTEAD OF ROGERS	Disinterest
2836R	TRIPLE ANGELS HEALTHCARE	Disinterest
2880R	URBANA PLACE SENIOR LIVING	Disinterest
2893R	VERNON TERRACE OF EDINA	Disinterest

**B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE**

FID	Facility Name	Reason
2898R	VILLA VISTA AND CARDINAL COURT	Disinterest
2926R	WEALSHIRE OF MEDINA	Disinterest
2930R	WESLEY RESIDENCE OF DULUTH	Disinterest
2935R	WESTWOOD PLACE INC	Disinterest
2938R	WHITE BEAR LAKE WHITE PINE	Disinterest
2947R	WILLOWS OF ARBOR LAKES	Disinterest
1395R	CHERRYWOOD OF SOUTH ST CLOUD	Disinterest
1398R	CHERRYWOOD OF RICHMOND	Disinterest
1399R	CHERRYWOOD OF ST CLOUD	Disinterest
1577R	EDGEWOOD VIRGINIA I SENIOR LIV	Disinterest
1721R	GLENN BUFFALO	Disinterest
1722R	GLENN BUFFALO	Disinterest
1780R	GOOD SHEPHERD ASSISTED LIVING	Disinterest
1781R	GOOD SHEPHERD COTTAGES	Disinterest
1782R	GOOD SHEPHERD HOMES INC	Disinterest
1834R	HAVENWOOD OF BUFFALO	Disinterest
1835R	HAVENWOOD OF BURNSVILLE	Disinterest
1837R	HAVENWOOD OF MINNETONKA	Disinterest
1838R	HAVENWOOD OF RICHFIELD	Disinterest
1907R	HOMETOWN SENIOR LIVING - WEDGE	Disinterest
1947R	INVER GROVE HEIGHTS WHITE PINE	Disinterest
1948R	INVER GROVE HEIGHTS WP II LLC	Disinterest
2013R	SUMMIT RIDGE PLACE	Disinterest
2015R	LANDINGS OF MINNETONKA	Disinterest
2029R	LEXINGTON LANDING	Disinterest
2030R	LEXINGTON POINTE SENIOR LIVING	Disinterest
2045R	LINO LAKES ASSISTED LIVING	Disinterest
2046R	LINO LAKES GRACEWOOD	Disinterest
2065R	MAINSTREET VILLAGE	Disinterest



## B. FACILITIES THAT REFUSED PARTICIPATION OR REMAINED NONRESPONSIVE

FID	Facility Name	Reason
2147R	MINNESOTA GREENLEAF	Staffing Shortage
2175R	NAGEL ASSISTED LIVING	Disinterest
2560R	SHEPHERD OF GRACE LLC	Disinterest
2579R	SKYLIGHT GARDENS APARTMENTS LL	Disinterest
2627R	STERLING POINTE SENIOR LIVING	Disinterest
2679R	TALAMORE SENIOR LIVING	Disinterest
2711R	THE ENCORE AT NORTH BRANCH	Disinterest
2719R	THE GARDENS AT FOLEY AL LLC	Disinterest
2755R	THE LODGE OF TAYLORS FALLS LLC	Disinterest
2918R	WASHBURNE COURT ASSISTED LIVIN	Disinterest
2968R	SERENITY COURT	Disinterest
2985R	FREMONT VILLAGE SENIOR LIVING	Disinterest
1092R	AMERICAN EAGLE OWATONNA	Disinterest
1093R	AMERICAN EAGLE OWATONNA	Disinterest
1235R	BIRCHWOOD COTTAGES	Disinterest
1272R	BROOKDALE OF EDINA	Disinterest
1274R	BROOKDALE INVER GROVE HEIGHTS	Staffing Shortage
1278R	BROOKDALE WEST ST PAUL AL	Staffing Shortage
1279R	BROOKDALE WEST ST PAUL MC	Staffing Shortage
1283R	BROOKLYN PARK ASSISTED LIVING	Disinterest
1320R	CAREFREE COTT OF MPLD CHATEAU	Disinterest
1361R	CENTENNIAL VILLA ASSISTED LIVI	Disinterest
1384R	CERENITY RESIDENCE OF WBL	Disinterest
1735R	GOLDEN HORIZONS OF WORTHINGTON	Disinterest
2097R	MENDOTA HEIGHTS WHITE PINE	Disinterest
1950R	IRIS PARK COMMONS	Disinterest
2133R	MILESTONE SENIOR LIVING FARIBA	Disinterest

\*Facilities that remained nonresponsive to both Vital and DHS were labeled as “Disinterest”

**C. FACILITIES THAT AGREED TO PARTICIPATE IN RESIDENT SURVEYS BUT SCHEDULE FULL**

FID	Facility Name
1702R	GABLE PINES AT VADNAIS HEIGHTS
2730R	THE GLENN MINNETONKA
1554R	ECUMEN LAKEVIEW COMMONS
2823R	Tradition
2792R	THE WATERS OF PLYMOUTH
2793R	THE WATERS OF WHITE BEAR LAKE
2789R	THE WATERS OF EXCELSIOR
1984R	KEYSTONE PLACE AT LAVALLE FIEL
2995R	TALAMORE SENIOR LIVING WOODBUR
2770R	SHOREWOOD LANDING
2626R	STERLING PARK SENIOR LIVING
2942R	WILDWOOD GROVE
1403R	AMIRA CHOICE BLOOMINGTON
1394R	CHASKA HEIGHTS SENIOR LIVING
2150R	MINNESOTA SENIOR LIVING DBA TH
1108R	ANNANDALE CARE CENTER
2358R	PRAIRIE BLUFFS SENIOR LIVING
1832R	HASTINGS SENIOR HEALTH AND LIV
1603R	EMERALD CREST OF BURNSVILLE
1605R	EMERALD CREST OF SHAKOPEE
1602R	ELYSIAN SR HOMES OF CHANHASSEN
2140R	MILLERS LANDING SENIOR LIVING
2446R	RIDGEWAY ON GERMAN
1220R	BETHANY ASSISTED LIVING IN LIT
1874R	THE HERITAGE AT LYNGBLOMSTEN
2279R	ORCHARDS OF MINNETONKA
1560R	ECUMEN WORTHINGTON THE MEADOWS
2778R	THE SANCTUARY AT BROOKLYN CENT
2830R	TRAILS OF ORONO ASSISTED LIVIN
2768R	THE PILLARS OF MANKATO

**C. FACILITIES THAT AGREED TO PARTICIPATE IN RESIDENT SURVEYS BUT SCHEDULE FULL**

FID	Facility Name
221 IR	NEW PERSPECTIVE MANKATO
2637R	STONEHAVEN OF EAGAN SENIOR LIV
2000R	LAKE MINNETONKA SHORES
2959R	YORK GARDENS SENIOR LIVING
2736R	THE HOMESTEAD AT COON RAPIDS
1495R	DELLWOOD GARDENS
1836R	HAVENWOOD OF MAPLE GROVE
1831R	Harrison Bay Senior Living
2683R	TEMPERANCE LAKE RIDGE
1689R	FOUNDERS RIDGE
2418R	THREE LINKS
2992R	NORBELLA CENTERVILLE
2330R	PETERSON COLONIAL HOMES 1
2331R	PETERSON COLONIAL HOMES 2
2755R	THE LODGE OF TAYLORS FALLS LLC
2765R	THE MOMENTS OF LAKEVILLE
2956R	WOODSTONE SENIOR LIVING
2005R	LAKESIDE GENERATIONS ASSISTED
2983R	UNIFIED HEALTH CARE
1775R	GOOD SAMARITAN SOCIETY HERITAG
2202R	NEW PERSPECTIVE CARLSON PARKWA
2516R	SAVAGE SENIOR LIVING
2779R	THE SANCTUARY AT ST CLOUD
2791R	THE WATERS OF OAKDALE
2892R	VERMILION SENIOR LIVING
2308R	PARKWOOD APARTMENTS
2826R	TRADITIONS OF OWATONNA
2827R	TRADITIONS OF OWATONNA II LLC
1771R	GOOD SAMARITAN SOCIETY ST JAME
1238R	BLAINE WHITE PINE

**C. FACILITIES THAT AGREED TO PARTICIPATE IN RESIDENT SURVEYS BUT SCHEDULE FULL**

FID	Facility Name
1239R	BLAINE WHITE PINE II
2521R	SCANDIA CAPITAL PARTNERS LLC
2051R	LOREN ON PARK
1177R	BABBITT CAREFREE LIVING
1599R	ELY CAREFREE LIVING
2350R	PLEASANT VIEW ESTATES LLC
1903R	HOME FRONT FIRST
1420R	CLGV ASSISTED LIVING
2794R	THE WATERS ON 50TH
2952R	WOODBURY VILLA
2951R	WOODBURY ESTATES
2788R	THE WATERS OF EDINA
2909R	Walker Methodist Care Suites
2804R	THORNE CREST RETIREMENT CENTER
2072R	MAPLE HILL SENIOR LIVING LLC
2568R	SILVERCREEK ON MAIN
2760R	THE MAPLES AT ST JOHN
2694R	THE BROOKS ON ST PAUL
1468R	COUNTRYSIDE CATERED SENIOR LIV
2969R	Lindstrom Senior Living
2960R	YORKSHIRE OF EDINA SENIOR LVG
2227R	NORTHERN PINES ASSISTED LIVING
1120R	ARBOR OAKS SENIOR LIVING
1696R	FRIENDSHIP VILLAGE BLOOMINGTON
2506R	SAINT THERESE OF OXBOW LAKE
2782R	THE SHORES OF LAKE PHALEN
2792R	THE WATERS OF PLYMOUTH
1401R	AMIRA CHOICE FOREST LAKE

**D. RESIDENT SURVEY: MARGIN OF ERROR NOT MET**

Facility	FID	Eligible Residents	Survey Target	Adjusted Target	Completed Surveys
VISTA PRAIRIE AT WINDMILL POND	2908R	64	32	N/A	30
OAK TERRACE OF LE SUEUR LLC	2249R	56	30	N/A	26
ARTIS SENIOR LVG OF WOODBURY	1133R	43	26	N/A	25
TROUVAILLE MEMORY CARE SUITES	2838R	47	27	N/A	24
MARYWOOD	2084R	43	26	N/A	24
CEDARS OF AUSTIN	1360R	116	42	N/A	22
ROITENBERG FAMILY ASSISTED LIV	2472R	38	24	N/A	22
BEEHIVE HOMES OF DULUTH	1195R	37	24	N/A	22
ELYSIAN SENIOR HOMES OF DULUTH	1600R	35	23	N/A	21
EDGEWOOD EGF SENIOR LIVING	1572R	32	21	N/A	20
ABIITAN MILL CITY	1029R	33	22	N/A	19
THE EVERGREENS OF MOORHEAD	2712R	26	20	19	19
DIAMOND WILLOW OF CLOQUET	1511R	25	20	18	19
GOOD SAMARITAN SOCIETY WINDOM	1777R	22	20	16	19
TRADITIONS OF PRESTON	2828R	22	20	16	19
MISSION COURT	2155R	21	20	16	19
TRADITIONS OF MONTGOMERY LLC	2825R	37	24	N/A	18
SUITE LIVING OF LITTLE CANADA	2642R	27	20	19	18
SUNRISE VIEW ASSISTED LIVING	2663R	27	20	19	18
MCCARTHY MANOR INC	2086R	26	20	19	18
HILLCREST SENIOR LIVING	1891R	24	20	17	18
ASHER HAUS	1135R	23	20	17	18
GOOD SAMARITAN SOCIETY LUVERNE	1776R	23	20	17	18
SERENITY LIVING CENTER INC	2550R	23	20	17	18
CLARA CITY ASSISTED LIVING	1418R	21	20	16	18
GARDEN COURT CHATEAU	1703R	21	20	16	18
MOOSE LAKE VILLAGE ASSISTED LI	2166R	20	20	15	18
RIVERSIDE ASSISTED LIVING	2466R	19	19	15	18

#### D. RESIDENT SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Residents	Survey Target	Adjusted Target	Completed Surveys
THE ALTON MEMORY CARE	2687R	46	27	N/A	17
BROOKDALE PLYMOUTH	1277R	43	26	N/A	17
GOOD LIFE ASSISTED LIVING & ME	1761R	31	21	N/A	17
DIAMOND WILLOW OF PROCTOR	1518R	29	20	20	17
HIGHLAND GW LLC	1885R	27	20	19	17
DIAMOND WILLOW OF MOUNTAIN IRO	1516R	26	20	19	17
BODEN SENIOR LIVING APPLE VALL	2979R	25	20	18	17
TRILLIUM AT WOODSEGE	2833R	25	20	18	17
SUITE LIVING SENIOR CARE OF BU	2975R	23	20	17	17
SPRING VALLEY ESTATES	2601R	22	20	16	17
DIAMOND WILLOW OF DETROIT LAKE	1512R	21	20	16	17
ARLINGTON PLACE	1127R	20	20	15	17
CHOSEN VALLEY ASSISTED LIVING	1412R	20	20	15	17
SUITE LIVING SENIOR CARE OF CR	2982R	20	20	15	17
THE LODGE OF NEW HOPE LLC	2754R	20	20	15	17
BROOKDALE WINONA	1281R	19	19	15	17
CENTRAL TODD COUNTY CARE CENTE	1381R	19	19	15	17
CORNERSTONE RESIDENCE KELLIHER	1457R	19	19	15	17
FAIRWAY VIEW ASSISTED LIVING	1663R	19	19	15	17
SANFORD HEALTH SYLVAN PLACE	2515R	19	19	15	17
BIRCHWOOD COTTAGES	1237R	24	20	17	16
RIVERFRONT ON MAIN	2462R	24	20	17	16
ELIM SHORES	1582R	23	20	17	16
LILAC HOMES ASSISTED LIVING	2038R	23	20	17	16
POPLAR MEADOWS OF MCINTOSH	2354R	22	20	16	16
COUNTRY MANOR APARTMENTS	1466R	21	20	16	16
DIAMOND WILLOW OF LITTLE FALLS	1515R	21	20	16	16

**D. RESIDENT SURVEY: MARGIN OF ERROR NOT MET**

Facility	FID	Eligible Residents	Survey Target	Adjusted Target	Completed Surveys
HEATHER HAUS	1866R	18	18	14	16
CARLTON PLACE	1348R	17	17	13	16
GRAND MEADOW HEALTHCARE CENTER	2761R	17	17	13	16
LAKEVIEW ASSISTED LIVING	2007R	25	20	18	15
GETTY STREET ASSISTED LIVING	1716R	23	20	17	15
PEARL GARDEN	2322R	23	20	17	15
LATHAM PLACE	2017R	22	20	16	15
APPLETON AREA HEALTH	1112R	20	20	15	15
SUITE LIVING SENIOR CARE OF SP	2996R	20	20	15	15
MILLS MANOR	2141R	18	18	14	15
VIKING MANOR NURSING HOME	2895R	18	18	14	15
GOLDEN MANOR OF DETROIT LAKES	1737R	17	17	13	15
ASHBY LIVING CENTER	1134R	16	16	13	15
WALKER METHODIST WESTWOOD II	2916R	31	21	N/A	14
SUITE LIVING SR CARE OF BP	2647R	24	20	17	14
COMFORT RESIDENCE LESUEUR	1438R	23	20	17	14
BETHESDA	2303R	20	20	15	14
SILVER MAPLE RESIDENCE INC	1078R	20	20	15	14
SUITE LIVING OF ROSEVILLE	2645R	20	20	15	14
VALLEY VIEW ASSISTED LIVING OF	2372R	19	19	15	14
BUHL CAREFREE LIVING LLC	1291R	18	18	14	14
SACRED HEART ASSISTED LVG APTS	2498R	17	17	13	14
THE LODGE OF HOWARD LAKE	2752R	17	17	13	14
SAINT ELIZABETH HOSPITAL	2505R	28	20	20	13
WHITTIER PLACE	2940R	27	20	19	13
PRAIRIE SENIOR COTTAGES OF AL	2360R	22	20	16	13
COMFORT RESIDENCE ST LOUIS PK	1439R	20	20	15	13
AUTUMN COTTAGES BY KNUTE NELSO	2395R	19	19	15	13

D. RESIDENT SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Residents	Survey Target	Adjusted Target	Completed Surveys
COUNTRYVIEW ASSISTED LIVING LL	1661R	19	19	15	13
GOLDEN NEST LLC	1741R	19	19	15	13
EDGEBROOK CARE CENTER INC	1565R	18	18	14	13
OPEN ARMS SENIOR LIVING	2978R	18	18	14	13
BRIDGEWELL ASSISTED LIVING	1261R	16	16	13	13
SERENITY LVG SOLUTIONS REMER	2552R	16	16	13	13
WILDWOOD ASSISTED LIVING	2941R	16	16	13	13
EVANSVILLE SENIOR LIVING	1649R	14	14	12	13
NEW PERSPECTIVE CLOQUET & BARN	2203R	14	14	12	13
WOODSTONE SENIOR LIVING	2957R	29	20	20	12
BROOKDALE EDEN PRAIRIE	1271R	28	20	20	12
SUITE LIVING SR OF IGH	2648R	27	20	19	12
MAPLE WOODS ASSISTED LIVING	2075R	26	20	19	12
BIRCHWOOD COTTAGES	1236R	22	20	16	12
COPPER GLEN	1451R	20	20	15	12
PARK LANE ESTATES	2300R	18	18	14	12
ADITH MILLER MANOR	1045R	17	17	13	12
MAPLE WOODS ASSISTED LIVING	2074R	17	17	13	12
GIL MOR HAVEN	1719R	16	16	13	12
PIONEER ESTATES	2344R	16	16	13	12
SUITE LIVING SENIOR CARE OF WE	2980R	16	16	13	12
THE LODGE OF MOUNTAIN LAKE	1440R	16	16	13	12
WESTVIEW ESTATES	2933R	16	16	13	12
SPRING GROVE ASSISTED LIVING	2600R	15	15	12	12
BRIDGES OF ZUMBROTA	1254R	14	14	12	12
SUNLIGHT SERVICES HAZEL SENIOR	2655R	28	20	20	11
BARRETT ASSISTED LIVING INC	1183R	19	19	15	11
MOORHEAD MANOR	2164R	17	17	13	11
NEW JOURNEY RESIDENCE	2196R	17	17	13	11



D. RESIDENT SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Residents	Survey Target	Adjusted Target	Completed Surveys
PSC OF WILLMAR LLC	2400R	16	16	13	11
MAPLEWOOD COURT ASSISTED LIVIN	2077R	15	15	12	11
KSMS OUR HOUSE LLC	1996R	14	14	12	11
MCGREGOR CAREFREE LIVING LLC	2088R	14	14	12	11
GLENOAKS SENIOR LIVING CAMPUS	1723R	12	12	9	11
HERITAGE PLACE	1882R	12	12	9	11
PARKS' PLACE	2305R	27	20	19	10
BEEHIVE HOMES	1194R	20	20	15	10
HOFFMAN SENIOR LIVING	1894R	20	20	15	10
BENEDICT HOMES	1202R	18	18	14	10
ECUMEN DETROIT LAKES THE COTTA	1551R	18	18	14	10
SERENITY VILLAGE	2555R	18	18	14	10
FAIR MEADOW ASSISTED LIVING	1660R	17	17	13	10
HARMONY HOUSE OF BRAINERD I	1827R	15	15	12	10
BENET HALL	1208R	12	12	9	10
BROOKDALE WILLMAR	1280R	11	11	9	10
MINNEOTA ASSISTED LIVING AND H	2059R	27	20	19	9
GOODHUE LIVING	2991R	16	16	13	9
BROOKDALE MANKATO	1275R	14	14	12	9
NORTHERN OAK PLACE	2014R	14	14	12	9
BOULDER CREEK	1245R	28	20	20	8
HILLS CROSSING SENIOR LIVING	1892R	26	20	19	8
AMERICARE LODGES	1095R	15	15	12	8
THE GARDENS AT WINSTED AL	2721R	15	15	12	8
UPSALA SENIOR LIVING INC	2989R	12	12	9	7
OPTIONS RESIDENTIAL INC	2275R	17	17	13	6
DIAMOND WILLOW OF ALEXANDRIA	1509R	13	13	11	6
TWIN VALLEY ASSISTED LIVING	2848R	9	9	9	6

**D. RESIDENT SURVEY: MARGIN OF ERROR NOT MET**

Facility	FID	Eligible Residents	Survey Target	Adjusted Target	Completed Surveys
GOOD NEIGHORS THE COTTAGE LLC	2973R	8	8	8	6
NEW PERSPECTIVE MAHTOMEDI	2210R	13	13	11	5
COOK CAREFREE LIVING INC	1450R	11	11	9	5
LB WOODLAND LODGE	2020R	10	10	9	5
BROOKDALE FARIBAULT	1273R	6	6	6	5
NORTH STAR ASSISTED LIVING	2224R	9	9	9	4

\*An adjusted target was calculated by multiplying the number of eligible residents by the estimated completion rate

**E. FAMILY SURVEY: MARGIN OF ERROR NOT MET**

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
THE SANCTUARY AT WEST ST PAUL	2780R	139	44	43
THE WATERS OF WHITE BEAR LAKE	2793R	132	43	40
SUMMIT HILL SENIOR LIVING	2651R	88	37	36
COPPERFIELD HILL THE LODGE	1452R	78	35	34
HAVEN HOMES ASSISTED LIVING	1833R	71	34	33
SILVERCREST PROPERTIES LLC	2571R	73	34	33
BENEDICTINE LIVING COMMUNITY A	2458R	62	32	31
THE HOMESTEAD AT ROCHESTER	2738R	65	32	31
WILLOWS LANDING SENIOR LIVING	2946R	70	34	31
ARBORS AT RIDGES ASSISTED LIVI	1123R	60	31	29
MOTHER OF MERCY SENIOR LIVING	2172R	55	30	29
OAK TERRACE HOUSING OF JORDAN	2247R	57	30	29
WATERFORD MANOR	2920R	57	30	29
CROIXDALE	1475R	53	29	28
MANKATO LODGE SENIOR LIVING	2384R	61	31	28
PARK GARDENS OF FERGUS FALLS	2299R	57	30	28
SPRINGBROOK VILLAGE LACRESCENT	2602R	68	33	28
GOOD SAMARITAN SOCIETY PIPESTO	1772R	50	28	27
NEW PERSPECTIVE COLUMBIA HEIGH	2206R	60	31	27
POTTER RIDGE	2355R	45	27	26
WARROAD SENIOR LIVING CENTER	2917R	47	27	26
CARONDELET VILLAGE	1349R	48	28	25
THE ALTON MEMORY CARE	2687R	44	26	25
BENEDICT COURT	1201R	41	25	24
BETHESDA NORTH POINTE	2972R	45	27	24
CHAPEL VIEW APARTMENTS	1389R	41	25	24
COUNTRYSIDE RETIREMENT COMM	1469R	42	25	24

E. FAMILY SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
JONES HARRISON ASSISTED LIVING	1968R	41	25	24
BEEHIVE HOMES OF DULUTH	1195R	37	24	23
BEEHIVE HOMES OF MAPLE GROVE	1196R	37	24	23
ECUMEN SAND PRAIRIE	1557R	37	24	23
FLAGSTONE	1353R	41	25	23
KORONIS PLACE	2976R	43	26	23
PEACEFUL LODGE	2321R	47	27	23
RIVERVILLAGE EAST	2470R	47	27	23
THE EMERALDS AT GRAND RAPIDS A	2706R	38	24	23
TRADITIONS OF WATERVILLE	2829R	38	24	23
TRINITY TERRACE	2835R	52	29	23
VILLA ST VINCENT	2897R	41	25	23
ABIITAN MILL CITY	1029R	33	22	21
AURORA CAREFREE LIVING INC	1166R	39	24	21
ELDER HOMESTEAD	1579R	38	24	21
MILLSTREAM COMMONS	2142R	33	22	21
TRADITIONS OF MONTGOMERY LLC	2825R	34	22	21
BIRCHWOOD ARBORS	1234R	38	24	20
GOOD SAMARITAN SOCIETY BETHANY	1766R	37	24	20
HAYDEN GROVE SENIOR HOUSING	1845R	41	25	20
MALA STRANA ASSISTED LIVING	2067R	34	22	20
MINNEHAHA SENIOR LIVING	2146R	43	26	20
PARKVIEW COURT	2306R	31	21	20
PERSONAL CARE MANAGEMENT LLC	2329R	32	21	20
RIVER OAKS AT WATERTOWN	2457R	48	28	20
SUNCREST ASSISTED LIVING	2652R	40	25	20
SUNRISE VILLAGE	2664R	39	24	20
BENEDICTINE COURT	1204R	30	20	19

**E. FAMILY SURVEY: MARGIN OF ERROR NOT MET**

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
BROOKDALE EDEN PRAIRIE	1271R	28	20	19
CREST VIEW ON 42ND	1473R	35	23	19
FRIENDSHIP VILLAGE BLOOMINGTON	1696R	31	21	19
LAURELS EDGE ASSISTED LIVING	2018R	31	21	19
SILVER BAY CAREFREE LIVING	2566R	28	20	19
THE ENCORE AT CHAMPLIN	2707R	28	20	19
THE MEADOWS	2966R	30	20	19
ABILITY HOLDINGS PRAIRIE MEADOW	1031R	32	21	18
DIAMOND WILLOW OF PROCTOR	1518R	26	19	18
FIELD CREST ASSISTED LIVING	1670R	27	19	18
LEGACY OF BROWNSDALE	2025R	31	21	18
WOODSTONE SENIOR LIVING	2957R	27	19	18
FAIRWAY PINES SENIOR LIVING	1662R	45	27	17
ALEX ASSISTED LIVING LLC	1063R	26	19	17
ASSISTED LIVING AT NORTH RIDGE	1147R	36	23	17
CORNERSTONE RESIDENCE FOSSTON	1456R	30	20	17
DIAMOND WILLOW OF MOUNTAIN IRO	1516R	26	19	17
GOLDEN HORIZONS OF CROSSLAKE	1734R	27	19	17
HADLEY HOUSE	1818R	25	18	17
HILLS CROSSING SENIOR LIVING	1892R	25	18	17
LAKWOOD MANOR	2011R	25	18	17
LILAC HOMES ENH AS LIV MEM CAR	2037R	30	20	17
SAINT ELIZABETH HOSPITAL	2505R	25	18	17
SUITE LIVING OF LITTLE CANADA	2642R	26	19	17
ASHER HAUS	1135R	23	17	16
BRAINERD CAREFREE LIVING LLC	1249R	24	17	16
COMFORT RESIDENCE LESUEUR	1438R	23	17	16

E. FAMILY SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
DIAMOND WILLOW OF CLOQUET	1511R	25	18	16
ELIM SHORES	1582R	23	17	16
EVERGREEN PLACE	1656R	24	17	16
GOOD SAMARITAN SOCIETY ALBERT	1764R	23	17	16
GOOD SAMARITAN SOCIETY HERITAG	1774R	23	17	16
LEWISTON SENIOR LIVING	2028R	25	18	16
LONG LAKE ASSISTED LIVING LLC	2049R	23	17	16
MAPLE WOODS ASSISTED LIVING	2075R	25	18	16
NORBELLA OF CHAMPLIN	2988R	26	19	16
OAK CREST SENIOR HOUSING	2236R	24	17	16
PEARL GARDEN	2322R	23	17	16
THE GARDENS AT ST GERTRUDES	2720R	32	21	16
VALLEYVIEW OF JORDAN LLC	2889R	36	23	16
WHISPERING OAK PLACE	2936R	24	17	16
ARBOR PARK LIVING CENTER LLC	1121R	35	23	15
BIRCHWOOD COTTAGES	1237R	24	17	15
COUNTRY MANOR APARTMENTS	1466R	21	16	15
LATHAM PLACE	2017R	21	16	15
NEW JOURNEY RESIDENCE	2195R	26	19	15
ROUND LAKE SENIOR LIVING	2990R	23	17	15
SUITE LIVING SR CARE OF BP	2647R	21	16	15
THE EVERGREENS OF MOORHEAD	2712R	21	16	15
WOODLAND MANOR	2955R	27	19	15
CLARA CITY ASSISTED LIVING	1418R	21	16	14
FAIRWAY VIEW ASSISTED LIVING	1663R	19	15	14
GARDEN COURT CHATEAU	1703R	21	16	14
GOOD SAMARITAN SOCIETY INTERNA	1768R	19	15	14
GOOD SAMARITAN SOCIETY LUVERNE	1776R	23	17	14

## E. FAMILY SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
NEW PERSPECTIVE HIGHLAND PARK	2209R	26	19	14
SERENITY LIVING CENTER INC	2550R	20	15	14
SOUTH GROVE LODGE SR LVG	2383R	61	31	14
SUNRISE VILLAGE OF MILACA	2665R	33	22	14
THE GREEN PRAIRIE ASSISTED LIV	2731R	20	15	14
BIRCHWOOD COTTAGES	1236R	22	16	13
ECUMEN DETROIT LAKES THE COTTA	1551R	18	14	13
GOOD SAMARITAN SOCIETY WINDOM	1777R	22	16	13
HIGHLAND GW LLC	1885R	23	17	13
HILLCREST SENIOR LIVING	1891R	21	16	13
HOFFMAN SENIOR LIVING	1894R	20	15	13
LAKE RIDGE	2001R	25	18	13
MARANATHA	2081R	38	24	13
NATURE'S POINT ASSISTED LIVING	2181R	28	20	13
POPLAR MEADOWS OF MCINTOSH	2354R	20	15	13
SERENITY PLACE ON 7TH	2967R	34	22	13
SERENITY VILLAGE	2555R	18	14	13
ST CLOUD CAREFREE LIVING LLC	2606R	19	15	13
THE WATERVIEW SHORES ASSISTED	2796R	19	15	13
VALLEY VIEW ASSISTED LIVING OF	2372R	19	15	13
WEST VIEW ASSISTED LIVING APT	2932R	22	16	13
ARLINGTON PLACE	1127R	19	15	12
BODEN SENIOR LIVING APPLE VALL	2979R	24	17	12
BROOKDALE WINONA	1281R	19	15	12
GETTY STREET ASSISTED LIVING	1716R	23	17	12
GIL MOR HAVEN	1719R	16	13	12
HARMONY PLACE	1829R	27	19	12
HEATHER HAUS	1866R	18	14	12

E. FAMILY SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
LAKESIDE MANOR	2006R	32	21	12
MOOSE LAKE VILLAGE ASSISTED LI	2166R	16	13	12
RIVERSIDE ASSISTED LIVING	2466R	19	15	12
SACRED HEART ASSISTED LVG APTS	2498R	16	13	12
SHILOH ASSISTED LIVING	2561R	33	22	12
SUITE LIVING OF ROSEVILLE	2645R	16	13	12
SUITE LIVING SENIOR CARE OF BU	2975R	22	16	12
SUNLIGHT SERVICES HAZEL SENIOR	2655R	26	19	12
UNITY PLACE	2867R	36	23	12
AUTUMN COTTAGES BY KNUTE NELSO	2395R	19	15	11
CARE AGE COUNTRY HOME	1310R	17	13	11
DIAMOND WILLOW OF DETROIT LAKE	1512R	16	13	11
GOODHUE LIVING	2991R	16	13	11
HARMONY HOUSE OF BRAINERD I	1827R	15	12	11
MCGREGOR CAREFREE LIVING LLC	2088R	14	12	11
PARKWOOD APARTMENTS	2308R	19	15	11
PSC OF WILLMAR LLC	2400R	16	13	11
RIVER OAKS AT LAKE PEPIN LLC	2455R	23	17	11
SPRING GROVE ASSISTED LIVING	2600R	15	12	11
SUITE LIVING SENIOR CARE OF CR	2982R	19	15	11
SUITE LIVING SENIOR CARE OF SP	2996R	16	13	11
THE HARBOR AT PEACE VILLAGE	2733R	18	14	11
TRADITIONS OF PRESTON	2828R	20	15	11
ADITH MILLER MANOR	1045R	17	13	10
ASHBY LIVING CENTER	1134R	13	11	10
BARRETT ASSISTED LIVING INC	1183R	15	12	10
BENEDICT HOMES	1202R	18	14	10
BETHANY ASSISTED LIVING	1219R	19	15	10



**E. FAMILY SURVEY: MARGIN OF ERROR NOT MET**

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
CORNERSTONE RESIDENCE KELLIHER	1457R	18	14	10
GOOD SAMARITAN SOCIETY BATTLE	1765R	14	12	10
MAPLEWOOD COURT ASSISTED LIVIN	2077R	15	12	10
NEW JOURNEY RESIDENCE	2196R	17	13	10
NEW PERSPECTIVE CLOQUET & BARN	2203R	14	12	10
NEW PERSPECTIVE MAHTOMEDI	2210R	13	11	10
SENIOR CLASS COMMUNITY LLC	2540R	13	11	10
SILVER MAPLE RESIDENCE INC	1078R	18	14	10
WHITTIER PLACE	2940R	27	19	10
AMERICARE LODGES	1095R	12	10	9
AUTUMN HILLS	1173R	14	12	9
BIRCHVIEW GARDENS ASSISTED LIV	1233R	17	13	9
BRIDGES OF ZUMBROTA	1254R	14	12	9
BRIDGEWELL ASSISTED LIVING	1261R	16	13	9
CENTRACARE CHATEAU WATERS	1365R	12	10	9
DIAMOND WILLOW OF ALEXANDRIA	1509R	13	11	9
PARK LANE ESTATES	2300R	14	12	9
AGELESS CARE INCORPORATED	1059R	17	13	8
BROOKDALE WILLMAR	1280R	10	9	8
BUHL CAREFREE LIVING LLC	1291R	16	13	8
MOORHEAD MANOR	2164R	12	10	8
PIONEER ESTATES	2344R	16	13	8
THE GARDENS AT WINSTED AL	2721R	15	12	8
COMFORT RESIDENCE ST LOUIS PK	1439R	12	10	7
MAPLE WOODS ASSISTED LIVING	2074R	13	11	7
NORTH STAR ASSISTED LIVING	2224R	9	9	7
SERENITY LVG SOLUTIONS REMER	2552R	16	13	7

E. FAMILY SURVEY: MARGIN OF ERROR NOT MET

Facility	FID	Eligible Reps	Survey Goal	Completed Surveys
SUITE LIVING SENIOR CARE OF WE	2980R	14	12	7
UPSALA SENIOR LIVING INC	2989R	11	9	7
EVANSVILLE SENIOR LIVING	1649R	13	11	6
GOLDEN NEST LLC	1741R	14	12	6
MEADOWS ON MAIN	2094R	16	13	6
NORTHERN OAK PLACE	2014R	8	8	6
VALLEY TERRACE OF OWATONNA	2888R	14	12	6
BROOKDALE MANKATO	1275R	9	9	5
COOK CAREFREE LIVING INC	1450R	10	9	5
GLENOAKS SENIOR LIVING CAMPUS	1723R	11	9	5
GOLDEN MANOR OF DETROIT LAKES	1737R	14	12	5
GRAND MEADOW HEALTHCARE CENTER	2761R	15	12	5
HERITAGE PLACE	1882R	10	9	5
KSMS OUR HOUSE LLC	1996R	14	12	5
MCCARTHY MANOR INC	2086R	14	12	5
SILVER MAPLE RESIDENCE INC	2965R	6	6	5
THE MEADOWS OF MABEL	2763R	10	9	5
TWIN VALLEY ASSISTED LIVING	2848R	8	8	5
GOOD NEIGHORS THE COTTAGE LLC	2973R	6	6	4
ST THERESE RESIDENCE	2619R	9	9	3
SUNLIGHT SENIOR LIVING	2653R	9	9	3
WILDWOOD ASSISTED LIVING	2941R	16	13	3
BROOKDALE FARIBAULT	1273R	5	5	2
OPTIONS RESIDENTIAL INC	2275R	2	0	0
ST SCHOLASTICA CONVENT	2617R	13	11	0