



# Assisted Living Report Card Advisory Group

Wednesday, December 11, 11:30a.m. – 12:20p.m.

# Organizations represented on the Advisory Group

- AARP Minnesota
- Alzheimer's Association
- Care Providers of Minnesota
- Diverse Elders Coalition (Minnesota Leadership Council on Aging)
- Elder Voice Family Advocates
- LeadingAge Minnesota
- Managed Care Organizations
- Minnesota Board on Aging
- Minnesota Department of Health
- Minnesota Elder Justice Center
- Ombudsman for Long Term Care
- Stratis Health
- Residential Providers Association of Minnesota (RPAMN)

# Meeting agenda

Topic	Presenter	Time
Updates on survey scope for the 2025 round of resident and family surveys	DHS	11:35-11:45am
Plans for publishing MDH data on the AL Report Card	DHS	11:45am-12:15pm
Next steps and closing	DHS	12:15-12:20pm



Updates on survey scope for the 2025 round of  
resident and family surveys

# 2024 resident survey outcomes by capacity

Participation Outcomes	Capacity 5	Capacity 6	Capacity 7+
Completed, Target Met	3%	18%	75%
Visited, Target Not Met	5%	25%	6%
Closed	10%	12%	2%
Out of Scope	65%	28%	2%
Passive Refusal	16%	14%	5%
Other	<1%	2%	1%
Scheduled	<1%	1%	9%
Total Facilities	640 (100%)	130 (100%)	1,006 (100%)

Data as of September 11, 2024

# DHS plan for 2025 survey scope

Year	Survey scope	Number of ALs (% total)	% statewide capacity
2022-2023	<u>20+</u> resident capacity	~800 (36%)	87%
2024	<u>5+</u> resident capacity	~1,775 (79%)	97%
2025	<u>7+</u> resident capacity	~1,000 (44%)	91%

# Questions?

- What are your reactions to this decision?
- What questions do you have?



Plans for publishing MDH data on the report card

- Linking MDH survey and maltreatment reports to the report card
- How reconsiderations will be handled for the MDH survey ratings
- MDH maltreatment findings indicator updates
- How reconsiderations will be handled for the maltreatment findings indicator

# Linking MDH survey and maltreatment reports to the report card

- DHS plans to link to providers' MDH licensing survey and maltreatment findings reports on each assisted living's individual quality profile page. This will include:
  - A link to the provider's most recent MDH licensing survey
  - A list of substantiated maltreatment findings within the past twelve months where the facility is found to be wholly or jointly responsible, and a link to the MDH maltreatment findings report for each
- Links will be automatically updated as MDH publishes new findings online.
- DHS plans to add this enhancement to the report card during the February 2025 release.

# MDH survey and maltreatment reports table preview

## Resident Quality of Life - Details

## Family Satisfaction - Details

## State Licensing & Investigations Results

[\(Hide the Licensing Surveys & Maltreatment Investigations table\)](#)

### Licensing Surveys

Survey Number	Resolved Date	For More Information
C3VL11	11/08/2023	<a href="#">Link to Survey Findings</a>

### Maltreatment Investigations

Complaint Number	Resolved Date	Status	For More Information
H52317928C	09/15/2024	SUBSTANTIATED	<a href="#">Link to Investigation Findings</a>
H52316762C	07/28/2024	SUBSTANTIATED	<a href="#">Link to Investigation Findings</a>

The state of Minnesota inspects assisted livings every two years for resident health, safety, and staff quality. However, they may inspect a facility for resident maltreatment at any time when a complaint is made, which can be submitted by anyone.

# How will reconsiderations be handled for MDH survey ratings?

- Resident health, safety, and staffing ratings will be published to the report card quarterly starting in February 2025.
- DHS will publish ratings based on initial survey findings, regardless of whether a finding is under reconsideration.
- DHS plans to flag ratings where findings are under reconsideration. Because providers must request a reconsideration within 15 days of receiving notice of a finding, DHS will be able to flag reconsiderations at the time of publishing ratings.
- If the reconsideration process results in a changed finding, DHS will revise the rating as needed during the next regularly scheduled quarterly update.

# Reconsiderations flag preview

## Facility Search Results ?

149 facilities are in Anoka County.

Hover over the ? icon to view more

This measure is based on state licensing inspections.  
n/a - data not available  
\* - rating is under review and may change

<u>Facility Name</u>	<u>City</u>	<u>License</u> <span>?</span>	<u>Resident Quality Of Life</u> <span>?</span>	<u>Family Satisfaction</u> <span>?</span>	<u>Resident Health</u> <span>?</span>	<u>Safety</u> <span>?</span>	<u>Staffing</u> <span>?</span>
Assisted Living Community 1	Anoka	Approved	★★★★★	★★★★	★★★★★	★★★★★	★★★★★
Assisted Living Community 2	Andover	Approved for dementia care	★★	★★★★	★★*	★★★★	★★★★
Assisted Living Community 3	Fridley	Approved for dementia care	n/a	n/a	n/a	n/a	n/a
Assisted Living Community 4	Coon Rapids	Approved for dementia	★★★★	★★	★★★★★	★★★★*	★★★★★

# MDH maltreatment findings indicator

- DHS plans to add a MDH maltreatment findings indicator to the AL Report Card in early 2025.
- This indicator will report on whether an AL setting has had a substantiated maltreatment finding where the provider is wholly or partially responsible.
- This indicator will have a 12-month lookback period and updated automatically as MDH publishes findings online.

# Maltreatment findings indicator preview



Minnesota Department of Human Services and Minnesota Board on Aging

## Assisted Living Report Card

Search Map List

The Oaks ×

### Facility Search Results

149 facilities are in Anoka County.

Does the state have evidence of resident maltreatment at this facility in the last year?

Facility Name	City	License	Capacity	Resident Quality Of Life	Family Satisfaction	Resident Health	Safety	Substantiated Maltreatment
(Minnesota average)				★★★	★★★			
Assisted Living 1	Anoka	Approved	25	n/a	n/a	n/a	n/a	No
Assisted Living 2	Anoka	Approved	132	n/a	n/a	n/a	n/a	Yes
Assisted Living 3	Anoka	Approved	148	n/a	n/a	n/a	n/a	No

# How will reconsiderations be handled for the maltreatment indicator?

- DHS will publish initial findings on the report card, regardless of whether a finding is under reconsideration.
- DHS has decided not to flag reconsiderations for maltreatment findings.
- The indicator will automatically be changed from “yes” to “no” if MDH publishes a revised finding because of a reconsideration.

# Additional information on maltreatment findings reconsiderations

- According to MDH, it currently takes an average of 167 days to complete a maltreatment reconsideration.
  - The average length of time it takes MDH to complete a maltreatment reconsideration has been reduced considerably. MDH believes it can achieve a 20-day average by the end of 2025.
  - This excludes cases that go to a hearing (4-5 a year), which take considerably longer to resolve.
- Over the past two years, MDH has changed roughly 10-12% percent of maltreatment findings under reconsideration.

# Questions

- What are your reactions to these updates?
- What questions do you have?



Next steps and Q&A

## Next steps for the Advisory Group

- Today's meeting slides and 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)
- Our next meeting is TBD. Topics will likely include:
  - Updates on publishing maltreatment indicator
  - MDH progress with maltreatment reconsiderations timelines
  - Website usage and communications planning updates



Any other questions?

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