



# Home Care & Assisted Living Program Advisory Council Meeting

June 10, 2024

1:00 p.m. – 3:30 p.m.

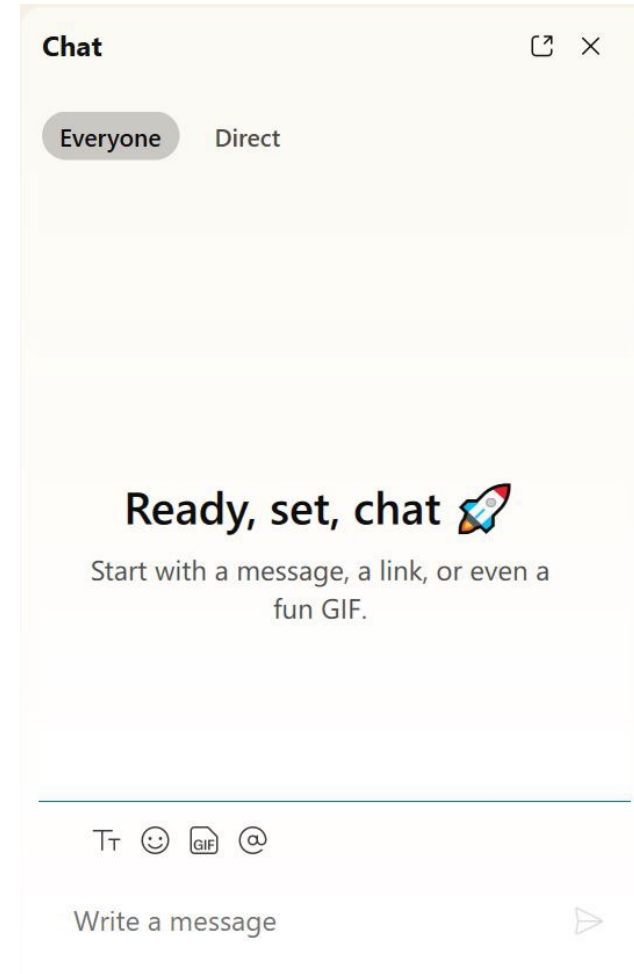
# Meeting Agenda

- Welcome to New Council Member
- Collaborative Systems Change – Systemic Mapping Outcomes for Tuberculosis and Individual Abuse Prevention Plan Regulations
- 2024 Council Recommendations to the Commissioner Discussion



# Meeting Details

- WebEx Participants will be muted.
- Questions may be asked via the WebEx chat.
- Use the “Everyone” tab to send in questions or comments. “Direct” questions or comments can be missed.
- We will attempt to answer as many questions as we can.



# Advisory Council Updates

## Welcome New Advisory Council Members!

- Jacob A. Gayle, PhD
  - Past or Current Assisted Living Residents





# Planning and Partnerships: Collaborative Systems Change

Catherine Lloyd | Manager, Planning and Partnerships

- Collaborative Systems Change Program Overview/Process
- 2023 Systemic Mapping Topics and Takeaways
- Workplan for Change Implementation
- 2024 Study Topics: Current and New

# Collaborative Systems Change: Background

## 2021

- MDH/HRD in step with DHS, Disability Services and Child Protection, hired **Collaborative Safety LLC**, to learn about their unique model of safety science. HRD coordinated training events for MDH Executive leaders, HRD staff, partners and providers.

## 2022 – 2023

- Implemented the Systemic Critical Incident Review (SCIR) model and systemic mapping. Trained safety analysts, offered leadership labs, and advanced practical training.
- Conducted 10 systemic mapping sessions: TB prevention and control and Individual Abuse Prevention Plans.

## 2024 Program

- Evaluating what we learned from the systemic mappings, analyzing trends and takeaways, and brainstorming possible solutions to improve compliance, and outcomes for providers, their staff and consumers.
- Identifying new areas of compliance to study.

# What is Collaborative Systems Change?

- Create space for collaborative learning.
- “Take off the regulator hat”.
- Listen without judgment or blame.
- Be open to all voices/roles/position.
- Reveal how systems influences decisions.
- Understand complexities.
- Seek ideas for improvements.
- Move towards health/racial justice.
- Improve compliance and prevent violations.





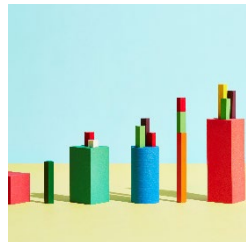
## Plan & prepare for systemic mappings

- Train safety analysts.
- Evaluate trends in correction orders.
- Seek feedback from providers, partners, agencies, and advocates.



## Collaborate with key agency leadership

- Share key takeaways with external partners and providers, seek input.
- Develop a workplan.
- Track results and measure change.



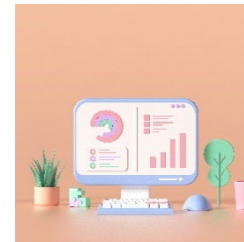
## Conduct systemic incident review and mapping sessions to identify systemic barriers

- Recruit and orient providers, partners, advocates in system mappings process, concepts, and language.
- Create a shared learning and safe environment with a mapping team.



## Write a narrative about what we learned during the mapping process & key takeaways

- Evaluate narratives for themes.
- Identify key takeaways.
- Obtain feedback from internal HRD team.



# The Acci-Map Approach to Systemic Analysis

- **Multi-tier approach** to understand barriers to compliance.
- **Identify areas of study** and recruit volunteer providers.
  - What do we want to learn about?
  - What are the barriers to compliance?
  - What are we seeing in correction orders, during evaluations?
  - What do participating providers, partners, and advocates suggest we study?
  - What is the “second story”? What can’t we? What is under the iceberg?
- **Recruit providers** - assisted living, home care, and in 2024, skilled nursing.

# Prepare and Plan Systemic Mapping

- **Meet with frontline staff** who volunteer to share their barriers/perceptions.
- **Develop a learning point** for the study.
  - Focus for the systemic mapping process.
  - Policy or practice deviation, or other areas of practice that benefit from study.
- **Safety Analyst** reviews learning point and information from the staff conversations to facilitate the mapping process.
- **Mindful of using open ended questions**, no blame approach to understand what influences decisions.

# Key to Systems Mapping: Collaborative Learning Model

- **What influences a decision**, action or creates a barrier to compliance?
  - Listen to the perspectives of providers, their frontline staff, partner agencies, consumer advocates, regulators, and the ombudsman.
  - Take off the natural inclinations to find a solution or look for the red flag.
  - Seek ways to follow the influences throughout the system.
  - Be open to how culture, profession, lived experiences, education and role impacts us.
  - Create the space for psychological safety – people are open to express ideas, perceptions, and influences.
  - Mapping space is about shared, or collaborative learning, not solutions or fixes.

# Role of Systemic Mapping Team (1/4)

- **Identify Human Factors:** Influences directly related to the learning point. Processes, conditions or actions of staff making the decision.
  - What influences local rationality?
  - What is the focus of attention
  - Are there goal conflicts?
  - How do staff prioritize tasks?
  - Knowledge and training?
  - Judgement or assessment of a situation or client condition?

# Role of Systemic Mapping Team (2/4)

- **Identify Conditional Factors:** The environment in which work is carried out and that contributes to worker assessments and decisions (i.e., the provider).
  - What is the level of staffing?
  - Is there clear delegation of authority and roles?
  - How do staff prioritize tasks?
  - Do staff have access to resources, tools and training?
  - Is there supervisory support?
  - How do workers interpret policy?
  - How do staff interpret the needs/behaviors of clients/residents?

# Role of Systemic Mapping Team (3/4)

- **Identify Conditional Factors:** External to provider yet influences decisions/actions of the organization.
  - Client/resident access to clinics and medical providers.
  - Coordination of and access to medical records from hospitals/clinics.
  - Worker access to occupational health or clinical facilities for screening.
  - Norms of work (hours, working conditions, wages at competing businesses).
  - Access to transportation, or issues related to rural, metro, suburbs.
  - Budget allocation or regional policies (corporate).
  - MDH survey, evaluations, or enforcement directives.

# Role of Systemic Mapping Team (4/4)

- **Identify Control Factors:** Government and regulatory bodies or other influencing factors that control the organization.
  - Statutory requirements.
  - State and Federal regulations and rules.
  - Funding mechanisms.
  - Reimbursement rates.
  - Multiple jurisdictions with control over provider decisions.
  - Sources of information (websites, statutes, rules, guidelines).
  - Enforcement actions/courts.



# Emerging Trends and Action Planning

- **After the systemic mapping**
  - Write a narrative description of what we learned.
  - Identify the prevailing themes.
  - Summarize the takeaways, or the issues that emerged from the mapping sessions.
  - Brainstorm ideas for action.
  - Obtain feedback from multiple sources.
  - Create and execute a workplan for addressing both technical and adaptive change.

# 2022-2023 Takeaways: IAPP

- **Conducted five mappings:** Individual Abuse Prevention Plan (IAPP).
- **Confusion about the statutory and regulatory requirements** for the development of an individual abuse prevention plan and intervention strategies.
  - Volume of instructional material on MDH website and statutory requirements.
  - Resident/client vulnerabilities not known at the time of referral.
  - Primary focus of attention is with clients/residents at higher risk of vulnerability.
  - Subtle changes in a client's condition may be missed between assessments.
  - Varying interpretations of "vulnerable".
  - Challenges and competing demands faced by staff, including RNs.

# 2022-2023 Takeaways: TB Prevention and Control

- **Conducted five systemic mappings:** Tuberculosis Prevention & Control.
- **Confusion about which statutory requirements,** federal regulations, or TB manuals to follow.
  - Lack of clarity surrounding the use of prior negative or non-active TB tests for new staff.
  - Variations in the types and efficiency of procedures.
  - Complexities around who can read a TB skin test – scope of practice.
  - Variations in how TB testing costs are managed.
  - Smaller providers lack access to organizational memberships/mentorship.

# Change Implementation Workplan

- Change Management Workplan for TB and IAPP Takeaways Process
  - Establish goals
  - Workgroup membership
  - Estimated Timeline
  - Next Steps

# Topics of Interest Survey: 2024 Systemic Mappings

- **2024 Study topic: Bedrails/siderails and entrapment risk**
  - **Assisted living facilities**
- **Future studies may include:**
  - Service plans
  - Prescription drugs
  - Infection control and prevention
  - Emergency preparedness and response (ALF)
  - Elopement/exit-seeking
  - Falls from mechanical lifts



# 2024-2026 CDC Funding

- Applied and received CDC funds to expand program
  - Expand systemic mapping review model in long term care.
  - Study and understand barriers in complying with disease prevention, management, reporting and analysis.
    - COVID-19 and other coronavirus and infectious diseases
    - Long term care facilities, assisted living, and home care
  - Two-year grant period: August 2024 through July 2026
- In the process of developing the workplan and staffing.

# Provider Recruitment for Systemic Mappings

- Communicating study topics to assisted living providers
  - May 31 - Gov delivery and links to register for systemic mapping session
  - Coordinate and plan mapping teams
  - Safety analysts to hold conversations and develop case study and learning point
  - Recruit additional providers to learn their perspectives and process
  - Seek input from provider organizations, advocates, ombuds and other agencies
- Goal
  - Start systemic mappings by the end of June, early July.
- Interested providers contact [Catherine.Lloyd@state.mn.us](mailto:Catherine.Lloyd@state.mn.us) or [Liachia.Thao@state.mn.us](mailto:Liachia.Thao@state.mn.us)

- Questions?
- Feedback?
- Contract [Catherine.Lloyd@state.mn.us](mailto:Catherine.Lloyd@state.mn.us) if you are interested:
  - TB or IAPP Change Implementation Workplan
  - Systemic Mapping Team: Bedrails/siderails in assisted living facilities
  - COVID-19 and other infectious disease prevention, control, reporting in LTC, AL, HC



# Thank You!

[Catherine.Lloyd@state.mn.us](mailto:Catherine.Lloyd@state.mn.us)

651-201-3706 | 651-417-1592

# 2024 Council Recommendations to the Commissioner



# Future 2024 Council Meeting Calendar

- September 9, 2024
- December 9, 2024



# Thank You!

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