

A Decade of Advancing Patient-Centered Care:
The 10th National CAHPS® User Group Meeting



**Session: CAHPS Nursing Home
Survey for Families & AHRQ's
Assisted Living Initiative**

**CAHPS
Assisted Living (AL) Initiative**

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Assisted Living (AL) Initiative



- In 2004, AHRQ's Long-Term Care (LTC) Portfolio established that one of its four goals was to:

"Improve information about services and quality so that consumers can make informed choices about the care they receive."
- AHRQ supported initiative

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Background

- **Assisted Living is the fastest growing segment of the LTC market**
- **Approximately 1 million residents**
- **Non-medical residential setting offering: personal care needs, medication management, meals, recreation, health related services, etc.**
- **Philosophy emphasizes privacy, autonomy, flexible provision of services**
- **Mainly a State focus**

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Background (cont'd)

- **Enormous variation across facilities & states**
- **AL consumer print and video products available**
 - Not sufficient to help consumers choose among facilities
 - States, consumer groups, and provider organizations provide some tools
 - Satisfaction and service instruments not well validated
- **Need improved tools**

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Overall Goals for AL Initiative



- **Improve information for consumers of AL**
- **Develop a tool kit to aid consumers in making informed choices about AL**
- **Assess feasibility of tool kit measuring:**
 - Consumer reports on quality of care
 - Quality of life (QoL) in AL
 - Availability and differentiation of services (including staffing)
 - Co-ordination of services
- **Provide resources for public and private organizations to better inform consumers**

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Update on AL Activities Initiated in 2005



- ❶ **Inventory instruments and tools that could be used in AL**
- ❷ **Assess state efforts at communicating consumer information**
- ❸ **Conduct focus groups of stakeholders**

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1 Purpose of the Instrument Report

- **Identify tools/instruments that could be used in AL facilities to assess:**
 - Consumer reports on quality of care
 - Quality of life (QoL) in AL/RC facilities
 - Availability and differentiation of services (including staffing)
 - Co-ordination of services
- **Report is in final stages; will be posted to the web shortly**

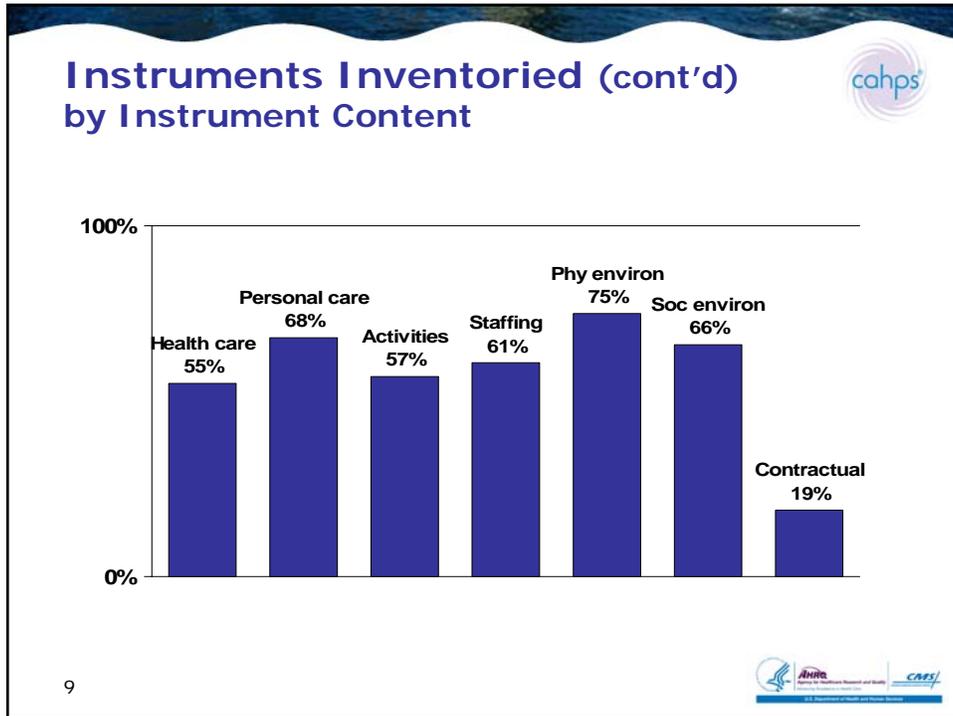
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50+ Instruments Inventoried

by Setting of Care

| Setting of Care | Percentage |
|-----------------------|------------|
| Nursing home | 53% |
| Assisted living | 34% |
| Other LTC residential | 13% |

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- ### Instruments Inventoried (cont'd) Areas Requiring Further Development
- Medication management
 - Care coordination/health care monitoring
 - Specialized care for residents with dementia
 - Patient safety/negotiated risk
 - Resident involvement in care planning & family involvement
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Instruments Inventoried (cont'd) Areas Requiring Further Development



- **Facility staffing issues**
 - Levels of staffing, turnover
 - Knowledge, training, skills
 - Promotion of resident independence, e.g. cueing cognitively impaired residents
- **Contractual/disclosure agreements**

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② State Efforts at Communicating Consumer AL Information



- **Determine how States monitor AL**
- **Determine if and how States communicate differences in facilities to consumers**
- **Identify AL information that is available on state agency Web sites for consumers**

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State Consumer Efforts (cont'd)



- **Report recently completed; to be released on Web**
- **Summary of findings**
 - 42 states provide access to a database or list of licensed facilities
 - 12 post survey findings on state Web site
 - 14 states post a guide to help consumers learn about and choose a AL facility
 - 26 offer information to facility administrators and staff on a state Web site
 - 48 states post licensing regulations

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③ Focus Groups



- **Convene focus groups**
 - AL residents
 - Family members
 - Providers
 - State ombudsman
- **Report in the drafting stage**
- **Public version of findings to be released**

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AL Activities 2006



- Assess tools/lit. from all long term care settings (community and residential)
- Identify gaps and evaluate appropriateness for AL
- Develop integrated plan for tool box development
- Hold Technical Advisory Panel meeting to review plan
- Issue a Call for Measures
- Update plan, as necessary
- Begin tool box development

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AL Initiative Beyond 2006



- Convene stakeholders meeting(s)
- Update plan, as necessary
- Complete tool box development

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