# MN Assisted Living Report Card Development: Identifying Quality Measures for Assisted Living Facilities

Tetyana Shippee, PhD

Professor, Health Policy & Management

School of Public Health

University of Minnesota

**SCHOOL OF PUBLIC HEALTH**

UNIVERSITY OF MINNESOTA

# Phase 1: Review

- Identified assisted living (AL) **quality domains** and **subdomains**:
    1. Literature review
        - Peer-reviewed (e.g. Ovid Medline, CINAHL)
            - **49 references**
        - Grey literature
            - **45 references**
    2. Interviews with national experts and two technical expert panels

# Final set of nine AL quality domains

| | | |
|---|---|---|
| Resident quality of life | Resident health outcomes | Service availability |
| Resident and family satisfaction | Staff | Core values and philosophy |
| Safety | Physical and social environment | Care services and integration |

# Quality of life subdomains

Autonomy/choice

Assisted living community

Community integration

Dignity/respect

Financial transparency

Food

Privacy

Staff-related items

Security

Meaningful activities/social engagement

Physical activity

Relationships with assisted living community

Relationships with family and friends

Religion/spirituality

# Resident and family satisfaction subdomains

Care experience

Cost of care

Housekeeping

Meal choice

Physical environment

Quality of staff care

Respect from staff

Staff competency

Well-being as a result of care

Whether one's choice/preference is met

Whether one's personal care needs are met

# Safety subdomains

Resident empowerment opportunities/perceived safety

Accountability and continuous quality improvement

Policies around resident safety

Elder abuse

Safety culture

# Resident health outcomes subdomains

Physical function

Psychosocial well-being

Adverse/avoidable critical incidents

Medication errors

Nursing home admissions

Mental health/Behavioral health

# Staff subdomains

Close staff relationships

Staff empowerment

Collaboration among staff

Communication (among providers/direct care workers)

Burnout/stress

Supports (institutional, supervisor, emotional, coworker)
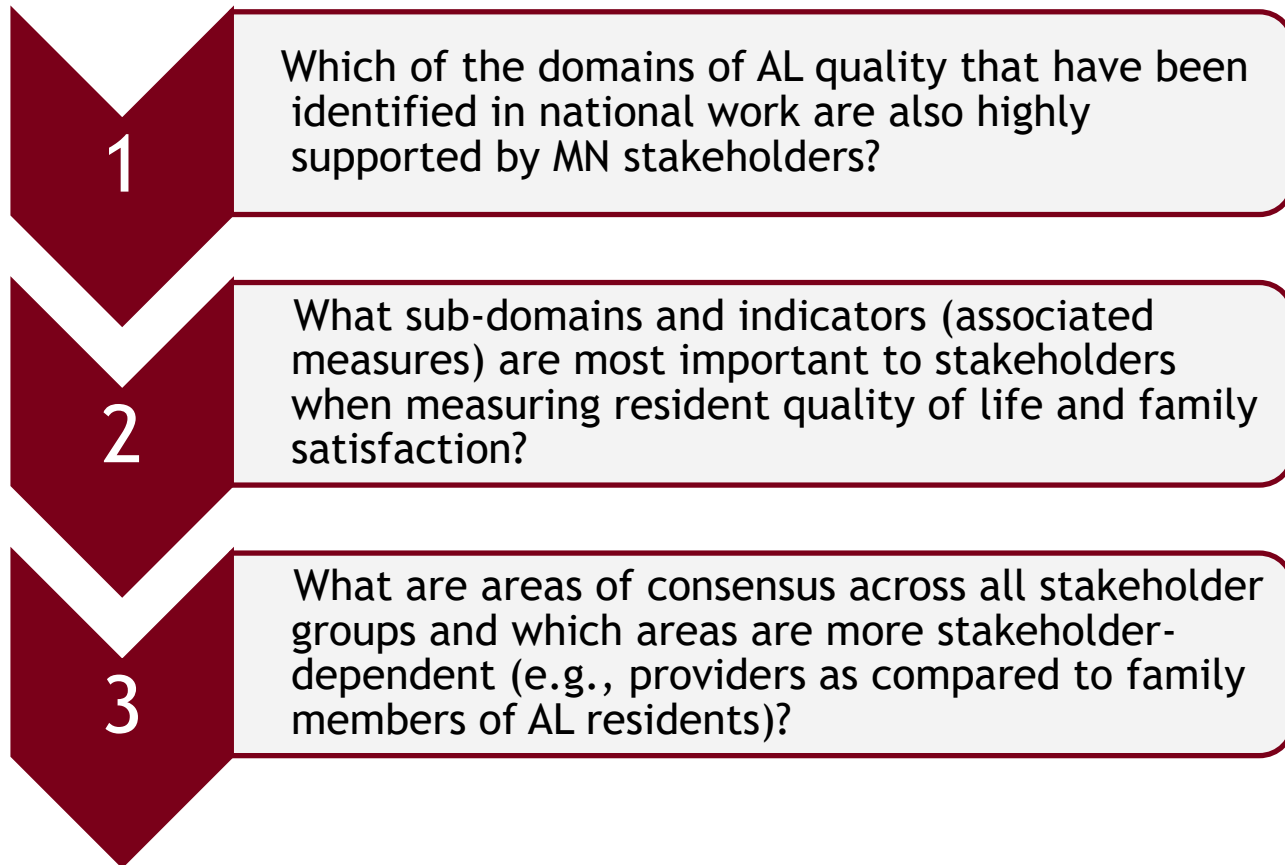
Job satisfaction

Resident-centered job satisfaction

Consistent assignment

Employee qualifications

# Phase 2: Stakeholder engagement in MN

Research Questions (RQs):

**1** Which of the domains of AL quality that have been identified in national work are also highly supported by MN stakeholders?

**2** What sub-domains and indicators (associated measures) are most important to stakeholders when measuring resident quality of life and family satisfaction?

**3** What are areas of consensus across all stakeholder groups and which areas are more stakeholder-dependent (e.g., providers as compared to family members of AL residents)?

# Phase 2: Outreach initiatives

1. Statewide online survey: **822 respondents**
2. Public presentations: **13**
3. Statewide livestream event: **266 attendees**
4. Focus groups
   - AL residents: **4**
   - Advocacy organizations: **1**

# Online stakeholder survey

| Role | Percent | Count |
|------|---------|-------|
| Family member of resident | 30% | 250 |
| Provider | 19% | 160 |
| Health or human services provider (not in assisted living) | 14% | 119 |
| Other (please describe) | 12% | 101 |
| County, tribe, or health plan | 12% | 100 |
| Consumer advocate | 12% | 98 |
| Resident | 1% | 12 |
| **Total** | **100%** | **840*** |

*Some respondents selected more than one role. There were 822 unique participants and 746 valid responses.

# Summary of RQ1

*Which of the domains of AL quality that have been identified in national work are also highly supported by MN stakeholders?*

- Quality domains **highly endorsed** across stakeholder groups*:
    1. Quality of life (QOL)
    2. Staff quality
    3. Resident safety (choice and autonomy considerations)
- **Lowest rated** domains:
    1. Physical environment
    2. Social environment

*Closely followed by: resident and family satisfaction; resident health outcomes; physical and social environments of AL; service availability; and care services and integration

# Quality domains on AL Report Card

Resident quality of life

Resident and family satisfaction

Staff

Resident health outcomes
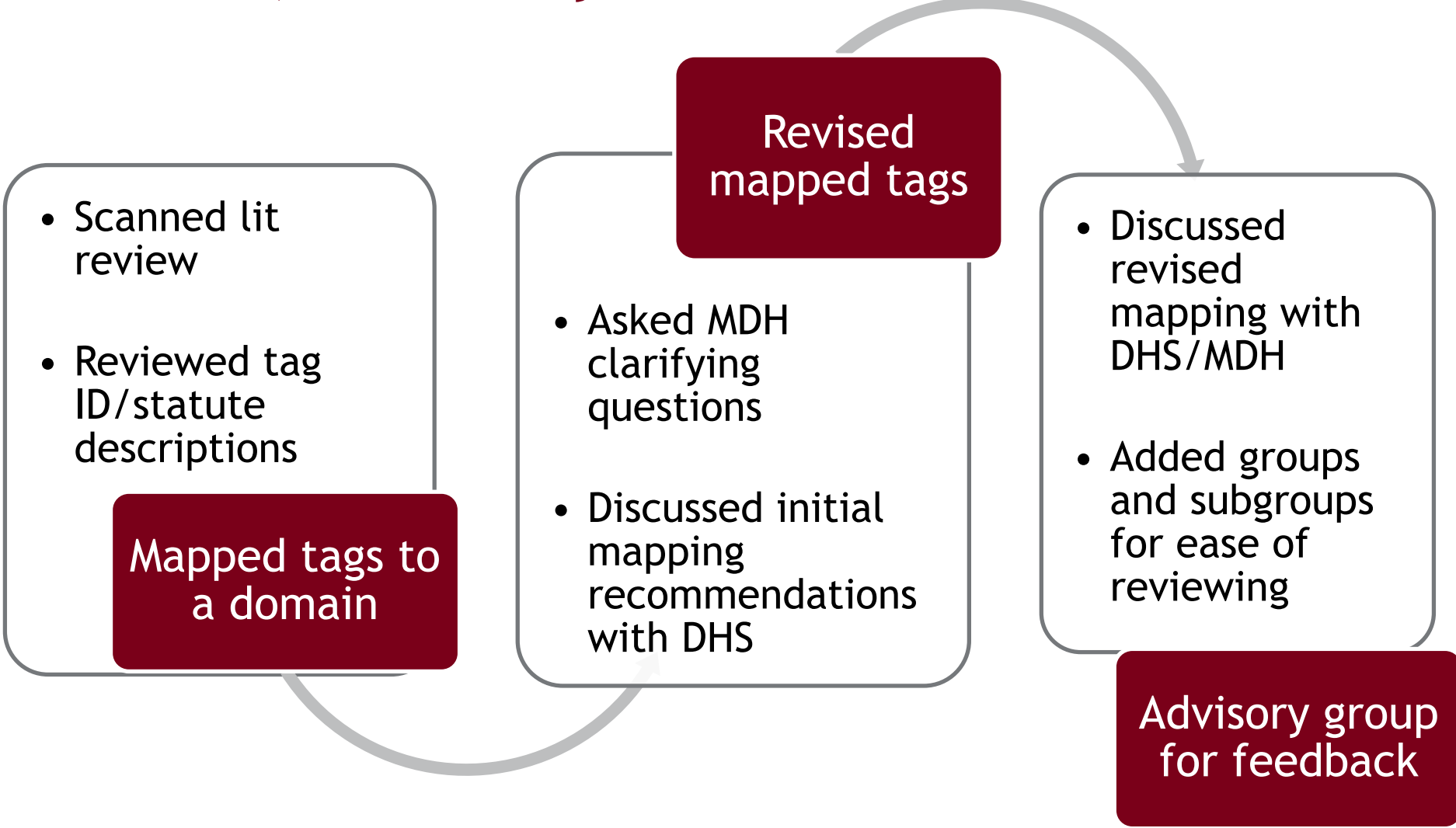
Safety

# Resident & family surveys

- Resident Quality of Life Survey
  - There are 8 domains and 1 overall facility rating
  - 1) staff, 2) physical environment, 3) food, 4) meaningful activities/social engagement, 5) choice/autonomy, 6) religion/spirituality/culture, 7) security, safety & privacy, 8) finances, and 9) overall

- Family Satisfaction Survey
  - There are 8 domains and 1 overall facility rating
  - 1) care experience, 2) choice/preference, 3) personal care needs, 4) cost of care, 5) housekeeping, 6) meals, 7) physical environment, 8) quality of staff care, and 9) overall

# AL quality sources of data

**What are other existing sources of data?**

- Reviewed Department of Health (MDH) licensure survey letters to evaluate if they can be used to support quality measures
  - Here, deficiency tags correspond to AL state statutes
  - We were able to identify tags that are related to the domains of staffing, safety, and resident health outcomes

# Mapping tags to the staffing, resident health outcomes, and safety domains

**Revised mapped tags**

- Scanned lit review

- Reviewed tag ID/statute descriptions

**Mapped tags to a domain**

- Asked MDH clarifying questions

- Discussed initial mapping recommendations with DHS

- Discussed revised mapping with DHS/MDH

- Added groups and subgroups for ease of reviewing

**Advisory group for feedback**

# Questions

Tetyana Shippee,PhD

tshippee@umn.edu