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

Webinar Sponsors
Quality and quality measurement in assisted living

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

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

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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

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
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.

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
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

mn.gov/dhs

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

mn.gov/dhs
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/
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.

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 they 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
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

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.
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

Feedback on domains of quality in assisted living
Research finding: Domains of quality in assisted living

- Safety
- Core Values and Philosophy
- Physical and Social Environment
- Resident / Family Satisfaction
- Resident Quality of Life
- Staff
- Care Services and Integration
- Service Availability
- Resident Health Outcomes
- Care quality
- Collaboration among providers
- Communication with family
- Service plan*
- Case management*

Feedback on domains and subdomains of quality

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

- 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
Feedback on domains and subdomains of quality

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

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Feedback on domains and subdomains of quality

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

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Feedback on domains and subdomains of quality

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

• 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?

Feedback on domains and subdomains of quality

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

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• Are there surprises or gaps related to this domain and these subdomains?
Feedback on domains and subdomains of quality

<table>
<thead>
<tr>
<th>Resident Quality of Life</th>
<th>Religion/Spirituality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food quality</td>
<td></td>
</tr>
<tr>
<td>Connectedness</td>
<td>Independence/Autonomy</td>
</tr>
<tr>
<td>Meaningful life/activities/engagement</td>
<td>Social activities*</td>
</tr>
<tr>
<td>Social relationship</td>
<td>Physical activity*</td>
</tr>
<tr>
<td>Community</td>
<td>Relationships [friends &amp; family]*</td>
</tr>
<tr>
<td>Privacy</td>
<td>Financial well-being*</td>
</tr>
<tr>
<td>Choice</td>
<td>Community integration*</td>
</tr>
</tbody>
</table>

- Does this domain and these subdomains reflect your experiences and observations of assisted living?
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Research finding: Domains of quality in assisted living

- 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
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

Assisted Living Report Card moving forward

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At this site, you can also sign-up for a stakeholder email list
Q and A?

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Peter Spuit  peter.spuit@state.mn.us

Free but registration required
www.mnlcoa/assistedliving
Questions?
contact
info@mngero.org

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