

Home Care and Assisted Living Program Advisory Council Minutes

SEPTEMBER 29, 2023

Attendees

Council members:

- Mariclaire England
- Genevieve Gaboriault
- Nancy Haugen
- Jarrod Peterson
- Susan Morgan
- Anna Petersmeyer
- Samiira Isse
- Karen Web
- Michaun Shetler
- Andrea Strobel-Ayres

Minnesota Department of Health (MDH):

- Daphne Ponds
- Lindsey Krueger

Public: Many attendees via conference call

Agenda

- Welcome
- Advisory Council Vacancy Update
- Social Connections Grant Update
- Assisted Living Workgroup Update
- Advisory Council Recommendations Discussion
- MDH Correction Order

Welcome

Daphne Ponds, new chair to the Advisory Council, welcomed the Council Members and the new Council Members. Council Members were unmuted and encouraged to speak freely while public attendees were muted to reduce distractions but were encouraged to place any comments or questions in the chat feature.

Daphne reviewed the agenda – please see coinciding PowerPoint presentation available on the

Advisory Council Vacancy Update

Daphne welcomed five new advisory council members, collectively representing a dedicated section of the home care, and assisted living community. New council members shared short introductions, highlighting their community roles, and expressing their hopes and aspirations in serving as council members.

The former council members also shared a short introduction, their community role, and years of service as council members.

Daphne shared there are still three open vacancies to be filled on the advisory council. The Secretary of State has been updated listing these three open vacancies so applications can be reviewed and recommended to the Commissioner.

Social Connections Grant Update

Daphne announced forty-four Social Connection Grants were awarded in the amount of \$151,955.76 during the second round of grant submission. There were additional grant applications submitted, but those additional applications did not meet the grant criteria.

Daphne suggested, should MDH send a post-grant award survey to grant recipients on behalf of the Advisory Council to learn how the grants helped providers support residents/client?

Council agreed and posed the following questions, how was the money used? What were the challenges and hurdles faced with implementing the grant?

Council suggested for MDH to consider the timeline of when the grant recipients received the money and used the money to assure survey feedback can be provided in a timely manner.

Assisted Living Workgroup Update

Lindsey Krueger, Assistant Division Director, presented on assisted living workgroups and shared a brief back story on the start-up of this workgroup. The aim of this workgroup is to address concerns that are harder to implement for small providers, specifically with a resident capacity of 1-5 and 6-10. There are 33 workgroup members, representing various standpoints of assisted living within the community.

The workgroups are looking to develop recommended solutions with actions plans to identify burdens of small providers. Actions plans include draft language, policy updates, process improvement recommendations, communications on how to improve processes, communications between DHS and MDH, etc. The focus is on small providers with 10 or fewer residents due to the 2023 session.

Lindsey shared a bar graph showing identified areas of concerns by the workgroup members. The top 4 concerns are Staff Training, Reimbursements, Kitchen/Food Code, and Licensing.

There are four sub-groups for each of the top 4 concerns. Each sub-groups uses a 7-step process to identify a problem statement and develop an action plan. Once actions plans are developed, the workgroup members discuss on how the action plan will move forward.

There is a second round of sub-groups that are also looking at burden topics for small providers such as staffing, closures, and physical environment. Such topics include discussion on how to provide more clarity for staff requirements to assure attainable implementation, the portability of licenses, its effect on closures, work around with language and looking more into FGI standards.

Lindsey shared initial action plan ideas coming out of the workgroups, an upcoming survey in collaboration with DHS that will be sent out to small providers, and MDH's Next Steps and Continued Commitment. Please see coinciding PowerPoint presentation on slides 14-16.

Advisory Council Recommendations

Daphne shared the Home Care and Assisted living Program Advisory Council has access to approximately \$3,000,000 from fines collected from provider violations. Discussion in ideas began between advisory council members.

Ideas were shared such as, to design open parameters and ask for ideas from providers to target certain topics, create a microgrant that would cover criteria that was not covered by the social connection grant (i.e., music therapy, art therapy), provide portability on standardized forms by MDH, educational toolkits (i.e., risk awareness of death related bed rails, training resources to address recruitment and employee retention, wound care, sepsis related deaths, and risk of falls).

Ideas also included more transparency on the MDH website such as a scorecard. In addition to a more collaborative relationship between providers and MDH through joint training and mock surveys. Council members also mentioned providers in rural areas are finding a huge barrier in accessing reasonably cost fingerprinting sites, and TB testing as well.

Advisory council members shared a list that was created by members related to practice focus. It was recommended to look back at what has been addressed and what still needs to be addressed.

MDH Correction Order

Daphne shared the correction order process, steps taken if there is a violation, and violation scope levels. The decision made about issuing correction orders is based on the evidence of what can be provided and determining if it can be considered non complainant. Being consistent and individually looking at each piece of evidence to make sure in statute it is noncompliant or compliant.

MDH has survey documents being used to address what is being looked at by surveyors. MDH is also working on better customer service, and on an exit survey where providers can give feedback on how the survey process went and their interaction with the surveyor. Council members asked for a post survey questionnaire for the investigative process.

Advisory council members suggested to have a more collaborative process with MDH and providers on how to do the survey right. Make data on common trends available such as the Top 10, to share common correction orders for assisted living providers and how are they being addressed.

Advisory council members suggested to provide an incentive for a perfect survey for assisted living providers. Other ideas were to provide a mock survey certification for assisted living providers that could help with having a better survey as well.

Other

MDH will work on getting data regarding correction orders for the Top 10 and checking in with workgroups so advisory council members can go through what have been implemented and what needs action. MDH will investigate incentive for assisted living providers regarding a discount on their renewal licensing fee.

MDH will check in on when the grantees spent the social connection money so a feedback survey to providers can be distributed accordingly.

Advisory council members were encouraged to bring ideas on the categories for grant ideas and based off those categories grant process criteria can be created.

Next Meeting

Hybrid Meeting on Monday, December 11, 2023, at 1pm.

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