



Developing a Minnesota Assisted Living Report Card

Age & Disabilities Odyssey Conference, Session #39

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Session Objectives

- Understand why now is the right time to develop an Assisted Living Report Card
- Understand 2019 legislative activity related to an Assisted Living Report Card
- Explore findings from University of Minnesota research on quality and quality measurement in assisted living
- Provide feedback on University of Minnesota research findings

Why now is the right time to develop an Assisted Living Report Card and... the 2019 legislative session

Why measure quality in assisted living?

- Minnesota has explored options for measuring quality in HCBS and sharing quality information with the broader public
 - At the same time, measuring quality in HCBS has received increasing, national attention
- We are interested in quality across all of HCBS, but we think measuring quality in assisted living is the best place to start
 - The quality of assisted living matters so much to people, because it is not only about their experience of a specific service, it is the place they call home
 - Assisted living continues to grow, and it is a relatively expensive service, whether it is paid for privately or publicly
 - Minnesota's nursing home report card is a national model, and we can apply our knowledge and experience from that body of work to assisted living

Why measure quality in assisted living? And why now?

- We are interested in the quality of all providers, for all payers
- There has been growing concern about standards, oversight, quality, and consumer experiences in assisted living settings
 - Media outlets, the legislature, and a wide array of stakeholders explored these problems in-depth
- The 2019 Minnesota Legislature passed a landmark elder care bill that:
 - Established a new assisted living license
 - Invested in Minnesota's adult protection system and the Ombudsman for Long Term Care
 - Funded an assisted living report card, including resident and family surveys

Assisted Living Report Card Workgroup Recommendations (Fall 2018)

- An Assisted Living Report Card is needed and should be pursued as a part of a multi-pronged effort to encourage and reward quality.
- The Nursing Home Report Card work benefitted from a number of existing data sources which are lacking for the development of an Assisted Living Report Card.
- Developing an Assisted Living Report Card will take time and should be coordinated with efforts underway for Assisted Living Licensure and Dementia Care Standards.
- The feedback of people who reside in assisted living and their family members is a very important component of a valid assisted living report card.

2019 Legislative Session – Assisted Living Report Card

- 2019 Elder Care legislation included funding to support an Assisted Living Report Card.
- Through the report card, quality will be measured at each provider site, for all payers.
- The goal of this effort is to provide information to assisted living residents, families, and the public about assisted living settings to help people make informed decisions.
- The effort will be modeled on Minnesota's successful nursing home report card effort, but it will be designed specifically for assisted living.

2019 Legislative Session – Customized Living PIPP

- The 2019 session also established a Performance-based Incentive Payment Program for providers of publicly-funded Customized Living services (CL PIPP).
- CL PIPP will offer grant funding to organizations that provide customized living services to Elderly Waiver participants.
- The CL PIPP program will award as much as \$1 million during state fiscal years 2020 and 2021.
- As directed by statute, preference will be given to providers that serve at least 75 percent Elderly Waiver (EW) participants.

2019 Legislative Session – Customized Living PIPP

- As stated in the legislation, the aim of CL PIPP is to advance the following policy objectives:
 - Provide more efficient, higher quality services;
 - Encourage home and community-based services providers to innovate;
 - Incentivize home and community-based services providers to invest in better services;
 - Equip home and community-based services providers with organizational tools and expertise to improve their quality; and
 - Disseminate successful performance improvement strategies statewide.

Assisted Living Report Card moving forward

- The new funding appropriated in 2019 will support:
 - quality measure development, resident and family surveys, and a project website to share report card results
- In state fiscal year 2020 we will:
 - engage with stakeholders, continue measure development work, and prepare resident and family surveys for pilot-testing
- In state fiscal year 2021 we will:
 - implement the first resident and family surveys, continue measure development work, and develop a report card website

University of Minnesota Research on Quality Measurement in Assisted Living

DHS research contract with the University of Minnesota (January to June 2019)

- Conduct a national review of peer-reviewed literature; a review of “grey literature”; and interviews with national experts
- Create a list of quality domains, subdomains, and existing assisted living quality measures
- Evaluate potential gaps in the research findings
- Engage a technical expert panel from academia, policy, and practice spheres to review the findings
- Prepare a public report of findings
 - The report is available online here:
<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/aging/>

- We first searched the traditionally published literature using bibliographic databases (e.g. Ovid Medline, CINAHL)
- We searched the grey literature to supplement the published literature.
 - We conducted this search by reviewing the references listed in articles and reports and websites of highly relevant organizations and states
- We conducted key informant interviews and technical expert panels to make our findings more comprehensive and address any blind spots from the gaps in the literature.
 - The interviews included national experts in quality measurement and assisted living, including academics, providers, and policy makers

- We initially identified 833 references
 - Title and abstract screening eliminated 719 references
 - Citation searching identified an additional 46 references
 - We screened the full text of 160 references
 - We excluded 111 references because there were not based in the U.S., did not address assisted living quality, did not provide domains or indicators, or were published prior to 2005.
- We ended up with 49 peer-reviewed references, and an additional 45 references from grey literature sources
- We conducted 12 in-depth interviews and 2 technical expert panels

Key domains

- Resident Quality of Life
- Resident/Family Satisfaction
- Staff
- Safety
- Resident Health Outcomes
- Core Values and Philosophy
- Physical and Social Environment
- Care Services and Integration
- Service Availability

- Based on all data sources, *quality of life* and *satisfaction* emerged as essential measures of AL quality.
- However, as AL residents become increasingly more complex and have higher clinical care needs, *staffing* and *resident health outcomes*, along with other identified domains, are also of vital importance.

Feedback on Domains of Quality in Assisted Living

Research finding: Domains of quality in assisted living

**Resident
Quality of Life**

**Resident / Family
Satisfaction**

Staff

Safety

**Resident
Health Outcomes**

**Core Values and
Philosophy**

**Physical and Social
Environment**

**Care Services
and Integration**

**Service
Availability**

Feedback on domains and subdomains of quality

Care Services and Integration	Service Availability
Information transmission	Meal service
Efficiency of HIT sharing	Medication assistance/management/quality
Care quality	Wellness
Collaboration among providers	Nutrition services
Communication with family	Pharmacy services/use
Service plan*	Personal and emotional care*
Case management*	Transportation*

- Do these domains and subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to these domains and subdomains?

NOTE: * indicates that the finding comes from grey literature

Feedback on domains and subdomains of quality

Core Values and Philosophy*	Physical and Social Environment
Rules / Resident Rights*	Safety / security
Family and Resident councils*	Dining room environment
Workplace practices*	Social climate
Scope of services*	Ability to get outside
	Occupancy rate*
	Fire safety and emergency preparedness*

- Do these domains and subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to these domains and subdomains?

Feedback on domains and subdomains of quality

Safety	Resident health outcomes
Resident empowerment opportunities	Physical function
Perceived safety	Psychosocial well-being
Accountability and continuous quality improvement	Adverse / avoidable critical incidents
Policies around resident safety	Medication errors
Elder abuse	Nursing home admissions
	Mental health / Behavioral health

- Do these domains and subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to these domains and subdomains?

Feedback on domains and subdomains of quality

Staff	
Close staff relationships	Support (institutional, supervisor, emotional, coworkers)
Staff empowerment	Job satisfaction
Collaboration among staff	Resident-centered job satisfaction
Communication (among providers /direct care workers)	Consistent assignment
Burnout / stress	Employee qualifications

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to this domain and these subdomains?

Feedback on domains and subdomains of quality

Resident / Family Satisfaction	
Overall satisfaction	Burden of care*
Unmet needs	Housekeeping*
Care experience	Staff competency*
Well being	Meal choice satisfaction*
Choice/preferences met*	Cost of care*
Personal care needs met*	Quality of staff care*
Respect from staff*	Recommendation to others*

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to this domain and these subdomains?

Feedback on domains and subdomains of quality

Resident Quality of Life	
Food quality	Religion/Spirituality
Connectedness	Independence /Autonomy
Meaningful life/activities/engagement	Social activities*
Social relationship	Physical activity*
Community	Relationships [friends & family]*
Privacy	Financial well-being*
Choice	Community integration*

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to this domain and these subdomains?

Next Steps

Assisted Living Report Card -- Next steps for SFY 2020

- Continue to solicit feedback on research findings from residents, families, consumer advocates, providers, and other stakeholders
- Form an Assisted Living Report Card Workgroup to provide DHS ongoing, high-level input on quality measure development
- Develop and pilot resident and family surveys based on research findings and input from stakeholders
- For project information and updates, please visit:
<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/aging/>

Thank you!

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