

## Home Care and Assisted Living Program Advisory Council Minutes

**Date: September 12, 2016**

### Attendance:

**Council members:** Rene Cronquist, Amy Nelson, Melissa Plachecki, Jean Peters, Jarrod Peterson, Suzan Sinna

**MDH Representatives:** Jonathan Hill, Lari Anne Mazzitello, Kearim Meng, Ann Penaz, Cindy Vargas, Susan Winkelmann, Jeri Cummins (via VC from Duluth), Stefan Gildemeister

**In Person:** 7+ Visitors

**Telephone Conference:** 2+ Attendees

**Video Conferencing at District Offices:** Duluth, Fergus Falls, Mankato, Marshall, Rochester [Bemidji (none), St. Cloud (none)]

### Meeting Changes (Jonathan Hill)

Several changes to the advisory council began this meeting. Meetings have moved to the Orville L. Freeman building located at 625 Robert St. N., St. Paul, MN 55155-2538 for this fiscal year. Providers and consumers may attend the council meeting via a live telephone conference available from any regular or mobile telephone. Providers and consumers may attend the council meeting via a live video conference available at any of MDH's district offices throughout the state. Meeting times have changed to 2-4 p.m. to accommodate videoconference requirements.

### Welcome & Introductions (Council)

The council and MDH staff introduced themselves. Jarrod Peterson is the newest council member. He is a representative of a basic home care provider in New London, MN.

### All Payers Claims Database (Stefan Gildemeister)

Mr. Gildemeister presented the All Payers Claims Database (APCD) to the council and the value it may have to the home care community. The APCD is a repository of all medical services and prescriptions provided to Minnesotans and paid for by a third party. Government agencies and insurance companies that pay claims for medical services are required to enter all claims paid into the APCD. Limitations or gaps include undiagnosed conditions, dementia conditions, and services paid for directly by clients. The information in the database can be used as raw data for research, to identify history and trends in health care, or to project areas for consideration. Several examples of the database's uses were identified in his presentation which is on the home care website with these minutes. The council may make recommendations to use the

APCD for studies related to dementia, chronic disease, and long-term care costs among an elderly population (Minnesota Statutes section 144A.4799, subdivision 3 (7)). Mr. Gildemeister suggested that the council identify and prioritize APCD projects within the home care field and present them to MDH. A work session was scheduled for this task.

### **Survey Posting Update (Jonathan Hill & Cindy Vargas)**

Mr. Hill reminded the council that some survey results have dropped of the MDH home care website. New language was drafted to clarify terminology that MDH and the public use differently and includes where to call for assistance when looking for surveys. Ms. Vargas presented the top five violations issued on home care surveys.

1. **Contents of service plan:** service plans not clearly identifying circumstances when to summon emergency services; omitting methods of monitoring, frequency of services, or identification of staff providing services; and incomplete contingency plan
2. **TB prevention and control:** missing documentation regarding facility risk assessments, policies and procedures, and documentation of symptom screening and two-step skin tests
3. **Individualized treatment and therapy plan:** plans not developed or maintained, missing written statement of the treatments, and plans lack required content
4. **Provision of medication management services:** assessments not performed/documented and medications/assessments not reviewed.
5. **Employee records:** missing documentation, annual performance reviews, and job descriptions.

### **Home Care Survey Results Query Tips (Lari Anne Mazzitello)**

Ms. Mazzitello walked the council through three different search methods to locate results for surveys on basic and comprehensive licensed providers, surveys on Medicare certified home care providers, and complaint investigations on all home care providers. The 3 types of surveys must be searched on different sites. Complaint investigations must be searched 3 times, once for substantiated, unsubstantiated, and inconclusive investigations. Each method is available online and posted with these minutes. Ms. Mazzitello also provided many tips to help queries be more effective including:

- Use fewer names in the search window
- Avoid using common words that may be hyphenated, compound words, or abbreviated
- Use a date range of 1/1/2014 – 12/31/2016 to find all recent surveys
- Use “Select All” to capture all survey results for a specific provider

Ms. Mazzitello reminded the council that only licensed home care providers are surveyed or investigated, not housing with services (HWS) establishments. If a consumer is looking for

survey results on a HWS, they need to know which licensed home care provider (HCP) is providing services within the HWS. Finally, MDH recommends that anyone having trouble searching for home care survey or investigation results call 651-201-5273 or email [health.homecare@state.mn.us](mailto:health.homecare@state.mn.us) for assistance.

### **Updates (Jonathan Hill & Susan Winkelmann)**

Mr. Hill informed the council that the office of the Minnesota Secretary of State plans to launch a new website before the end of the year. The new site will manage all board and commission members and vacancies, including the HCALP Advisory Council seats. The application for the vacant public member seat is located at <http://www.sos.state.mn.us/boards-commissions/current-vacancies/> with the description located on the [October 3, 2016](#) link. Mr. Hill also discussed Home and Community Based Services (HCBS) standards.

Ms. Winkelmann informed the council that the home care program manager position was reposted and MDH is interviewing candidates. Meanwhile, the position's duties are being split between Mr. Hill and Ms. Winkelmann. She discussed enforcement actions taken against home care licenses including a denial, a revocation, and one pending revocation. Ms. Winkelmann would like input from the council regarding the transition of care process when licenses are closed due to enforcement actions. Considerations include issuing the order, revoking the license, coordinating care to new provider, sending notifications to counties and ombudsman, identifying private pay and other clients, and using ombudsman to help manage the care for private pay clients. A question was proposed that if 75% of providers receive the same enforcement action, contents of the service plan, how can we better communicate the standard to the providers? Ms. Winkelmann discussed 2017 legislative proposals including the Vulnerable Adult Act proposal to increase resources to enable MDH to investigate more complaints before they result in actual harm. Another proposal would restrict/eliminate refunds to retain license fees to cover the costs of processing applications whether licenses are issued, denied, or withdrawn.

### **Remaining FY 17 HCALP Advisory Council Meetings:**

- a. Dec 5, 2016 at 2-4 p.m. Orville L. Freeman Bldg
- b. Mar 6, 2017 at 2-4 p.m. Orville L. Freeman Bldg
- c. Jun 5, 2017 at 2-4 p.m. Orville L. Freeman Bldg