



Odyssey 2019

Session #104 -Thursday, August 1st , 2:45-4:00 p.m.

Improving Adult Day Services Standards, Expectations, and Service Delivery

Presenters:

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Participants will be able to...

- Identify improvements to Adult Day Services that are being proposed.
- Prepare for future improvements to Adult Day Service licensing standards.
- Locate where future information regarding Adult Day Services licensing standards can be found.

Adult Day Services Study-Legislative Direction

2017 Legislation directed DHS to study adult day services

DHS shall:

- 1) Study existing adult day service models, including resident acuity, staffing and support levels, and quality assurance
- 2) Project demand for adult day services into the future
- 3) Report to the legislature by January 1, 2019

DHS addressed adult day demand projections, staffing ratios, and participant acuity in a separate Rate Evaluation.

Adult Day Services Study - Objectives

The objectives of the Adult Day Study were to:

- Understand the features of adult day service models that support providers to comply with the HCBS settings rule and deliver person-centered services
- Identify and recommend potential data or measure that can be used to demonstrate impact of adult day services and outcomes for adult day participants
- Develop recommendations for potential changes to adult day service definition to more clearly define the appropriate use of this service

Adult Day Services Study - Stakeholders

- DHS worked with Navigant Consulting and a stakeholder group on the study
- The study focused on center-based adult day and not Family Adult Day

Key Adult Day Study Activities

- Review and analyze existing program documents
- Obtain stakeholder input on adult day service best practices from providers, participants/caregivers, and state regulators
- Conduct a national scan of adult day standards and service definitions in other states
- Identify criteria to assess potential recommendations
- Identify recommendations and develop interim and final reports

Adult Day Study Findings

- The study findings yielded recommendations on the following elements:
 - Licensing Standards/Regulations
 - Provider Guidance and Assistance
 - Service Definitions
 - Quality Measures

Licensing Standards/Regulations

Licensing Standards/Regulations:
Recommendations pertain to elements in Minnesota Statutes and Administrative Rules that govern ADS licensure.

- Update licensure standards to reflect modern ADS operations
- Consider updated standards regarding physical plant to include features that support participant comfort
- Update licensure regulations to better reflect person-centered principles and individualized participant service

Licensing Standards/Regulations continued

Licensing Standards/Regulations: Recommendations pertain to elements in Minnesota Statutes and Administrative Rules that govern ADS licensure.

- Better articulate expected elements required in an individualized service plan
- Clarify the role of ADS providers versus case managers as it relates to offering other community-based services to participants to address participants' community-based service needs
- Consider revising the Positive Supports Rule training requirements for providers who primarily serve the aging population and/or serve a small number of individuals with intellectual or developmental disabilities (I/DD)

Provider Guidance and Assistance

Provider Guidance and Assistance:

Recommendations pertain to the implementation of regulations and how DHS communicates expectations to providers.

- Develop a licensing self-assessment tool for ADS providers that includes all licensing requirements pertaining to ADS
- Implement a recurring provider call to provide technical assistance to ADS providers on an ongoing basis
- Develop an ADS provider handbook separate from licensure regulation that provides guidance and more detailed interpretation for providers to support case-specific considerations and operationalize key requirements
- Expand opportunities for training/education

Service Definitions:
Recommendation pertains to the manner in which ADS are defined in HCBS 1915(c) waivers and applicable statutes.

- Conduct study in the future of the need for a definition and/or rate distinction between adult day health models and adult day social models.

Study recommendations included 10 quality measures ideas.



Quality Measures - Service Delivery and Effectiveness

Service Delivery and Effectiveness

1. Percent of service plans reviewed in which services are delivered in accordance with the service plan (e.g., scheduled days, transportation arrangements, nutritional needs, role of caregiver, etc.)
2. Average length of stay across all participants

Choice and Control

3. Percent of participants responding “yes” to: “Can you see your friends when you want to?”
4. Percent of participants responding “true” to: “I have control over what I do and how I spend my time in ADS.”

Quality Measures - Caregiver Support

Caregiver Support

5. Percent of caregivers responding “disagree” or “strongly disagree” to: “During the past 12 months, my overall health suffered because of my caregiving responsibilities.”
6. Percent of caregivers responding “rarely” or “never” to: “In your experience as a caregiver, how often do you feel that caregiving causes you stress?”

Workforce

7. Average staff retention rate

Quality Measures - Holistic Health and Functioning

Holistic Health and Functioning

8. Percent of participants rating overall health as good or better
9. Percent of participants reporting that they feel lonely, sad, or depressed “not often,” “almost never,” or “never”
10. Percent of participants responding “yes” to:
“Do you have access to learning opportunities and/or continuing education activities when/if you want them?”

DHS Recommendations - Update licensing standards 1

Update licensing standards for adult day service

- The licensing standards for adult day services have been in place for many years. Adult day participants, providers, and the state would benefit from a comprehensive review and update of the licensing standards that govern this service.
- Updating the licensing standards would provide Minnesota with an opportunity to clearly and directly express the expectation that adult day services are delivered in a person-centered manner, and that participants have opportunities for community engagement.

DHS Recommendations - Update licensing standards 2

Update licensing standards for adult day service, continued.

- DHS recommends that the state develop a proposal for new licensing standards for adult day services with the support of a stakeholder group. This proposal should be reported to the legislature by January 1, 2021.

DHS Recommendations - Update licensing standards 3

Stakeholder engagement:

- DHS is forming a stakeholder group to provide input on the development of new licensing standards for adult day services.
- The stakeholder group will consist of approximately 15-20 members with a balance of representatives including service providers, consumer advocates, and lead agencies.
- DHS will also seek members that can offer perspectives on service delivery in rural and urban areas, serving diverse program participants, and variation in physical plants.
- Stakeholder meetings will be held approximately August 2019 – October 2020. DHS will share materials from the stakeholder meetings on its web site.

DHS Recommendations – Provider guidance and assistance

Provider guidance and assistance

- As part of implementation of new licensing standards, DHS should develop resources for providers to train them on the new standards and support adoption of the standards.
- These resources may include: licensing self-assessment tools, all-provider technical assistance calls, a provider handbook, and standardized templates for required policies or forms.

DHS Recommendations - Quality Measures

Quality Measures

- DHS' current priority is to develop and implement new licensing standards. DHS will evaluate potential quality measures at a later point.
- If DHS considers selecting and implementing quality measures in the future, providers would be involved in the selection process as stakeholders

DHS Legislative Reports – Adult Day Study

- The January 2019 Legislative Report on the results of the Adult Day Study is available online here:
<https://mn.gov/dhs/media/legislative-information/legislative-reports/>

DHS Legislative Reports - Elderly Waiver rates evaluation

- A second Legislative Report on the results of the concurrent Elderly Waiver rates evaluation is also available online here:
<https://mn.gov/dhs/media/legislative-information/legislative-reports/>
- The report summarizes the evaluation findings and recommendations for service rates for adult day and other services
- The report also relays findings on adult day demand projections, staffing, and participant acuity

Current provider guidance and assistance 1

Provider guidance and assistance

- DHS has developed resources for providers to use in meeting current 245A licensing standards: Link to the DHS [Licensing help for adult day providers](#) webpage. On this webpage are several resources regarding licensing information and requirements.
- URL to Licensing help for adult day providers web page:
<https://mn.gov/dhs/partners-and-providers/licensing/adult-day-care/>

Current provider guidance and assistance 2

Provider guidance and assistance

- For example, you will find self-monitoring checklists and sample forms and policies:
- [Adult Day Sample Policies and Checklists](#)
 - [Self-Monitoring Checklist](#)
 - [Policy and Procedures Table of Contents\(DOCX\)](#)
 - [Participant Record Checklist\(DOC\)](#)



Questions & Answers

Thank you!

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