



## Assisted Living Report Card Advisory Group

Tuesday, December 1, 2020, 12:30-2:00pm

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

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Associate Professor  
Division of Health Policy and Management  
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1. Review a draft DHS legislative proposal regarding Minn. Stat. 256B.439
2. Update the group on changes in assisted living quality literature since 2019
3. Unpack the staff quality domain
4. Discuss what matters most about staff quality

- Welcome and introductions of any new attendees
- Review ground rules
- Review comments and questions related to Sep 28 meeting notes
- Review DHS' draft legislative proposal related to Minn. Stat. 256B.439
- Update of 2019 literature review findings
- Review and discuss staff quality domain
- Next steps for Advisory Group

# Advisory Group member list

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

## Advisory Group member list, continued

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

# Meeting ground rules

- Be engaged in the meeting, listen actively, and keep an open mind.
- Stay focused on the meeting agenda and the topics being covered.
- Give full attention to the person speaking.
- Be mindful of your level of contribution. Make sure there is enough time for others to provide input.
- Be understanding towards each other, and be respectful if you disagree with another person's perspective.
- Consider what would be best for the people we serve and for our state.

# Comments and questions related to Sep 28 meeting notes

- No comments were received by DHS between meetings. No comments were made during the December 1 meeting.

# Review DHS' draft legislative proposal related to Minn. Stat. 256B.439

- DHS is seeking to clarify its authority to receive basic contact information for residents and residents' primary family contacts in order to conduct resident and family quality surveys
- This authority is needed to support the Nursing Home Report Card as well as the forthcoming Assisted Living Report Card



# Review DHS' draft legislative proposal related to Minn. Stat. 256B.439

- Minn. Stat. 256B.439

Subd. 3c. Contact information for consumer surveys for nursing facilities and home and community-based services.

For the purposes of conducting consumer surveys, the commissioner may request client and associated key representative contact information and providers must furnish the contact information available to the provider.

# Literature Review Update and Staff Quality Domain

Presenter:

Tetyana Shippee, PhD

Associate Professor

Division of Health Policy and

Management

School of Public Health

# Review: Phase 1

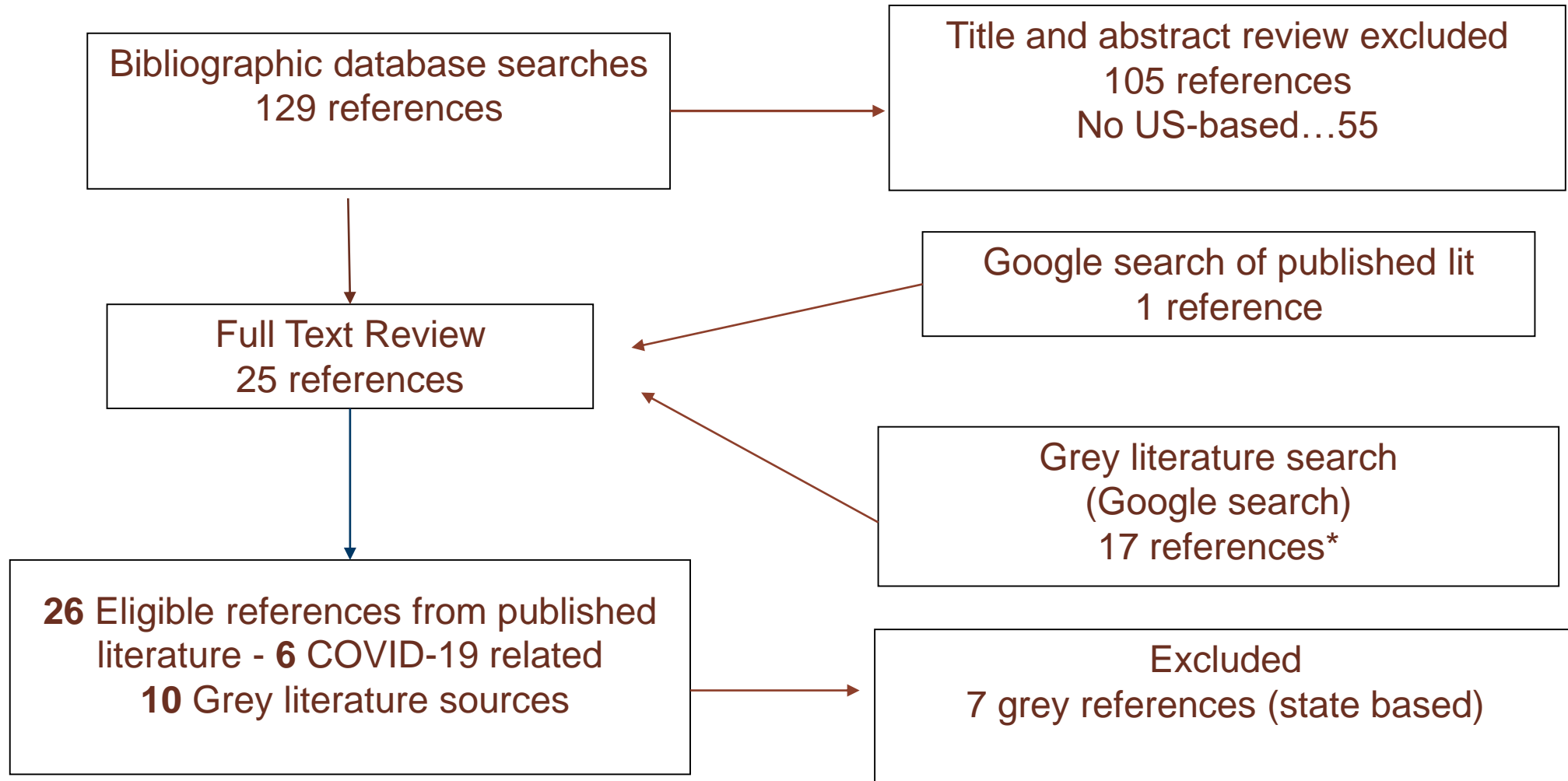
Identify AL quality domains and subdomains – 9 domains identified:

- Literature review
  1. Peer-reviewed (e.g. Ovid Medline, CINAHL) – 49 references
  2. Grey literature – 45 references
    - State reports, state and national AL associations, AL community op-eds

# Phase 1 - AL quality by domain

- Resident quality of life
- Resident and family satisfaction
- Safety
- Resident health outcomes
- **Staff**
- Physical and social environment
- Service availability
- Core values and philosophy
- Care services and integration

# Updated literature review process and results



\* multiple hits from google search, results reflect first few pages.

# Updated AL quality literature review by domain (20)

- Resident quality of life (9)
  - mood, cognitive health, physical activity, using technology
- Resident health outcomes (9)
  - falls
- Resident and family satisfaction (3)
  - cost of care
- Service availability (1)
- Physical and social environment (1)
  - walkways
- Care services and integration (2)
  - HIT
- Core values and philosophy (1)
- Safety (1)
  - citations

# COVID-19 themes (6)

- Strategies to reduce COVID-19 transmission within AL communities – Resident health outcomes
  - Early surveillance to identify **asymptomatic** residents
  - Social distancing, Early isolation policies and adherence to CDC guidance
  - Reduced contact with health care providers
- Approach to mitigating the impact of social distancing, self quarantine and isolation (staff, resident quality of life)
  - Use of holistic approaches by nurses to mitigate the impact of quality of life and wellness of residents due to social isolation
  - Staff driven interventions to maintain social connections, interactions, mentation, function and mobility among residents

# Staff quality sub domains

- “Staffing is one of the most universally agreed upon domains of quality in long-term care and should be collected in some way.” **Technical expert panel participant**
- Staff quality is multidimensional and needs to include perspectives of staff, residents and family members. Facilities also have a role in reporting staff quality.



# Measures of staff quality

- **Person-centered approaches to staff quality**
- Staff empowerment
- Collaboration among staff
- Communication (among providers/direct care workers)
- Burnout/stress
- Supports (institutional, supervisor, emotional, coworker)
- Job satisfaction
- Resident-centered job satisfaction among staff



## Staff quality sub-domains, cont.

- Staff turnover
- Staff training
- Consistent assignment
- Employee qualifications
- Staffing ratios
- Retention of direct care staff
- Compliance with staff training requirements



# Indicators to measure person-reported domains

- Person-Directed Care (PDC) and Environmental Support for PDC measure
- Person-Centered Practices in Assisted Living questionnaire (PC-PAL)
- “Staff Experience working with Demented Residents”
- Job Attitude Scale (JAS)
- Work Stress Inventory
- CoreQ-staff\*

\*=identified in grey literature

# Indicators to measure staff quality, cont.

- Observable Indicators of Quality-Assisted Living
- Nurse/staff availability (RN Hours)\*
- Dementia care quality indicators
- Staff Performance Reviews\*
- Staff training

\*=identified in grey literature

# Breakout discussion groups

- Does anything seem to be missing from the subdomains and indicators lists from the 2019 lit review?
- What do you think matters most when measuring staff quality?
- How could we measure it? What would the data source be?

# Report out small group ideas

# Interactive: Use zoom whiteboard

- What should we prioritize for the near term?
- What might we prioritize for the long term?

## Next steps for the Advisory Group

- Next meeting will be in early February
- We will likely continue to look at staff quality
- Meeting materials and meeting notes will be posted to the project webpage:  
[www.mn.gov/dhs/assisted-living-report-card](http://www.mn.gov/dhs/assisted-living-report-card)
- Advisory Group questions or feedback:  
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