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FREE WEBINAR
Sept. 19, 2019
12:00 - 1:00 pm

Developing a Minnesota Assisted Living Report Card

Tetyana Shippee, PhD, Associate Professor, Health Policy Management, University of Minnesota

Peter Spuit, LGSW, MSW, Rate-Setting Policy Consultant, Aging and Adult Services Division, DHS

Type your questions during the webinar

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Quality and quality measurement in assisted living

Tetyana Shippee, PhD
Associate Professor
Division of Health Policy and
Management
School of Public Health



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Why now is the right time to develop an Assisted Living Report Card and... the 2019 legislative session

Peter Spuit, MSW
Aging and Adult Services Division
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Why measure quality in assisted living?

- Minnesota has explored options for measuring quality in HCBS and sharing quality information with the broader public
 - At the same time, measuring quality in HCBS has received increasing national attention
- We are interested in quality across all of HCBS, but we think measuring quality in assisted living is the best place to start
 - The quality of assisted living matters so much to people, because it is not only about their experience of a specific service, it is the place they call home
 - Assisted living continues to grow, and it is a relatively expensive service, whether it is paid for privately or publicly

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Why now?

- There has been growing concern about standards, oversight, quality, and consumer experiences in assisted living settings
 - Media outlets, the legislature, and a wide array of stakeholders explored these problems in-depth
- The 2019 Minnesota Legislature passed a landmark elder care bill that:
 - Established a new assisted living license
 - Invested in Minnesota's adult protection system and the Ombudsman for Long Term Care
 - Funded an assisted living report card, including resident and family surveys

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2019 Legislative Session – Assisted Living Report Card

- Through the report card, quality will be measured at each provider site for all payers.
- The goal of this effort is:
 - to provide information to assisted living residents, families, and the public about assisted living settings to help people make informed decisions
 - to encourage quality improvement efforts among assisted living providers
- The effort will be modeled after Minnesota’s successful nursing home report card effort, but it will be designed specifically for assisted living.

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Assisted Living Report Card moving forward

- In state fiscal year 2020 we will:
 - engage with stakeholders, develop initial quality measures, and prepare resident and family surveys for pilot-testing
- In state fiscal year 2021 we will:
 - implement the first resident and family surveys, continue measure development work, and develop a report card website
- For project information visit:
 - <https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/aging/>
 - At this site, you can also sign-up for a stakeholder email list

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Assisted Living Report Card moving forward

- What will we be able to measure?
 - University of Minnesota research found that there are many aspects to quality in assisted living
 - DHS will be implementing resident and family surveys to support developing measures about quality of life and satisfaction
 - DHS will also review and analyze additional data sources that could be used for quality measures
 - Feedback from stakeholders will help us identify priorities for developing quality measures and future data sources beyond resident and family survey data

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Assisted Living Report Card moving forward

- What about good, basic information about providers, *beyond quality*?
 - **The Report Card will focus on measuring and reporting on the quality of individual assisted living providers**
 - People and families also want basic information about providers, such as which services are offered at each assisted living site, and other features and amenities
 - Senior LinkAge Line® and MinnesotaHelp.info® are the best sources for this kind of information
 - DHS and the Minnesota Board on Aging will leverage any new information that is collected as part of assisted living licensure to enhance the type of information that is provided through MinnesotaHelp.info

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Quality and quality measurement in assisted living

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DHS research contract with the University of Minnesota (January to June 2019)

- Conduct a national review of peer-reviewed literature; a review of “grey literature”; and interviews with national experts
- Create a list of quality domains, subdomains, and existing assisted living quality measures
- Evaluate potential gaps in the research findings
- Engage a technical expert panel from academia, policy, and practice spheres to review the findings
- Prepare a public report of findings
 - The report is available online here:
<https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/aging/>



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Methods

- 1) We first searched the traditionally published literature using bibliographic databases (e.g. Ovid Medline, CINAHL)
- 2) Grey literature search to supplement the published literature.
 - We conducted this search by reviewing the references listed in articles and reports and websites of highly relevant organizations and states
- 3) We conducted key informant interviews and technical expert panels.
 - The interviews included national experts in quality measurement and assisted living, including academics, providers, and policy makers



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Results

- We initially identified 833 references
 - Title and abstract screening eliminated 719 references
 - Citation searching identified an additional 46 references
 - We screened the full text of 160 references
 - We excluded 111 references because there were not based in the U.S., did not address assisted living quality, did not provide domains or indicators, or were published prior to 2005.
- Total=49 peer-reviewed references, and an additional 45 references from grey literature sources
- We conducted 12 in-depth interviews and 2 technical expert panels



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Key domains

- Resident Quality of Life
- Resident/Family Satisfaction
- Staff
- Safety
- Resident Health Outcomes
- Core Values and Philosophy
- Physical and Social Environment
- Care Services and Integration
- Service Availability



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Key findings

- Based on all data sources, *quality of life* and *satisfaction* emerged as essential measures of AL quality.
- However, as AL residents become increasingly more complex and have higher clinical care needs, *staffing* and *resident health outcomes*, along with other identified domains, are also of vital importance.



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Question 1

- **What best describes your primary role with assisted living communities?**
- a) Resident / Family member of resident
- b) Assisted Living provider
- c) Human Services provider
- d) Consumer advocate
- e) Other



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Feedback on domains of quality in assisted living



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Research finding: Domains of quality in assisted living



9/18/2019



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Feedback on domains and subdomains of quality

Care Services and Integration	Service Availability
Information transmission	Meal service
Efficiency of HIT sharing	Medication assistance/management/quality
Care quality	Wellness
Collaboration among providers	Nutrition services
Communication with family	Pharmacy services/use
Service plan*	Personal and emotional care*
Case management*	Transportation*

- Do these domains and subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to these domains and subdomains?

NOTE: * indicates that the finding comes from grey literature

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Feedback on domains and subdomains of quality

Core Values and Philosophy*	Physical and Social Environment
Rules / Resident Rights*	Safety / security
Family and Resident councils*	Dining room environment
Workplace practices*	Social climate
Scope of services*	Ability to get outside
	Occupancy rate*
	Fire safety and emergency preparedness*

- Do these domains and subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to these domains and subdomains?



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Feedback on domains and subdomains of quality

Safety	Resident health outcomes
Resident empowerment opportunities	Physical function
Perceived safety	Psychosocial well-being
Accountability and continuous quality improvement	Adverse / avoidable critical incidents
Policies around resident safety	Medication errors
Elder abuse	Nursing home admissions
	Mental health / Behavioral health

- Do these domains and subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to these domains and subdomains?



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Feedback on domains and subdomains of quality

Staff	
Close staff relationships	Support (institutional, supervisor, emotional, coworkers)
Staff empowerment	Job satisfaction
Collaboration among staff	Resident-centered job satisfaction
Communication (among providers /direct care workers)	Consistent assignment
Burnout / stress	Employee qualifications

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to this domain and these subdomains?



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Feedback on domains and subdomains of quality

Resident / Family Satisfaction	
Overall satisfaction	Burden of care*
Unmet needs	Housekeeping*
Care experience	Staff competency*
Well being	Meal choice satisfaction*
Choice/preferences met*	Cost of care*
Personal care needs met*	Quality of staff care*
Respect from staff*	Recommendation to others*

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to this domain and these subdomains?



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Feedback on domains and subdomains of quality

Resident Quality of Life	
Food quality	Religion/Spirituality
Connectedness	Independence /Autonomy
Meaningful life/activities/engagement	Social activities*
Social relationship	Physical activity*
Community	Relationships [friends & family]*
Privacy	Financial well-being*
Choice	Community integration*

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
- Are there surprises or gaps related to this domain and these subdomains?



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Research finding: Domains of quality in assisted living



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Question 2

- These domains reflect the key areas of quality that are important to the overall well-being of older adults who use assisted living
- strongly agree
- somewhat agree
- neutral
- somewhat disagree
- strongly disagree



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Assisted Living Report Card moving forward

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Q and A?

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Information at www.mnlcoa.org/assistedliving

Mon November 4th
8 am - noon

Live Streamed
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St. Cloud
Thief River Falls

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Questions?
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Next Webinar: **October 2, 2019, Noon - 1:00 pm**

**Parkinson's Disease: Understanding and Helping to Improve
Care**
By: Paul Tuite, MD, Professor, Neurology, University of Minnesota