



## Elder Abuse Prevention in MN Minnesota Gerontological Society Webinar

Commissioner Jan Malcolm

May 15, 2018

### Office of Health Facility Complaints (OHFC) Update

- The Background: Minnesota – the Aging of Our Communities
  - 36,000 Minnesotans living in 2,600 long-term care facilities
  - 90,000 people receiving home-based care
  - The total number of adults 65 or older will double between 2010 and 2030
  - More elders means more people in long-term care settings, and that means the potential for more maltreatment complaints

## OHFC Update

- **The Problem (Part 1): Rapid increase in year-over-year complaints**
  - Maltreatment complaints coming into OHFC jumped from 4,000 per year in 2010 to more than 24,000 in 2017
  - Now receiving more than 400 per week
- **The Problem (Part 2): OHFC not well-equipped to meet the challenge**
  - Inefficient, antiquated paper-based records and case management systems led to huge backlog of cases needing triage and triaged cases needing investigation
  - Challenges with staffing morale, turnover

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## OHFC Update

### Spring 2017: MDH shares the dilemma

- 2017 legislative request for additional funding
- Money to be spent to hire more staff
- Difficult round of media stories, but legislators provide funding to add staff
- Legislative auditor begins program evaluation of OHFC



## OHFC Update

### Fall/Winter 2017: Ongoing attention, mounting sense of crisis

- Star Tribune five-part investigative series
- Governor Dayton creates working group to develop recommendations to address elder abuse
- MDH Commissioner resigns
- Formation of inter-agency partnership with DHS
- At end of 2017, OHFC had backlogs of 2,300 untriaged reports, and 826 reports awaiting investigation

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## OHFC Update

### Winter/Spring 2018: Improvements Begin

- January 2: Inter-agency team begins work in OHFC
- January 29: AARP-led work group issues recommendations to Governor
- February 28: Inter-agency team announces elimination of triage backlog, investigation backlog cut in half
- March 6: Office of the Legislative Auditor issues OHFC program evaluation
- March 13: Governor announces policy and budget proposal to strengthen regulatory functions, empower elders and families with rights and remedies, and fill gaps in the regulatory framework by developing a system to license assisted living

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## OHFC Update

## Backlog reports and investigations

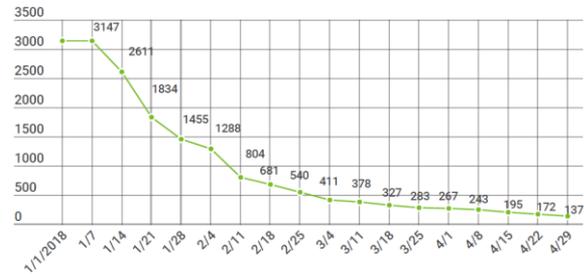
**m** MINNESOTA  
OFFICE OF HEALTH FACILITY COMPLAINTS

Total report and investigation backlog at the end of 2017 **3,147**

Total report and investigation backlog week ending 4/22/2018 **137**

### Remaining 2017 backlog of reports and investigations

Goal completion date: 12/31/18



[Download data](#)

Report backlog at the end of 2017

**2,321**

Investigation backlog at the end of 2017

**826**

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## OHFC Update

### Next Steps

- DHS team gradually transitioning out and turning over the work to OHFC
- New work flows and more collaboration within health regulation functions
- Implementation of new electronic case management system
- Work with Governor, stakeholders to address ongoing challenge of elder and vulnerable adult abuse/neglect
  - Average of 400 complaint reports still coming in every week from facilities around state
  - Anticipating a busy next 18 months to develop details of new regulatory framework
  - Adding a more robust approach to using the data we collect in regulatory processes for prevention in collaboration with all partners

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