

Home Care and Assisted Living Program Advisory Council Minutes

Date: December 5, 2016

Attendance:

Council members:

Rene Cronquist, Cheryl Hennen, Amy Nelson, Jarrod Peterson, Suzan Sinna

MDH representatives:

Jeri Cummins (via video conference), Cathy Griffin, Jonathan Hill, Kris Lohrke, Lari Anne Mazzitello, Kearim Meng, Cindy Vargas, Susan Winkelmann

Guests:

11 visitors signed in at the Freeman Building

Video Conferencing at District Offices: Bemidji (none), Duluth (MDH Staff Only), Fergus Falls (1), Mankato (none), Marshall (none), Rochester (none), St. Cloud (none)

Telephone Conference: (Unable to input "Leader Code" for conference.)

Welcome & Introductions (Cathy Griffin & Council)

The council and MDH staff introduced themselves. Cathy Griffin is the new program manager for the Home Care and Assisted Living Program. She brings with her a vast background in both the government and private sector in and out of the home care field.

OHFC Updates (Kris Lohrke)

Ms. Lohrke from the Office of Health Facilities Complaints (OHFC) discussed trends and patterns for complaints against licensed home care facilities from the public and home care providers' staff. Complaints have increased sharply from around 500 in fiscal year (FY) 2010 to nearly 3,500 in FY2016. Providers' self-reports have increased from 3,115 to 20,791 over the same period. Reports primarily involve falls, abuse, and drug diversion. Neglect complaints have the largest increase. At this time, OHFC triages allegations because current resources only allow MDH to investigate complaints that result in serious harm. Staffing and financial resources are increasing to enable MDH to investigate earlier in an effort to prevent serious harm to home care clients. Site investigations have increased from 350 to 900 this year with each investigator managing 15-30 open investigations at any one time. The current workload causes delays in investigations and in posting findings. Increasing resources, increasing office investigations, and partnering with other MDH programs should allow OHFC to meet higher demands, prevent more injuries, shorten timelines between reporting and completing investigations, and enable MDH to post findings to the website in a more timely manner.

State-Wide Phone Calls (Cathy Griffin)

Ms. Griffin intends to reinstate regular, state-wide phone calls for all home care providers on a quarterly basis beginning February 2017. During the calls, MDH will brief providers on important updates and allow time for questions and answers from home care providers. Calls will last between 60-90 minutes. The goals of the calls are to stay connected with providers, highlight trends, clarify issues, decrease correction orders, and improve the standard of care. Please plan to take your own notes as minutes will not be prepared from these calls.

Dementia Care Training (Jonathan Hill)

Mr. Hill discussed the new home care laws that went into effect January 1, 2016 requiring training for dementia care. Training is now required for home care employees serving in housing with services with assisted living or with special dementia care programs as well as for housing managers. HCALP surveyors have been providing dementia training bulletins to providers upon entrance to surveys. Find the links for the bulletins here: [Information Bulletins for Dementia Care Training](#).

Survey Updates (Jonathan Hill)

Mr. Hill continued on to discuss common correction orders issued on comprehensive and basic home care surveys. The top three orders issued on comprehensive surveys were Contents of Service Plan, Individualized Treatment/Therapy Management Plan, and TB Prevention and Control issued on 72%, 60%, and 60% of surveys, respectively. The top three orders issued on basic surveys were Individual Abuse Prevention Plan, TB Prevention and Control, Contents of Service Plan issued on 92%, 92% and 75%, respectively. Orders were issued for services plans that contained some, but not all required elements in one document. Requirements of service plans are listed in Minnesota statutes [144A.4791](#). Orders are often issued for TB Prevention and Control Plans when providers fail to include completed TB risk assessments, proper documentation of supervisory responsibility for the control program, written infection control procedures, documentation for initial and ongoing TB-related training, screening for TB symptoms, and the two-step skin test for new staff. Mr. Hill discussed each of the top ten correction orders for both license types, detailing the primary reasons why the orders are issued. Both lists can be found on the [HCALP web site](#).

Licensing Updates (Lari Anne Mazzitello)

Ms. Mazzitello discussed the number of home care licenses that the program manages each year and monthly. Of the approximately 1,430 providers licensed at this time: 8% are new, temporary licenses; 13% are federally Medicare certified comprehensive licenses; and 71% are state-only licenses. Additionally, there are over 110 home management registrations and 16 integrated licenses. Each month, an average of 125 license renewals are processed with as

many as 185 processed in August. Over the past 3 years, initial licenses have increased from 48 to 116 per year; 100 change of ownership applications have been granted, and approximately 250 temporary licenses were granted.

Home Care Issues from the Council (Cathy Griffin)

Ms. Griffin asked the advisory council and MDH staff to identify top issues facing the home care community. The group brainstormed and came up with a list of priority issues affecting home care. The top three issues concerning the home care community were staffing issues, continuing to review and make recommendations to reduce the frequently cited correction orders, and increasing public awareness of provider responsibilities and consumer expectations regarding home care. Additional issues identified included the process to transition client care when required after a survey, improving the overall quality of care on an ongoing basis, the Uniform Consumer Information Guide, improving the process of informing consumers about the results of investigations, and making the home care website more useful to all Minnesotans.

All Payers Claims Database (Cindy Vargas)

Ms. Vargas defined the All Payers Claims Database (APCD) and provided additional information about the database. The council may recommend studies to the commissioner and recommendations will be considered based on the priorities outlined by the commissioner and the APCD team. Priorities include studies that address key policy information gaps, highlight opportunities for obtaining greater efficiencies, can be meaningfully conducted with claims data and use established research methods, and can be done in a reasonably brief time. There is no funding for studies within the HCALP budget. However, the advisory council could recommend a legislative appropriation to use special revenue funds for this purpose. Alternatively, the legislature could direct that a study be conducted. (This would need an author and legislative interest.)

Ms. Vargas noted that the APCD does not track private pay and long term care services, which are a significant share of home care services provided. She explained that for those services that are reported to the database they are tracked by type of service, place of service, service location zip code, client zip code, and provider type. Any recommendations for studies would need to consider the limitations of the database relative to home care services.

Remaining FY 17 HCALP Advisory Council Meetings:

Mar 6, 2017	at 2-4 p.m.	Orville L. Freeman Bldg
Jun 5, 2017	at 2-4 p.m.	Orville L. Freeman Bldg