Minnesota Nursing Home Quality:
Focus on the
MN Nursing Home Report Card

Valerie Cooke, Division Director
Nursing Facility Rates and Policy
The Case for Quality

• Minnesota pays about $1 billion/year for NH care (Medicaid)

• The state in its role as purchaser and regulator is committed to value

• Quality strategy is a 3-legged stool
MN’s Approach for Accomplishing Quality Goals in Care Centers

**Quality Measurement**

- Excellent
- Good
- Average
- Poor

**Financial Incentives**

MN Nursing Home Report Card
http://nhreportcard.dhs.mn.gov

**Public Disclosure**
Valid Measures are the Foundation

- Evidence that the measures are reliable and valid
- Relevant to current practices
- Adjusted to level the playing field
- Vetted with stakeholders from multiple perspectives
MN Quality Measures

- State Inspection Results
- Hours of Direct Care
- Staff Retention
- Temp Staff Agency Use
- Proportion of Beds in Single Rooms

Risk-adjusted Quality Indicators (MDS-based)
  Plus re-hospitalization and community discharge measures
Resident Quality of Life
  Plus short-stay post discharge survey and family satisfaction survey

Primary Measures used for Performance-Incentive Payment Programs
MN Pay for Performance Today

- **Performance – Incentive Payment Program (PIPP)**
  - Provides resources up front to embark on quality improvement activities

- **Quality Improvement Incentive Payment (QIIP)**
  - Rewards quality improvement with a bonus

- **Value Based Reimbursement (VBR)**
  - Rewards high performance
  - Sets care-related limits based on quality score
What online quality resources are available to consumers?

- At least 38 state governments host websites on nursing home quality
- National non-profit sites include CMS Nursing Home Compare and others
- For profit sites are in abundance and heavily advertised
- Researchers, consumers and providers are concerned much of this information isn’t a valid or accurate picture of quality
MN NH Report Card Tour:
Users can search by location or NH name

Search For Nursing Homes

Location
Select Nursing Homes within _____ miles of this Minnesota city or zip code: ____________

AND

Quality
List facilities ranked by quality measures important to me:
(Click Here to Skip Priorities and List Facilities Alphabetically)

My most important quality measure is: ________________
My second most important quality measure is: ________________
My third most important quality measure is: ________________

Click to See Your List

OR

Select Nursing Homes By Name

Choose one or more facilities from the list:
- Select a Facility
- Adams Health Care Center
- Alberton Home
- Acosta Health Care Center
- Atkinson Health Services
- Andrew Residence
- Annandale Care Center
- Anoka Rehab & Living Center

To select one facility: Click on the facility name, then click the 'Go' button.

To select more than one facility: Hold down the 'Ctrl' key as you click on each facility name, then click the 'Go' button.
Users can search for NHs by their own quality priorities.

<table>
<thead>
<tr>
<th>Facility</th>
<th>City</th>
<th>(Priority 1) MN Quality Indicators</th>
<th>(Priority 2) Resident Quality of Life</th>
<th>(Priority 3) Family Satisfaction Survey</th>
<th>State Inspection Results</th>
<th>Hours of Direct Care</th>
<th>Staff Retention</th>
<th>Temp Staff Agency Use</th>
<th>Proportion of Beds in Single Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Residence</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Birchwood Care Home</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Hayes Residence</td>
<td>Saint Paul</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Grondalot Village Care Center</td>
<td>St Paul</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
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<td>★★★★★★</td>
</tr>
<tr>
<td>Lyngblomsten Care Center</td>
<td>Saint Paul</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Redemer Residence Inc</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Highland Chateau HCC</td>
<td>Saint Paul</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
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<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
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<tr>
<td>Mount Oblat Home</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
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<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Catholic Eldercare On Main</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>St Anthony Park Home</td>
<td>Saint Paul</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Benedictine Health Ctr Of Mpls</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
<tr>
<td>Grand Ave Rest Home</td>
<td>Minneapolis</td>
<td>★★★★★★</td>
<td>n/a</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
<td>★★★★★★</td>
</tr>
</tbody>
</table>
Priority formula:

• Step 1: select all NHs in user’s preferred radius

• Step 2: give each NH a score based on the user’s three priorities...
  
  Number of stars for the 1\textsuperscript{st} measure X 4
  
  Plus number of stars for the 2\textsuperscript{nd} measure X 3
  
  Plus number of stars for the 3\textsuperscript{rd} measure X 2

• Step 3: sort the NH list by this score

• Step 4: sort ties by the total stars on the remaining four measures

• Step 5: list remaining tied NHs alphabetically
Clicking the Map tab shows NHs in the chosen area – driving distance is important to many consumers.

Displayed on the Map:
24 facilities within 5 miles of Minneapolis, MN 55406

(Click on a dot for more information about the facility)

If the map is not functioning correctly, please click here to reload the map.
Clicking a NH’s link shows 5+ years of quality trends

Andrew Residence
1215 South 9th Street  Minneapolis, MN  55404  (612)333-0111

<table>
<thead>
<tr>
<th>Report Card Date</th>
<th>(Priority 1) MN Clinical Quality Indicators</th>
<th>(Priority 2) Resident Quality of Life</th>
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<th>State Inspection Results</th>
<th>Hours of Direct Care</th>
<th>Staff Retention</th>
<th>Temp Staff Agency Use</th>
<th>Proportion of Beds in Single Rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Minnesota Average)</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>(Most Recent) 06/15/2018</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>04/01/2018</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>12/15/2017</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>09/15/2017</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>11/22/2016</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>10/21/2015</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>10/03/2014</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>09/16/2013</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
<tr>
<td>(Oldest) 10/15/2012</td>
<td>★★★</td>
<td>★★★</td>
<td>n/a</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
<td>★★★</td>
</tr>
</tbody>
</table>

Measure is Updated: Quarterly Yearly Yearly Quarterly Yearly Yearly Yearly Yearly Quarterly
Clicking the “#” link shows the scores behind the stars

### Andrew Residence

1215 South 9th Street, Minneapolis, MN 55404, (612)333-0111

#### Report Card History

<table>
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<tr>
<th>Report Card Date</th>
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</tr>
</thead>
<tbody>
<tr>
<td>(Minnesota Average)</td>
<td>*** 63.6</td>
<td>*** 80.9</td>
<td>*** 75.5</td>
<td>★★★★ 81.2</td>
<td>★★★★ 6.1</td>
<td>★★★★ 67.4 %</td>
<td>★★★★ 2.0 %</td>
<td>★★★★ 57.0 %</td>
</tr>
<tr>
<td>(Most Recent)</td>
<td>★★★★ 72.7</td>
<td>★★★★ 87.1</td>
<td>★★★★ 85.5</td>
<td>★★★★ 100.0</td>
<td>★★★★ 7.4</td>
<td>★★★★ 79.6 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>06/15/2018</td>
<td>★★★★ 73.6</td>
<td>★★★★ 87.4</td>
<td>★★★★ 85.5</td>
<td>★★★★ 100.0</td>
<td>★★★★ 6.1</td>
<td>★★★★ 81.6 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>12/15/2017</td>
<td>★★★★ 70.6</td>
<td>★★★★ 86.5</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 6.1</td>
<td>★★★★ 81.6 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>09/15/2017</td>
<td>★★★★ 65.6</td>
<td>★★★★ 86.5</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 6.1</td>
<td>★★★★ 81.6 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>11/22/2016</td>
<td>★★★★ 69.8</td>
<td>★★★★ 86.3</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 5.9</td>
<td>★★★★ 78.9 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>10/21/2015</td>
<td>★★★★ 70.1</td>
<td>★★★★ 85.9</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 5.8</td>
<td>★★★★ 75.6 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>10/03/2014</td>
<td>★★★★ 77.8</td>
<td>★★★★ 86.7</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 5.9</td>
<td>★★★★ 72.3 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
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<td>09/16/2013</td>
<td>★★★★ 77.5</td>
<td>★★★★ 86.5</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 5.8</td>
<td>★★★★ 76.5 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
<tr>
<td>(Oldest) 10/15/2012</td>
<td>★★★★ 67.4</td>
<td>★★★★ 85.4</td>
<td>n/a</td>
<td>★★★★ 100.0</td>
<td>★★★★ 5.3</td>
<td>★★★★ 83.5 %</td>
<td>★★★★ 0.0 %</td>
<td>★★★★ 0.0 %</td>
</tr>
</tbody>
</table>

Measure is Updated: Quarterly, Yearly, Yearly, Quarterly, Yearly, Yearly, Yearly, Quarterly
Users can get details on quality of life, care, family satisfaction, health inspections and cost per day.

<table>
<thead>
<tr>
<th>Date</th>
<th>Facility</th>
<th>State</th>
<th>Quality of Life</th>
<th>Care</th>
<th>Family Satisfaction</th>
<th>Overall Percent Positive</th>
<th>Facility rank (#1 is best)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/21/2015</td>
<td>70.1</td>
<td>n/a</td>
<td>85.9</td>
<td>n/a</td>
<td>n/a</td>
<td>100.0</td>
<td>4 of 358</td>
</tr>
<tr>
<td>10/03/2014</td>
<td>77.8</td>
<td>n/a</td>
<td>86.7</td>
<td>n/a</td>
<td>n/a</td>
<td>100.0</td>
<td>5.8</td>
</tr>
<tr>
<td>09/16/2013</td>
<td>77.5</td>
<td>n/a</td>
<td>86.5</td>
<td>n/a</td>
<td>n/a</td>
<td>100.0</td>
<td>75.6 %</td>
</tr>
<tr>
<td>(Oldest)</td>
<td>10/15/2012</td>
<td>67.4</td>
<td>85.4</td>
<td>n/a</td>
<td>n/a</td>
<td>100.0</td>
<td>0.0 %</td>
</tr>
</tbody>
</table>

Measure is Updated: Quarterly Yearly Yearly Yearly Yearly Quarterly

Click to see details of MN Quality Indicators
Click to see details of Resident Quality of Life
Click to see details of Family Satisfaction Survey
Click for more Facility Information - Including Health Survey Inspection Findings (This link opens a new window and takes you to the MN Dept. of Health website)

( Hide the Resident Quality of Life - Details table )

Resident Quality Of Life - Details

<table>
<thead>
<tr>
<th>Domains</th>
<th>Facility</th>
<th>State</th>
<th>Facility rank (#1 is best)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Percent Positive</td>
<td>87.1%</td>
<td>80.9%</td>
<td>4 of 358</td>
</tr>
<tr>
<td>Meaningful Activities</td>
<td>88.1%</td>
<td>78.5%</td>
<td>3 of 358</td>
</tr>
<tr>
<td>Food Enjoyment</td>
<td>91.3%</td>
<td>81.3%</td>
<td>6 of 358</td>
</tr>
<tr>
<td>Environment</td>
<td>89.4%</td>
<td>89.6%</td>
<td>191 of 358</td>
</tr>
<tr>
<td>Dignity</td>
<td>95.8%</td>
<td>95.6%</td>
<td>176.5 of 358</td>
</tr>
<tr>
<td>Autonomy</td>
<td>84.4%</td>
<td>85.4%</td>
<td>213 of 358</td>
</tr>
<tr>
<td>Relationships</td>
<td>86.5%</td>
<td>76.3%</td>
<td>1 of 358</td>
</tr>
<tr>
<td>Caregiving</td>
<td>88.4%</td>
<td>82.7%</td>
<td>40 of 358</td>
</tr>
<tr>
<td>Mood</td>
<td>73.7%</td>
<td>71.1%</td>
<td>96 of 358</td>
</tr>
</tbody>
</table>
Where does this data come from?

• Resident quality of life ratings – 10,000 face-to-face interviews

• Family satisfaction – 10,000 mailed surveys

• MN clinical quality indicators – 150,000 resident assessments required by CMS

• Hours of direct care, staff retention, temporary staffing agency use – facility cost reporting for Medicaid

• Proportion of single rooms – Facility reporting to DHS when changes are made

• State inspection results – 2-year Health Department annual and 1-year complaint investigations
How often is this quality info updated?

- Resident quality of life interviews – annually
- Family satisfaction survey – annually
- Clinical quality indicators – quarterly
- Hours of direct care – annually
- Direct care staff retention – annually
- Temporary staff use – annually
- Proportion of single rooms – quarterly
- State inspection results – quarterly
The Report Card is the product of almost 20 years of development and experience

- 2000 – State LTC Task Force suggests focus
- 2001 – MN legislature calls for Quality Profile
- 2002 – UMN and other consultants begin work with state staff on measure development and stakeholder engagement
- 2004 – Governor calls for Report Card website
- January 20, 2006 – Report Card goes live with front-page coverage in the local news
How did the state select the quality measures?

• State staff, consultants and stakeholders identified topics of interest to likely report card users
• Focus on outcome measures
• Minimize nursing home reporting burden
• Be aware of and minimize competing incentives
• Valid and reliable
• Actionable
• All measures were initially controversial
Who is “responsible” for the Report Card?

• Evidence-based: Developed with initial and ongoing input from researchers (UMN, Indiana U, Purdue, Scripps)

• Collaborative: MN Depts of Human Services ($) and Health (regs)

• In-house: Site built, maintained and updated by state staff
Challenges and pitfalls

- Project champions essential
- Labor intensive – 1-2 FTEs plus recurring contract work
- Keeping content relevant to practice and consumer preferences
- Perennial concern about interviewing people with cognitive or other impairments (e.g. mental illness)
- The “Goldilocks” challenge of data presentation
- Hard “sell” – nursing home staff the heaviest users and we would like much more use from prospective residents/families and professionals such as discharge planners/case managers as well
Use has been steady as industry has shrunk.
Successes

• Committed, inspirational leadership

• Trust and buy in from industry; anecdotal testimonials from consumers

• CMS and other states adopting Report Card features (e.g. risk adjustment, consumer surveys, broader and more valid measures of staffing); research has found consumers want these features¹

• MN and NY only states with “A” grades for their nursing home websites from the Informed Patient Institute

• Nursing home quality has steadily improved

• Total cost to produce site only about 0.1% of MN nursing home budget

Clinical quality – a main focus of DHS P4P – has steadily improved. 21-QI score up 3% average each year since 2011 baseline.
NHs who focus on improving resident quality of life can help raise the whole state.
What are we doing next?

• Splitting the site into short-stay and long-stay “paths”
• Adding new measures
  • Short stay experience survey results
  • Hospitalization
  • Community discharge
• Continuing to update other measures as practice and priorities evolve (e.g. MN is over 90% free of physical restraints)
Contact us!

http://nhreportcard.dhs.mn.gov/

Teresa Lewis, LTC Senior Research Associate
teresa.lewis@state.mn.us or 651-431-4208