

Vulnerable Adult Abuse Investigation Quality Improvement Project

Minnesotans expect safe, quality care for older and vulnerable adults living in nursing homes and other care settings. Addressing the investigation backlogs and holding private providers accountable for the care of Minnesota's most vulnerable is a top priority for MDH. To that end, Governor Mark Dayton is bringing together resources from the Department of Human Services and other state agencies to improve the efficiency and effectiveness of investigations. Our top goals include:

- Improving communication with families.
- Replacing an antiquated paper-based records system.
- Reducing the time it takes to process complaints.
- Eliminating the backlog of cases.

Triage and Investigation Update

(02/12/2018)

Triage

- Starting point was **2,321** reports that needed initial review as of January 1, 2018.
- As of February 12, 2018, the team reviewed all 2,321 reports: **2,034** were assessed and closed; **92** were recommended for onsite investigation; and **195** were ongoing assessments. MDH expects to complete ongoing assessments by March.
- MDH receives a weekly average of about 400 new cases for triage.

Investigation

- The investigation backlog was **826** cases from the period of January 1, 2016 – December 31, 2017. As of February 12, 2018, **309** of these investigations were completed. **517** investigations were pending at various stages.

Policy Update

- Governor Dayton and AARP convened an independent Work Group on the Health and Safety of Minnesota Seniors that released a report with recommendation on January 29.
- State agencies are working on the recommendations with advocates and legislators.

Family contact

Minnesotans inquiring about the status of a current investigation can contact family liaison Lindsey Krueger at Lindsey.Krueger@state.mn.us, or by phone at 651-201-4135.

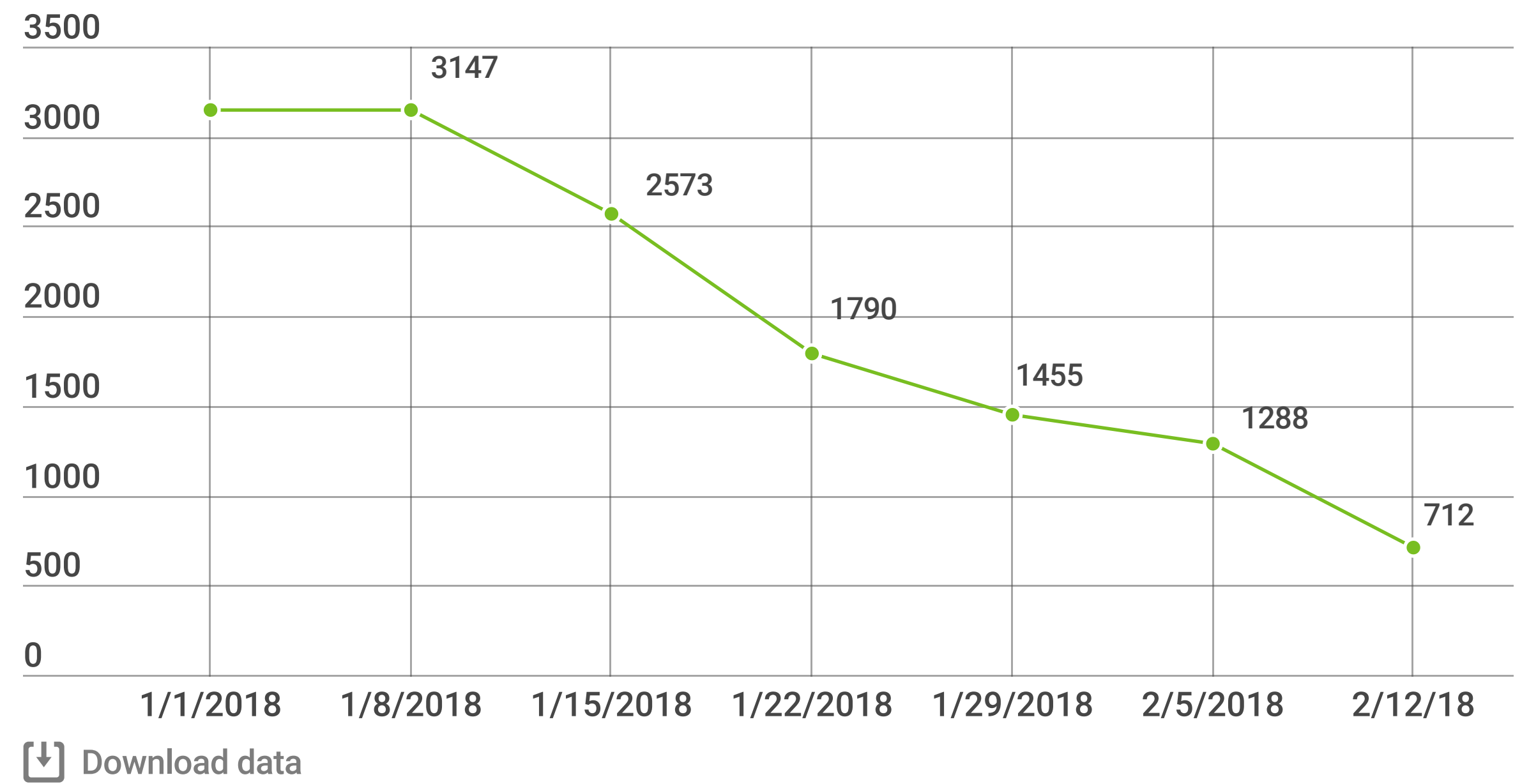
Backlog reports and investigations

Total report and investigation backlog at the start of 2018
3,147

Total report and investigation backlog week ending 2/12/18
712

Total remaining backlog

Goal completion date: 12/31/18



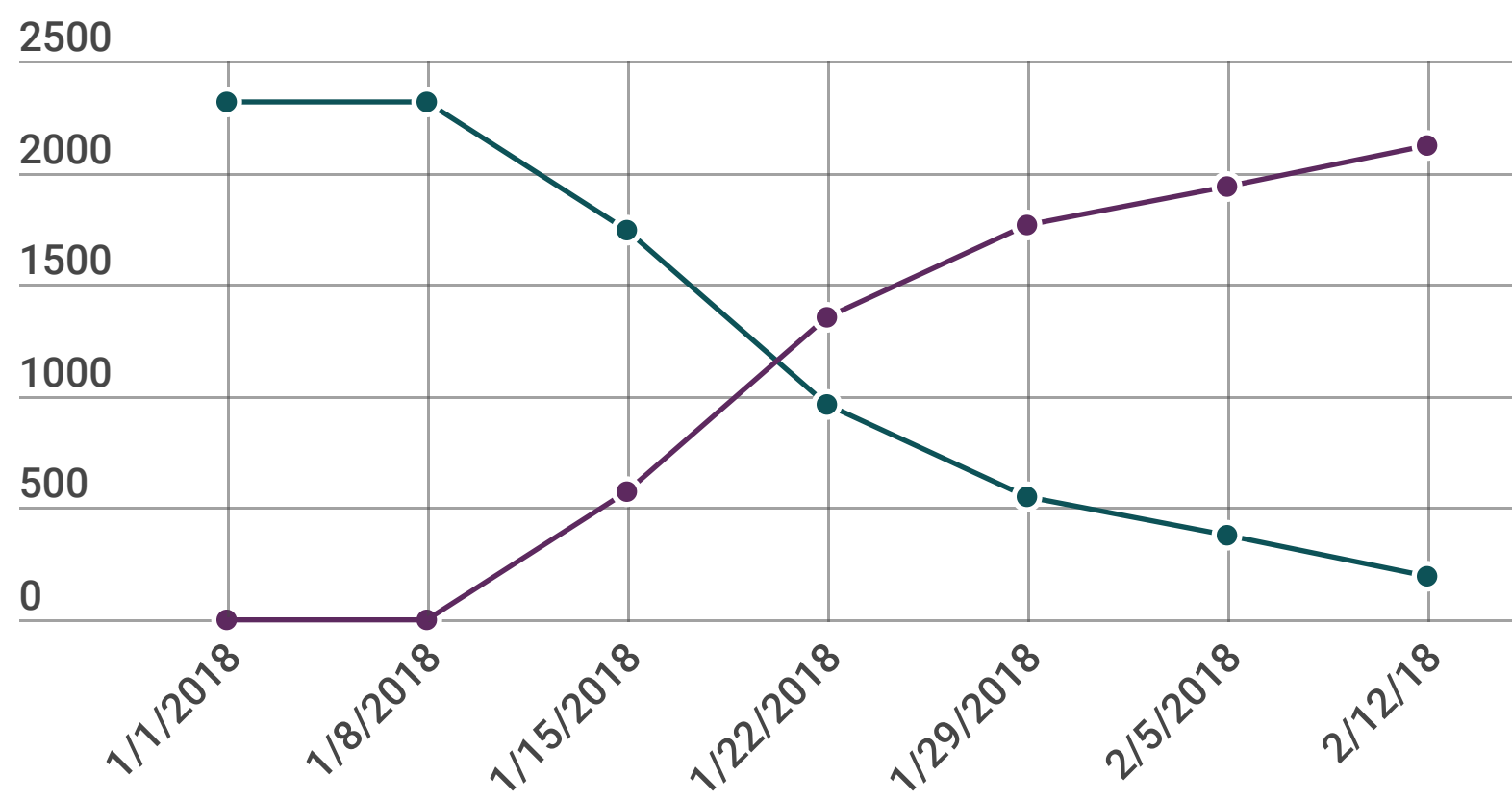
Report backlog at the start of 2018

2,321

Investigation backlog at the start of 2018

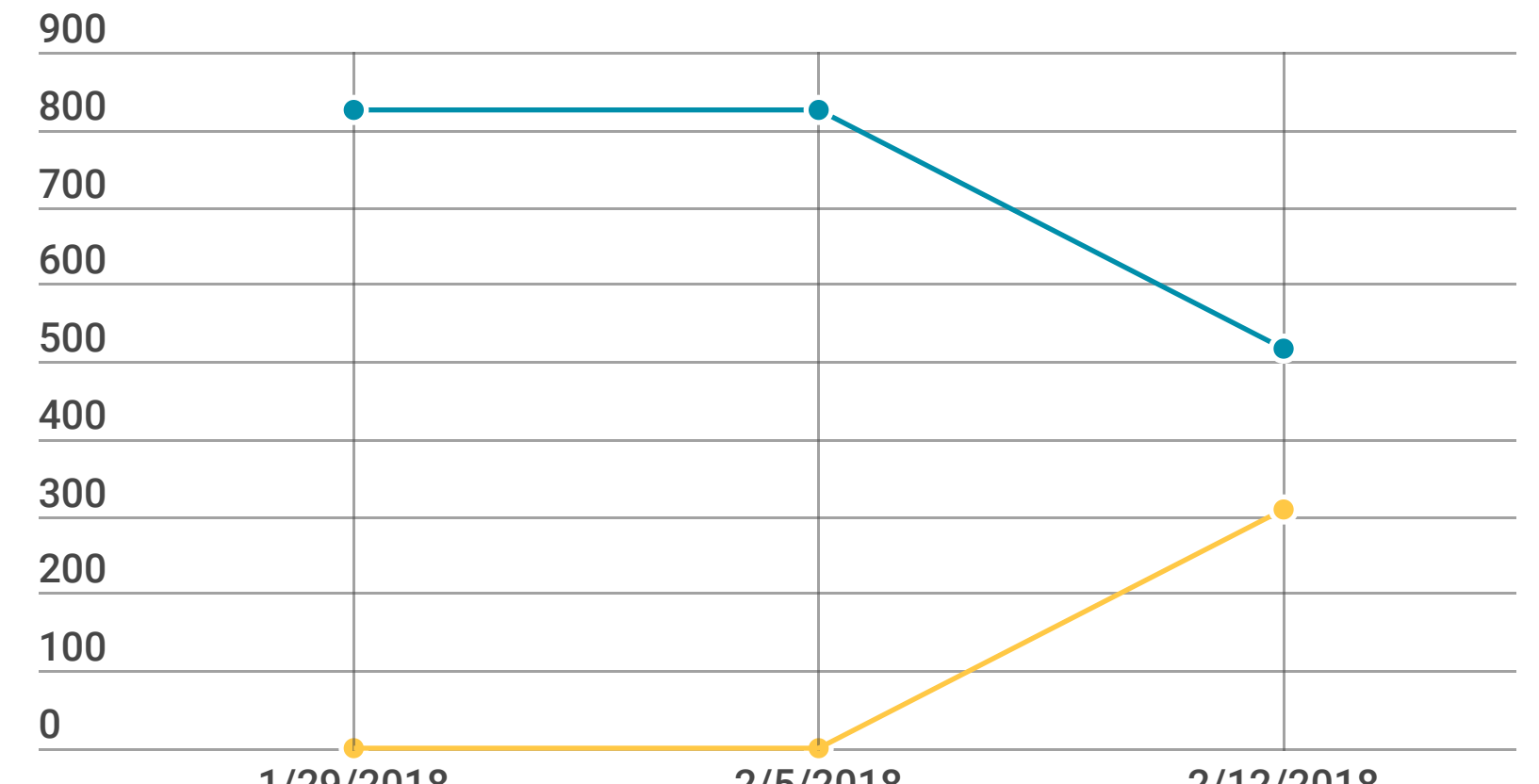
826

Triaged report backlog status week ending:



- Triaged and assigned or assessment in progress**
Staff requested additional information and after review will determine whether to assign for on-site investigation.
- Triaged, assigned and closed**
Comprehensive assessment of report that includes gathering additional information, reviewing history, and completing triage.

Investigation backlog status week ending:



Addressing the report backlog was prioritized over the investigation backlog. Addressing the investigation backlog began the week ending 2/12/18.

New reports received

New reports filed as complaints until substantiated and assigned for further investigation.

Reports received week ending 2/11/18*

433

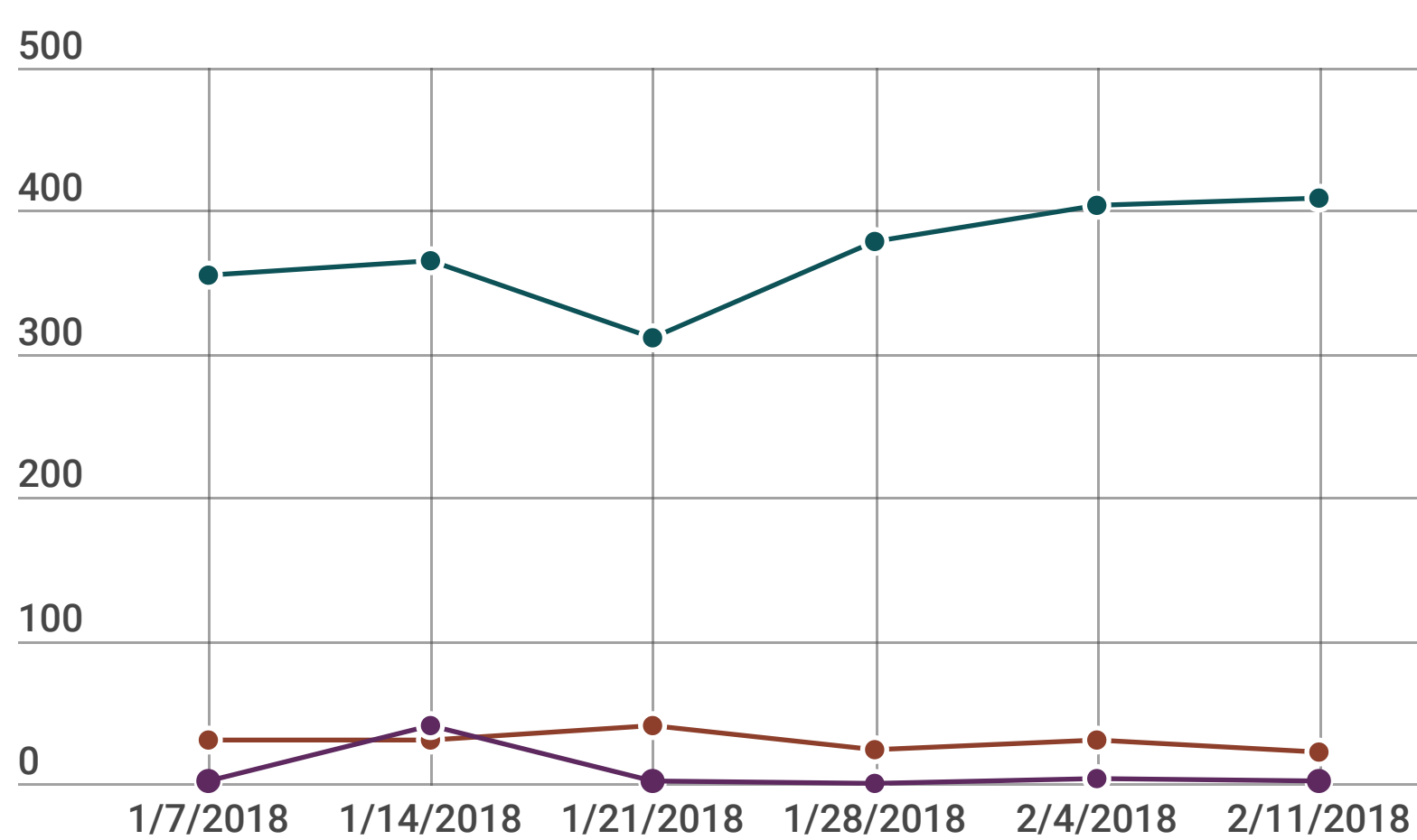
Cumulative reports received beginning 1/1/18

2,929

2018 average reports per day

58

Total reports received week ending:



* Data reported from Monday to Sunday.

Reports per week 2018 vs. 2017 for week ending:

