



Assisted Living Report Card Advisory Group

Thursday, September 26, 10:30a.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
Report Card website updates	DHS	10:35-10:55am
Updates from the 2024 round of resident and family surveys	Vital Research	10:55-11:45am
Resident and family survey recommendations	UMN	11:45am-12:15pm
Next steps and closing	DHS	12:15-12:20pm



Report card website updates

Updated timeline for AL report card releases

Release Month	Ratings and enhancements to be published
November 2024	<ul style="list-style-type: none">• Jan-July 2024 resident survey ratings• Capacity (facility size)
February 2025	<ul style="list-style-type: none">• Aug-Oct 2024 resident survey ratings• Jan-Oct 2024 family survey ratings• July-Aug 2024 MDH licensing survey ratings• Maltreatment findings (12 month look back period)
May 2025	<ul style="list-style-type: none">• Sept-Nov 2024 MDH licensing survey ratings• Maltreatment findings (12 month look back period)

Provider capacity preview



Minnesota Department of Human Services and Minnesota Board on Aging

Assisted Living Report Card

Search Map List

The Oaks x

Facility Search Results

149 facilities are in Anoka County.

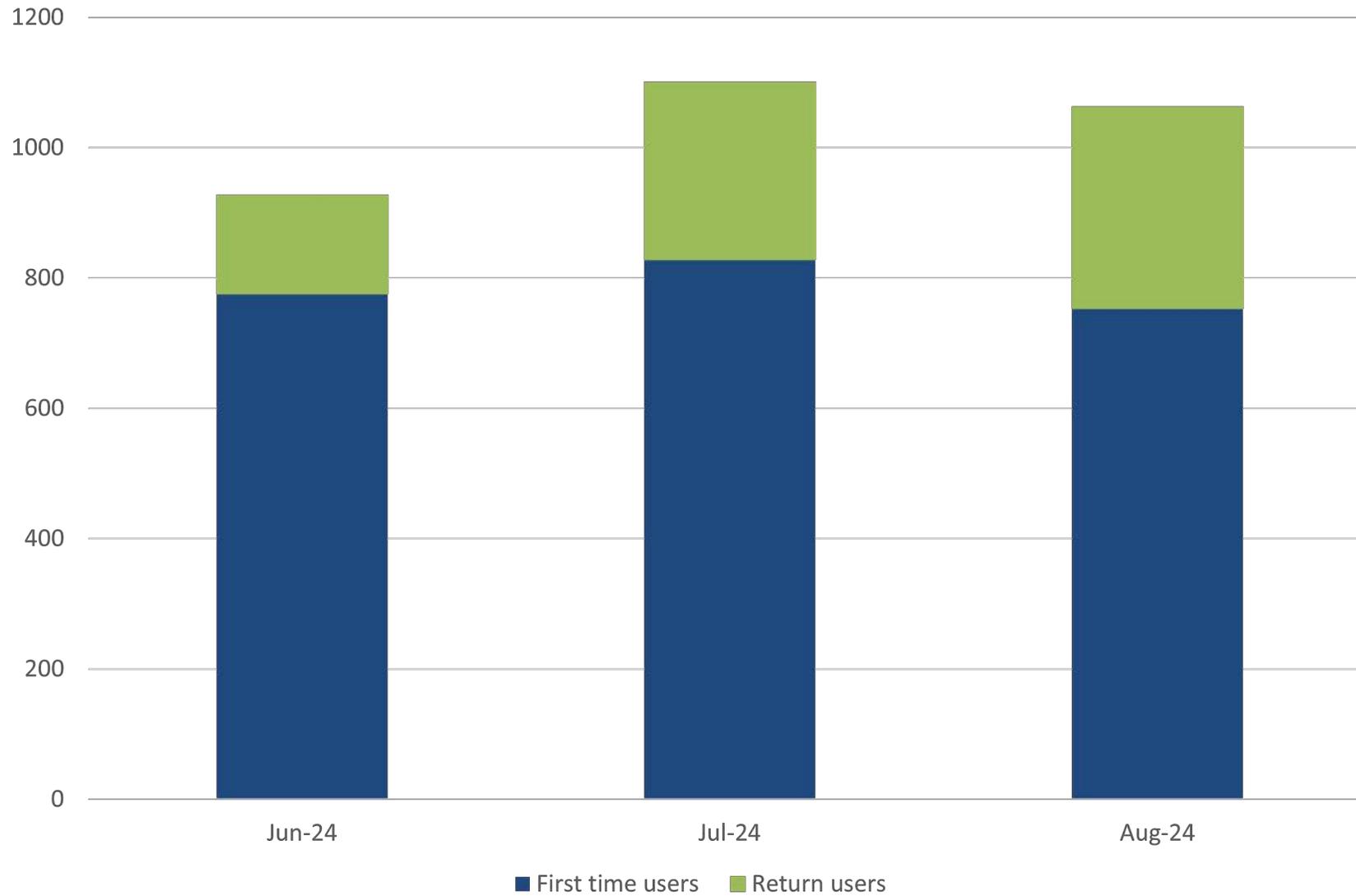
This is the maximum number of residents that can live at a facility.

Facility Name	City	License	Capacity	Resident Quality Of Life	Family Satisfaction	Resident Health	Safety
(Minnesota average)				★★★	★★★		
Assisted Living 1	Anoka	Approved	25	n/a	n/a	n/a	n/a
Assisted Living 2	Anoka	Approved	132	n/a	n/a	n/a	n/a
Assisted Living 3	Anoka	Approved	148	n/a	n/a	n/a	n/a

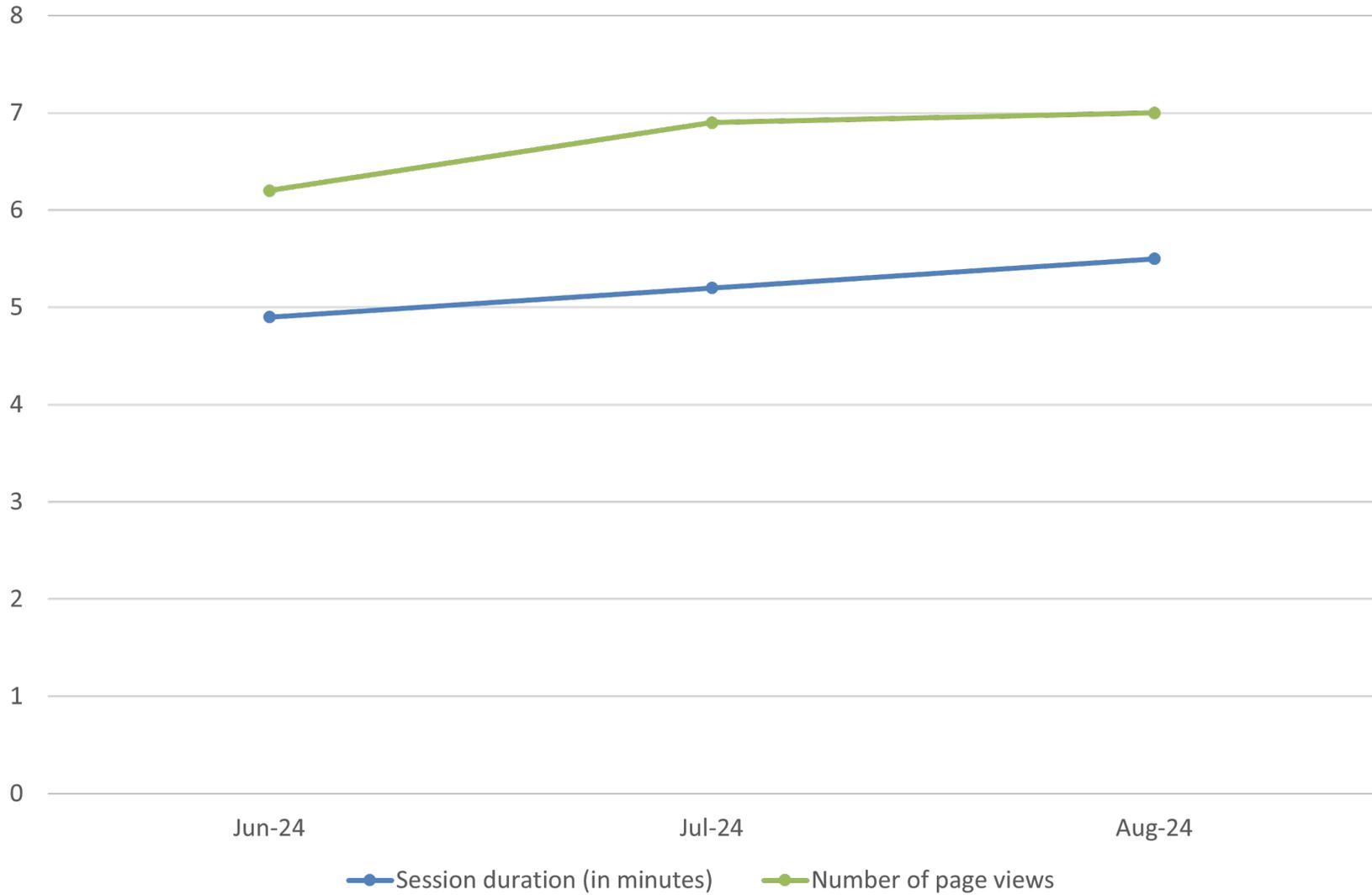
Assisted Living Report Card website usage

- DHS has developed a list of questions to guide ongoing website evaluation efforts. These questions were based on feedback collected from advisory group members and other sources.
- DHS will work with MNIT in the coming months to identify data points to answer these questions and establish a data collection and monitoring plan.
- We will continue bringing regular updates to the advisory group on the following: number of sessions, number of return sessions, average session length, and average number of page views per session

Number of sessions per month



Average session duration and page views



Website usage questions?



Assisted Living Report Card Advisory Group

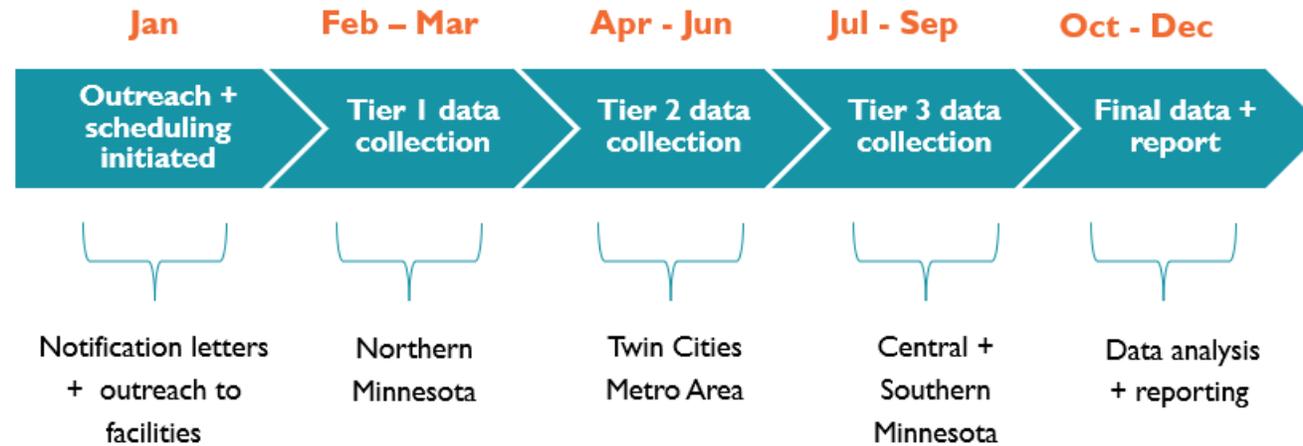
Colleen Ehatt & Sim Somerville

September 26, 2024

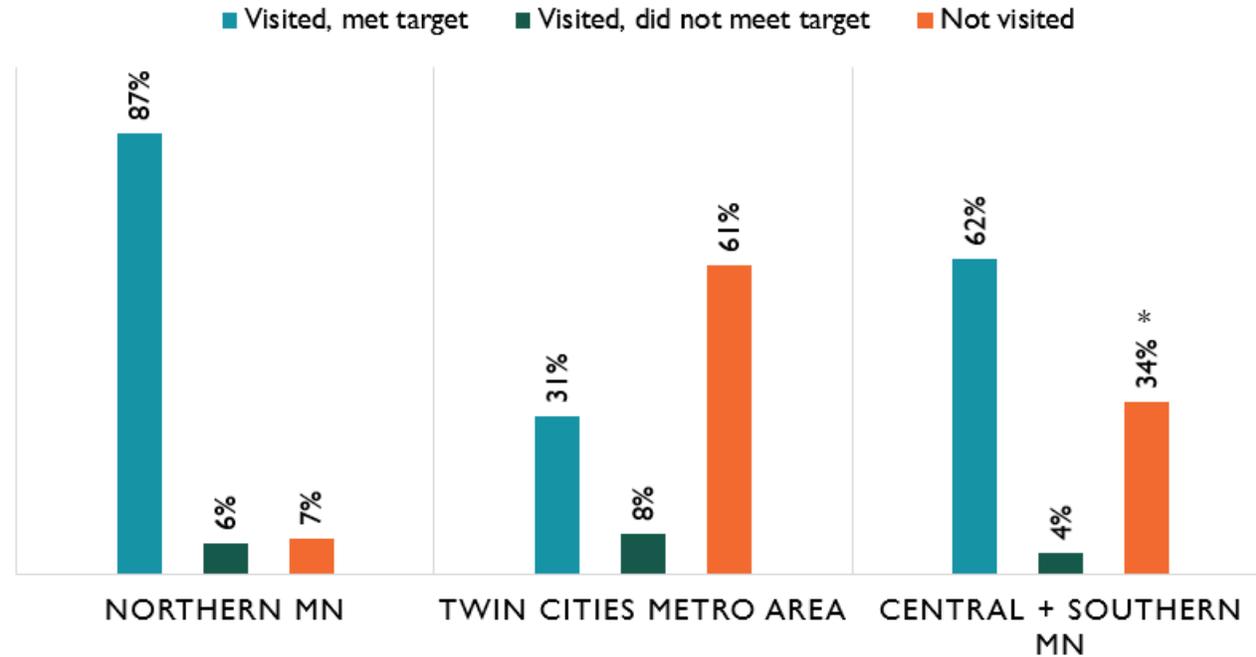
Overview

- 2024 resident and family survey project timeline
- 2024 resident survey outcomes
- 2024 facility refusals
- 2024 family survey outcomes
- Updates for 2025
- Questions and answers

2024 project timeline



Resident survey outcomes by tier



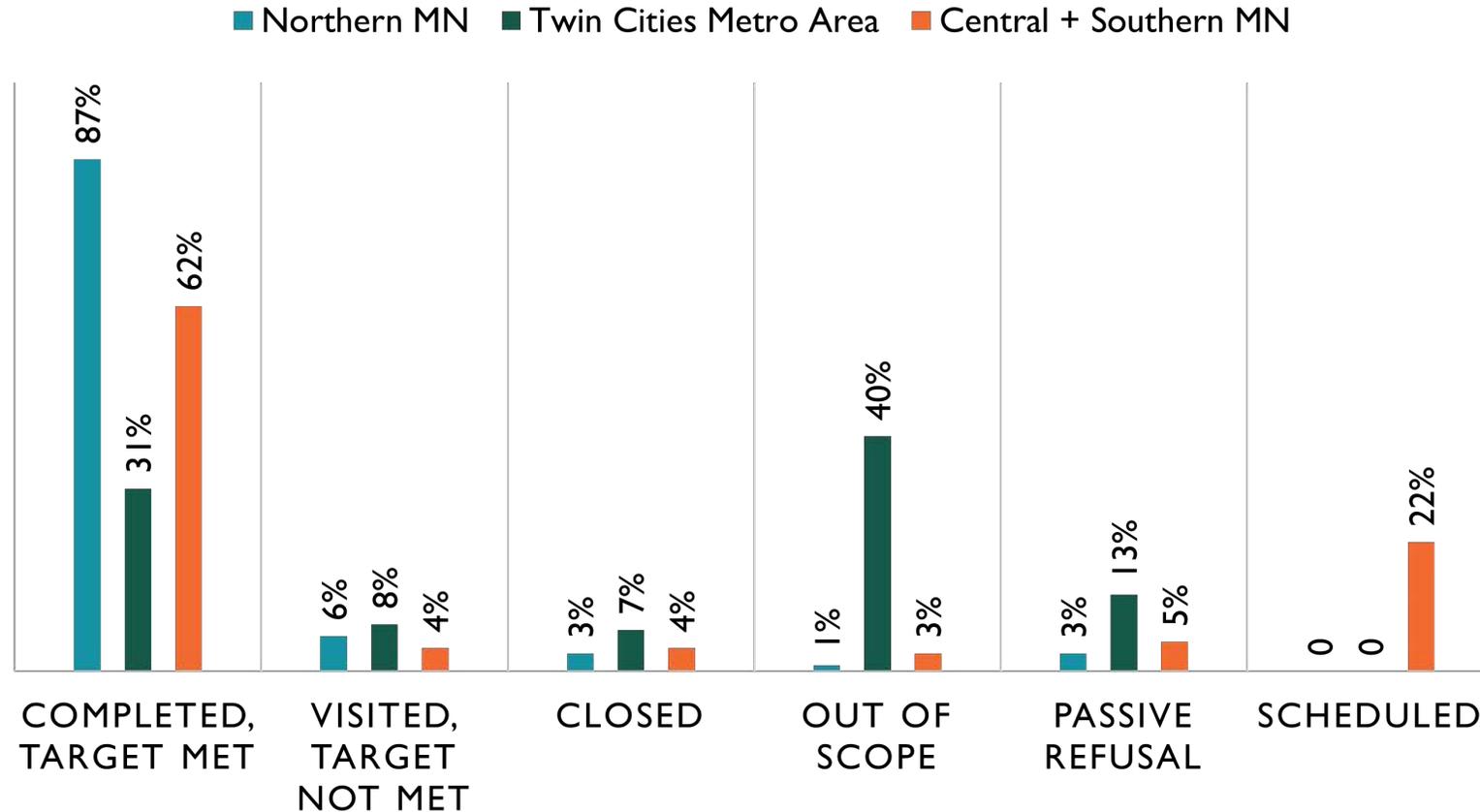
Data as of September 11, 2024

*Includes 22% scheduled

Resident survey participation outcomes

1. **Completed, Target Met:** Required number of surveys to meet a 6% margin of error (MOE) was met.
2. **Visited, Target Not Met:** The facility was visited, but required number of surveys to meet a 6% MOE was not met.
3. **Closed:** The facility is not operating.
4. **Out of Scope:** The facility is not eligible to participate.
 - a. Less than five residents at the time of contact.
 - b. No longer has the capacity to serve five or more residents
5. **Passive Refusal:** The facility is unresponsive during scheduling and census submission.
 - a. Scheduling: No response after a minimum of three contact attempts (phone and email).
 - b. Census: The facility was unable to submit its census in time, and was unresponsive upon follow up.

Resident survey outcomes by tier (2 of 3)



Data as of September 11, 2024

Resident survey outcomes by tier (3 of 3)

Northern Minnesota

- Out of 199 facilities, 87% were visited and met their MOE
- Minimal facilities did not meet their MOE, or were not visited

Twin Cities Metro Area

- Out of 1,158 facilities, 31% were visited and met their MOE
- There were 40% that were out-of-scope, primarily due to having less than 5 residents

Central + Southern Minnesota (in progress)

- Out of 419 facilities, 62% percent have been visited and met their MOE
- A small number of facilities have not met their MOE
- As of September 11, there were over 90 scheduled facilities!

Facility passive refusals by tier

Northern Minnesota

- Out of 199 facilities, 3% of facilities were unresponsive
- Minimal facilities did not meet their MOE, or were not visited

Twin Cities Metro Area

- Out of 1,158 facilities, 13% were unresponsive
- Passive refusals in the Twin Cities Metro Area accounted for 85% of total passive refusals for the 2024 round of surveys.

Central + Southern Minnesota (in progress)

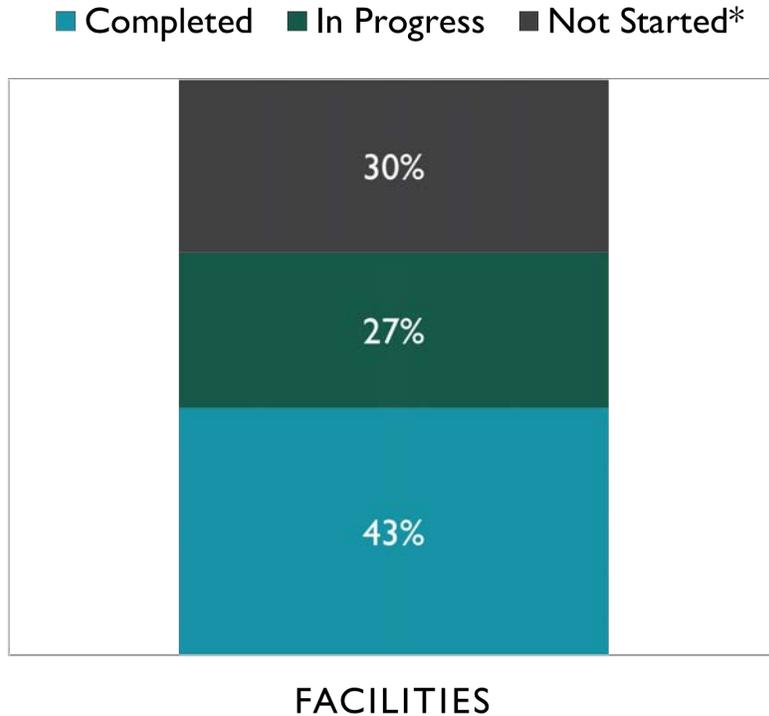
- Out of 419 facilities, 5% of facilities were unresponsive
- A small number of facilities have not met their MOE
- As of September 11, there were over 90 scheduled facilities!

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

Family survey outcomes



- Family survey data collection is in progress; it began in March and will continue through October.

Data as of September 11, 2024

The Family Survey data collection cutoff is October 31, 2024

**Not started: Facilities with 0 completed surveys and/or facilities whose representatives were not mailed surveys yet.*

Updates for 2025

1. Revision of outreach documents to provide more clarity on the surveying timeline, scheduling process, and what to expect
 - Information for Facilities document
 - Administrative Notification Letter
 - HIPAA letter
2. Outreach documents will be mailed and emailed
3. Email outreach for scheduling in addition to phone calls

Updates for 2025 (2 of 2)

Additional details about the Information for Facilities document:

- Interviewing residents with dementia, or in memory care
- Reporting concerns
- What to expect during a data collection visit
- This document is available on Vital Research's website

Discussion about survey updates

1. What are your reactions to survey outcomes at small (capacity 5 and capacity 6) settings?
2. How would you suggest increasing provider participation and reducing passive refusals for the next round of surveys?
3. What are your reactions to the 2025 updates?

Questions?



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Assisted Living Report Card: 2024 Resident and Family survey rating recommendations

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Agenda:

- Recommendations for peering by size for resident and family surveys
- Recommended thresholds for resident QoL surveys
- Family satisfaction survey – challenges to reporting ratings

2022-23 peering recommendations

Peering allows for fair comparisons between AL providers who may have:

- Residents with different needs
- Characteristics beyond the facility's control that can impact quality, such as location or size

We recommend peering for the AL report card. A peer group is a group of facilities with similar characteristics.

- Our past analysis supports peering based on geography and size when there are enough smaller facilities surveyed.

2022-23 resident and family surveys:

- Peer by geography: Twin Cities Metro (TCM) vs Rest of State (ROS)
- Facilities under 20 beds were not included in this survey period.

Peering recommendations for 2024

Previous peering recommendations	Updated peering recommendations
Geography (TCM vs ROS)	Geography (TCM vs ROS)
Size: <ul style="list-style-type: none">• Small (1-5 beds)• Medium (6-25 beds)• Large (26+ beds)	Size: <ul style="list-style-type: none">• <u>Small (1-5 beds) + Medium (6-25 beds)</u>• Large (26+ beds)

Reason for size change:

- To date, only 17 small facilities have reportable surveys
- We did not want to exclude these scores, and analysis supports combining small with medium facilities

Resident survey size peering analysis

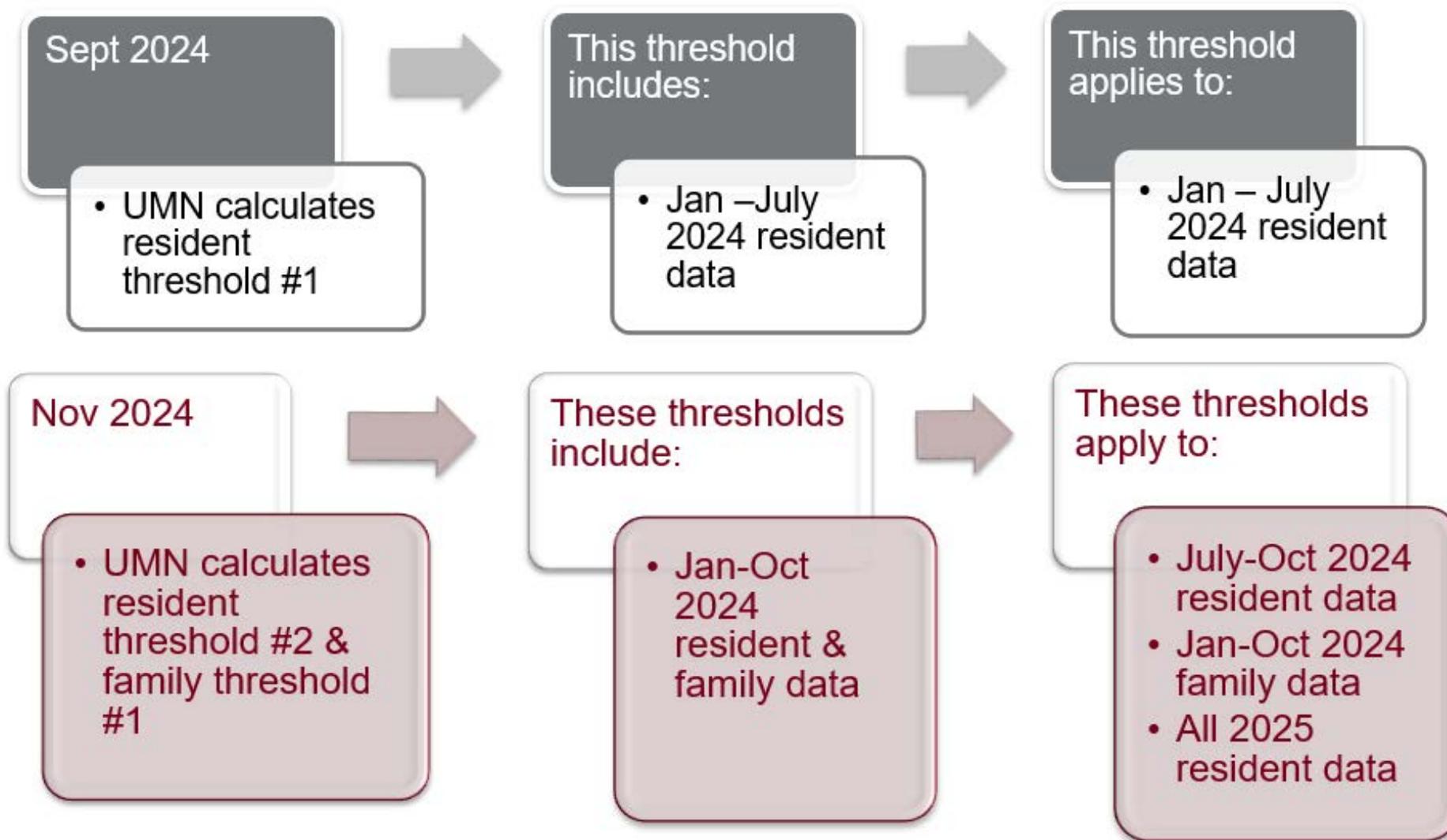
Culture	n	mean	std	p-value
Large	431	90.8065	7.3406	0.004
Small + Medium	155	87.5538	11.8648	0.004
Security	n	mean	std	p-value
Large	431	90.6106	5.95	0.0006
Small + Medium	155	88.2139	9.18587	0.0006
Environment	n	mean	std	p-value
Large	431	95.69	4.48	0.0006
Small + Medium	155	93.20	7.44	0.0006
Food	n	mean	std	p-value
Large	431	78.26	11.00	<0.0001
Small + Medium	155	80.12	11.29	<0.0001

* Size is not significant in the domains of staff, engagement, autonomy, finances and the composite score

Recommendations for publishing family satisfaction ratings

- January – October 2024 surveys will be published February 2025.
 - The previous timeline was to publish both resident and family surveys in fall 2024.
- Reasons for this change:
 - Due to the ongoing nature of family survey data collection, it was difficult to establish peering for family surveys at this time
 - Without peering, scores may change

Updates to 2024 threshold timelines



Review of thresholds

- What is a threshold?
 - For our purposes, a threshold is a fixed score that defines the boundaries for each 5-star category for a given peer group.
 - Each 5-star category will have an upper and lower boundary
 - An example: 5-star (90-100), 4-star (80-90), 3-star (70-80), 2-star (60-70) and 1-star (0-70)
- Starting in 2025, thresholds will be updated yearly using the previous year's survey data.

Resident survey thresholds (1 of 2)

- Thresholds on the next slides are based on peering by geography and size for resident surveys.
- Results are based on surveys from January – July 2024 and will be applied to ratings that will be published in November 2024.

Resident survey thresholds (2 of 2)

Peer Group	5-star	4-star	3-star	2-star	1-star
Twin Cities Metro + Small/ Medium (5-25)	94.3 - 100	86.6 – 94.2	77.5 – 86.5	68.5 – 77.4	0 – 68.4
Twin Cities Metro + Large (26+)	91.5 - 100	87.7 – 91.4	81.6 – 87.6	75.5 – 81.5	0 – 75.4
Rest of State + Small/Medium (5-25)	93.8 – 100	88.8 – 93.7	81.1 – 88.7	73.4 – 81.0	0 – 73.0
Rest of State + Large (26+)	91.4 – 100	87.5 – 91.3	81.8 – 87.4	76.1 – 81.7	0 – 76.0

Scores in this table are based on the composite score, or average combined scores from each domain in the resident quality of life survey (autonomy, culture, engagement, environment, finances, food, overall, security, and staffing).

Questions and discussion

Questions?





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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