



Assisted Living Report Card Advisory Group

Tuesday, March 4, 2025, 3:00 – 3:50 p.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
Website usage and evaluation plan	DHS	3:05-3:20pm
Publishing MDH data	DHS	3:20-3:30pm
2025 QOL survey and ratings timeline	DHS	3:30-3:40pm
Next steps and closing	DHS	3:40-3:45pm



ALRC website evaluation

Goals:

- Quantify the report card's value to Minnesota stakeholders.
- Inform continuous quality improvement for website content and features.
- Drive marketing and communications efforts to increase report card usage.

1. Existing data:

- Number of sessions
- Number of returning users
- How long people use site in a session
- Comparing our usage data to Nursing Home Report Card and similar websites
- Reading level of our content

2. How often people use certain features including:

- Get Help page
- FAQ PDF
- Ratings Guide PDF
- More detailed results (breakout tables on single facility page)

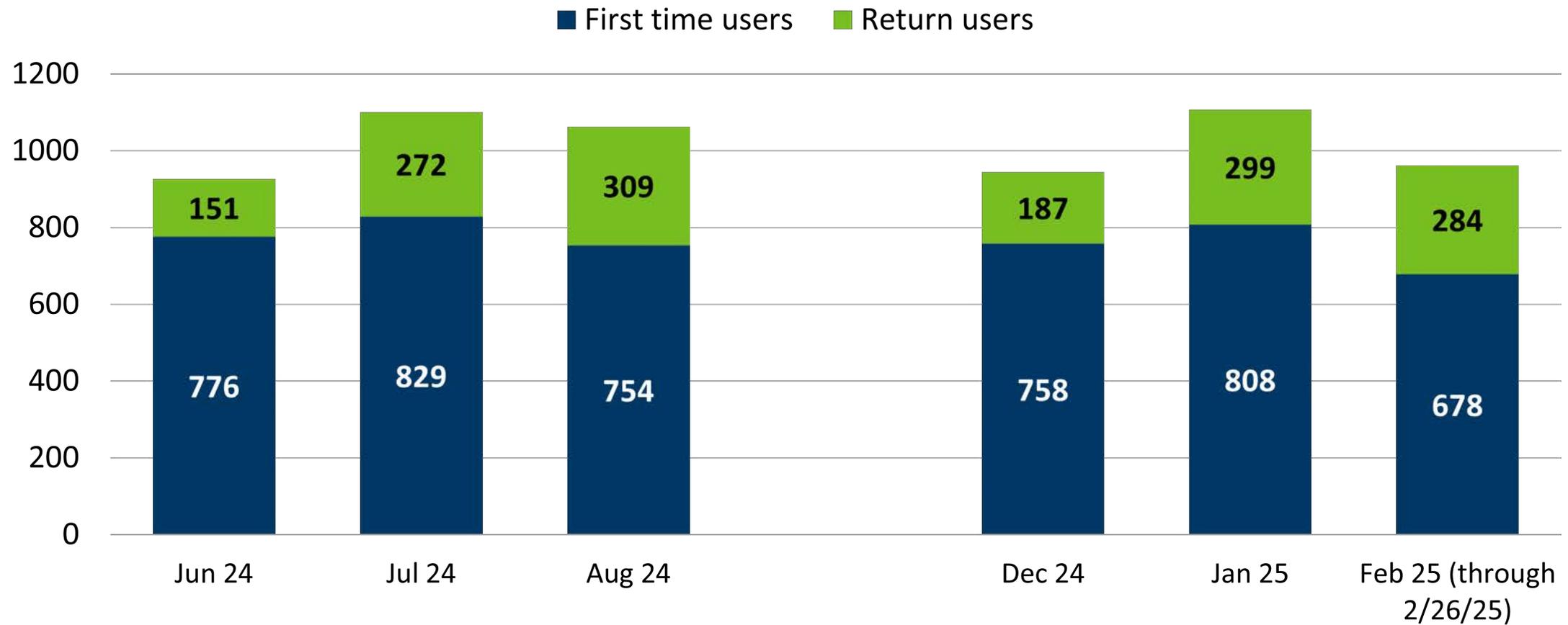
3. Where do people leave the site?

4. What sites send people to our site?

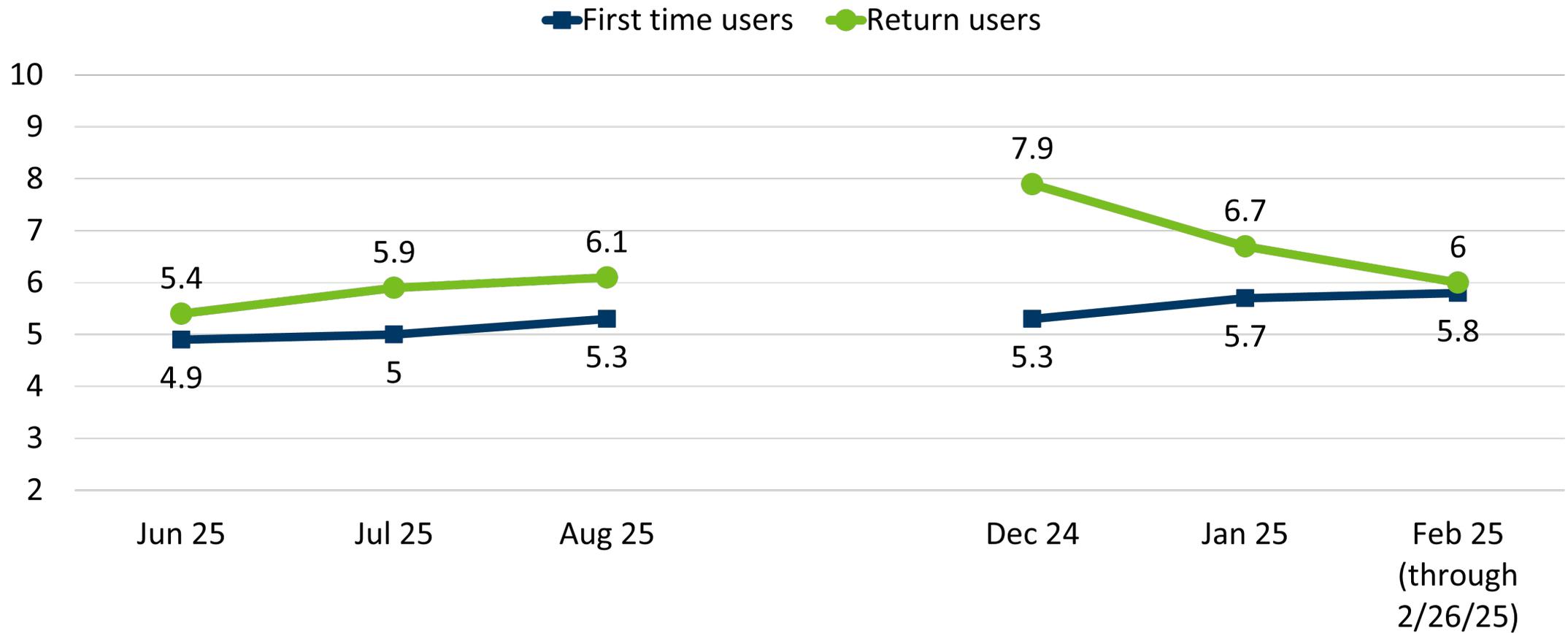
Other things we're keeping in mind

- Working with Nursing Home Report Card colleagues to improve both sites
- Would like to get feedback from actual or potential users
- Improve the readability and use of plain language
- Search Engine Optimization is on our list but don't have the knowledge base at this point

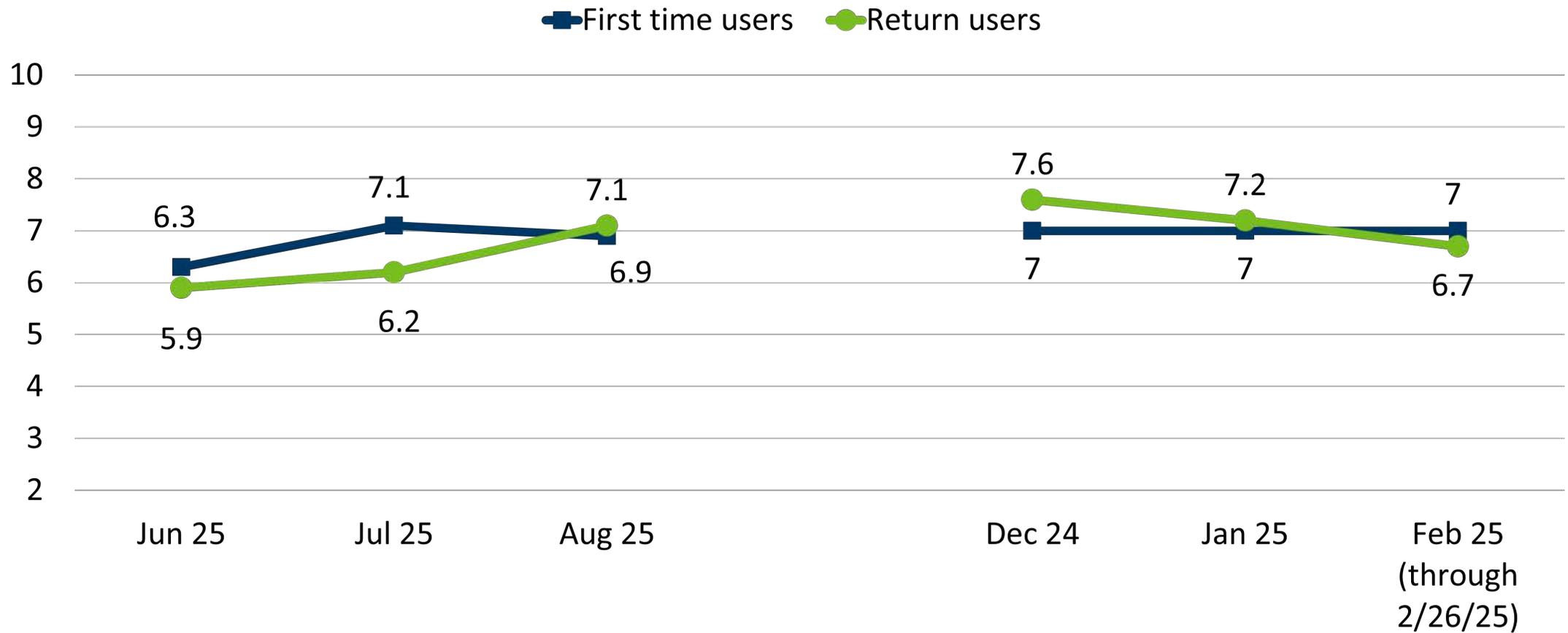
Number of sessions per month



Minutes per session



Page views per session



Evaluation
questions or
feedback?





Updates on publishing MDH data

Overview of MDH data being published

- MDH licensing survey ratings (resident health, safety, staffing)
- Reconsiderations for licensing survey tags used for ratings
- Linking MDH survey and maltreatment reports to the report card
- MDH maltreatment findings indicator

MDH licensing survey and reconsiderations data

- Resident health, safety, and staffing ratings were launched on Feb. 26, 2025.
- Ratings are based on licensing surveys completed between July 1 – Aug. 31, 2024.
 - Number of providers who received MDH survey ratings: 231
 - Number of ratings flagged for reconsiderations: 2
- DHS is planning a news release to announce this launch.
- MDH survey ratings will be updated quarterly ongoing.
 - Ratings based on surveys completed Sept. 1 – Nov. 30, 2024 will be published in May 2025.

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 has decided to delay this enhancement and plans to add it to the report card in May 2025.

MDH survey and maltreatment reports table preview

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.

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	Link to Survey Findings

Maltreatment Investigations ?

Complaint Number	Resolved Date	Status	For More Information
H52317928C	09/15/2024	SUBSTANTIATED	Link to Investigation Findings
H52316762C	07/28/2024	SUBSTANTIATED	Link to Investigation Findings

MDH maltreatment findings indicator

- DHS plans to add a MDH maltreatment findings indicator to the AL Report Card in May 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 be 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

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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

MDH data
questions or
feedback?





Quality of life survey and ratings timeline for 2025

Timeline for 2025 resident and family QOL surveys

Month	Milestone
February 2025	Remaining 2024 resident and family survey ratings published
March 2025	DHS publishes 2025 resident and family survey ratings thresholds
April 2025	Resident interviews begin
May 2025	Family surveys begin
September 2025	Resident interviews end
November 2025	Family surveys end
January 2026	DHS publishes 2025 resident quality of life survey ratings
April 2026	DHS publishes 2025 family satisfaction survey ratings

Additional considerations for future rounds of surveys

- DHS received requests from some providers to provide Vital Research survey reports in a format that can be more easily transferred into data analysis systems.
- DHS has decided to continue using PDF survey results reports for 2025 surveys and explore adding an alternative type of report for future survey rounds.
- Questions for provider associations:
 - Have you heard this request from some of your members?
 - How many of your members would benefit from providing data in an exportable format?
 - What suggestions for alternatives have you heard from your members?



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
- 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



Questions?

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