

# Minnesota Assisted Living Report Card Fact Sheet

Updated March 29, 2024

This fact sheet answers questions you may have about the Minnesota assisted living report card. The report card includes important information on all licensed assisted living communities across Minnesota.

## Overview and purpose

### *What is the purpose of the assisted living report card?*

The Minnesota Board on Aging (MBA) and Department of Human Services (DHS), collaborating with the Minnesota Department of Health (MDH), Minnesota IT Services (MNIT), Vital Research, and the University of Minnesota created the site to help you compare assisted living in important areas of quality:

- Resident quality of life
- Family satisfaction
- Resident Health
- Safety
- Staffing

### *What are some helpful features of the assisted living report card?*

- Multiple ways to search for assisted living communities
  - By provider
  - By quality performance
  - By city or Zip code
  - On a map
- Side-by-side assisted living comparisons
- Quality information for each community
- Print or save an Excel file for any page

Assisted living communities receive between one to five stars on the quality measures. You can view lists of communities in the area of the state in which you are looking for assisted

living. You can also sort your assisted living community list by what quality measure(s) are most important to you.

The Minnesota assisted living report card is state of the art. It shares valuable information in a way that is easy to understand and that compares assisted living communities fairly.

### *Is this the only information I need when choosing an assisted living community?*

This report card alone should not be the only information you use when choosing assisted living. You should also visit the assisted living communities you are considering, and talk with friends, family and staff members of the community before making a final decision.

The **Get Help** link at the top of the report card includes more information you may find helpful in choosing an assisted living.

### *Can this report card help me find information on the quality of independent living communities?*

The report card publishes quality ratings on all licensed assisted living communities in Minnesota; however, many licensed assisted living communities also serve residents who live independently. Someone looking to live independently at a licensed assisted living community may find our quality ratings informative.

### *How does the report card affect overall quality in Minnesota's assisted living communities?*

In addition to providing information to help consumers choose assisted living, the report card promotes a high standard of quality as

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communities strive to get the best scores possible.

The state works to improve assisted living quality through unannounced inspections and free advocacy services. The state does not directly reward or punish communities on the report card results. Rather, it publishes this information to better inform people needing care, assisted living providers, referral agents and the public.

### ***Is there a report card for nursing homes?***

The state provides a similar report card for nursing homes, which offer a higher level of nursing and professional staff support than assisted living. You can access the Minnesota Nursing Home Report Card by visiting <https://nhreportcard.dhs.mn.gov/>.

### ***How is the assisted living report card different from other websites that offer reviews and ratings of assisted living?***

Report card ratings are built from surveys administered to assisted living residents and their family members, as well as from the results of state inspections. These ratings are evidence based and have been designed by researchers at the University of Minnesota with input from multiple state agencies and community partners. They reflect the key aspects of assisted living quality that matter most to Minnesotans, based on a state-wide survey and other input. The assisted living report card is free to use and participation is mandatory for all licensed assisted living communities in Minnesota.

### ***Why are multiple state agencies involved?***

The Minnesota Department of Health licenses assisted living communities and enforces assisted living quality. The Minnesota Department of Human Services purchases assisted living services through public

Medicaid waiver programs. Both departments share a common goal to help providers improve quality. Better information helps to promote safer, higher quality, more efficient care for everyone.

### **Using the report card**

#### ***What does it mean when quality information is missing for an assisted living?***

If information is missing on the report card, the assisted living has not been open long enough to collect the information, has refused to participate in statewide surveys, could not get enough responses on statewide surveys to report reliable scores and/or is too small to report reliable scores. For more information, contact the assisted living community or the Department of Human Services at [dhs.aasd.hcbs@state.mn.us](mailto:dhs.aasd.hcbs@state.mn.us).

#### ***How do I get help or share concerns?***

Please click the **Contact Us** link at the top of each page to ask questions, share concerns, or offer suggestions about the report card. To get help with navigating the website, please click on the **Get Help** link at the top of each page.

#### ***Where can I find information on the assisted living community's amenities and services?***

Users can find information on a community's amenities and services by searching for the community's profile on [MNHelp.info](http://MNHelp.info) or by calling the Senior LinkAge Line at 1-800-333-2433.

#### ***Where can I find information about the cost of assisted living?***

General information about the average cost of assisted living is available from a variety of sources. Cost information about a specific assisted living community can be requested from the community directly.

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### ***How can I get more information about assisted living quality?***

Visit the assisted living communities you are considering, observe the care provided, look up the community's profile on the MNHelp website (<https://www.minnesotahelp.info/>), look at state inspection survey and complaint reports ([www.health.state.mn.us](http://www.health.state.mn.us)), talk with people you know who live at different assisted living communities, and/or talk with managers or staff in communities you are considering.

If you have concerns, ask the assisted living community's managers what plans they have for improving their quality.

**To file a formal complaint, contact the Minnesota Adult Abuse Reporting Center at 1-844-880-1574. To request advocacy services, contact the Minnesota Office of the Ombudsman for Long-Term Care at 1-800-657-3591.**

### **About the quality measures**

#### ***How are the ratings calculated?***

Information about how the ratings are calculated can be found in the Assisted Living Report Card Ratings Guide. To access this guide, click on the **Get Help** link at the top of the report card.

#### ***What is the basis for these ratings?***

The Resident Quality of Life and Family Satisfaction ratings come from data collected through surveys conducted by an independent contractor, Vital Research. To see what questions are asked on these surveys, visit [Vital Research's Assisted Living Quality of Life Survey Documents page](#). The Resident Health, Safety, and Staffing measures are based on on-site inspections conducted by MDH. For more information, see the [MDH Assisted Living Licensure webpage](#) or the search [Minnesota](#)

[Assisted Living and Home Care Provider Surveys page](#) for specific provider survey results.

#### ***Which of the quality measures is more important?***

Because people have different priorities about assisted living quality, the report card allows you to select the three measures you feel are most important to you. Based on your preferences, the report card ranks communities within your chosen geographic region, or allows you to skip that step and see information about communities in the area sorted alphabetically.

#### ***If I want to view communities ranked by my most important quality measures, how is the list of communities created?***

The report card selects all communities within your chosen area of the state. It then determines a score for each community based on the three prioritized measures, and sorts the list by that score. The score is determined by giving the most weight to each community's score for your first choice measure, some weight to each community's score for your second choice measure, and the least weight to each community's score for your third choice measure. Any assisted living communities that are tied are listed alphabetically.

#### ***How current is the information?***

The report card is updated regularly. New scores are published for an assisted living when new data is collected. Although data collection and analysis is ongoing, each assisted living community receives new Resident Quality of Life and Family Satisfaction scores approximately once per year and new Resident Health, Safety, and Staffing scores once every two years. On the "Report Card History" section of each assisted living community's page, you can find the date when

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ratings were posted ("Report Date") and the timeframe when data was collected ("Most recent timeframe") for each measure.

### ***Who collects and analyzes the data used to develop quality ratings?***

A great deal of effort goes into making sure independent third parties gather data for the report card consistently. The Resident Quality of Life and Family Satisfaction data is collected by an independent contractor and the Minnesota Department of Health collects the licensing data used for Resident Health, Safety, and Staffing measures through their mandatory state inspections. The data is compiled and scores are calculated by researchers at the University of Minnesota.

### ***If there is an error with a specific rating, will the state correct it?***

If an assisted living or the state discovers an error in their current or past star ratings, the state will correct it as quickly as possible.

### ***Why is assisted living license type included on the report card?***

Knowing an assisted living's license type provides additional context to the community's quality scores. An assisted living with a new license hasn't passed state inspections yet. State inspections take place within one year of getting a new license. Once state inspections are passed, the license is approved. Communities may still provide assisted living services with a new license. A community with an assisted living facility with dementia care license must meet additional standards that may make it more difficult to achieve a higher score on the report card's state inspections measures.

### ***Do all communities with a dementia care license provide memory care?***

No, not all communities with a dementia care license provide memory care. However,

assisted living communities that choose to provide memory care must have a dementia care license and meet additional licensing requirements. Residents experiencing memory loss or with a dementia diagnosis may choose to live in an assisted living with any license type.

### ***Why are many communities missing ratings?***

The report card launched in early 2024 with limited data. In the first round of Resident Quality of Life and Family Satisfaction surveys, roughly one third of communities were asked to participate. In future rounds of surveys, more communities will be asked to participate and will receive Resident Quality of Life and Family Satisfaction ratings. Resident Health, Safety, and Staffing ratings will likely be added in early 2025. These ratings will be added for more assisted living communities regularly after that. New communities may also be added to the report card before they have any data available.

### ***Will more ratings be added over time?***

Yes, as data is collected for more assisted living communities, their ratings will be added. As new ratings are added, report card users will be able to see how communities' ratings have changed over time. Ratings for the Resident Health, Safety, and Staffing measures will also be added in future updates.

### **For more information**

Please contact [dhs.aasd.hcbs@state.mn.us](mailto:dhs.aasd.hcbs@state.mn.us).