



Assisted Living Provider Survey Results

ASSISTED LIVING WORKGROUP MEETING 3

FEBRUARY 13, 2023



Assisted Living Survey

- ▶ The Assisted Living Survey was distributed to all providers on the OHCQ distribution list
- ▶ All programs were invited to participate
- ▶ The survey was distributed 3 times between December 12, 2022 and January 16, 2023
- ▶ 232 individuals responded (out of 1,504)

	≥10 Beds	≤9 Beds
Count	132	100
Percent	56.9%	43.1%

	≥16 Beds	7-15 Beds	≤6 Beds
Count	82	59	91
Percent	35.3%	25.4%	39.2%



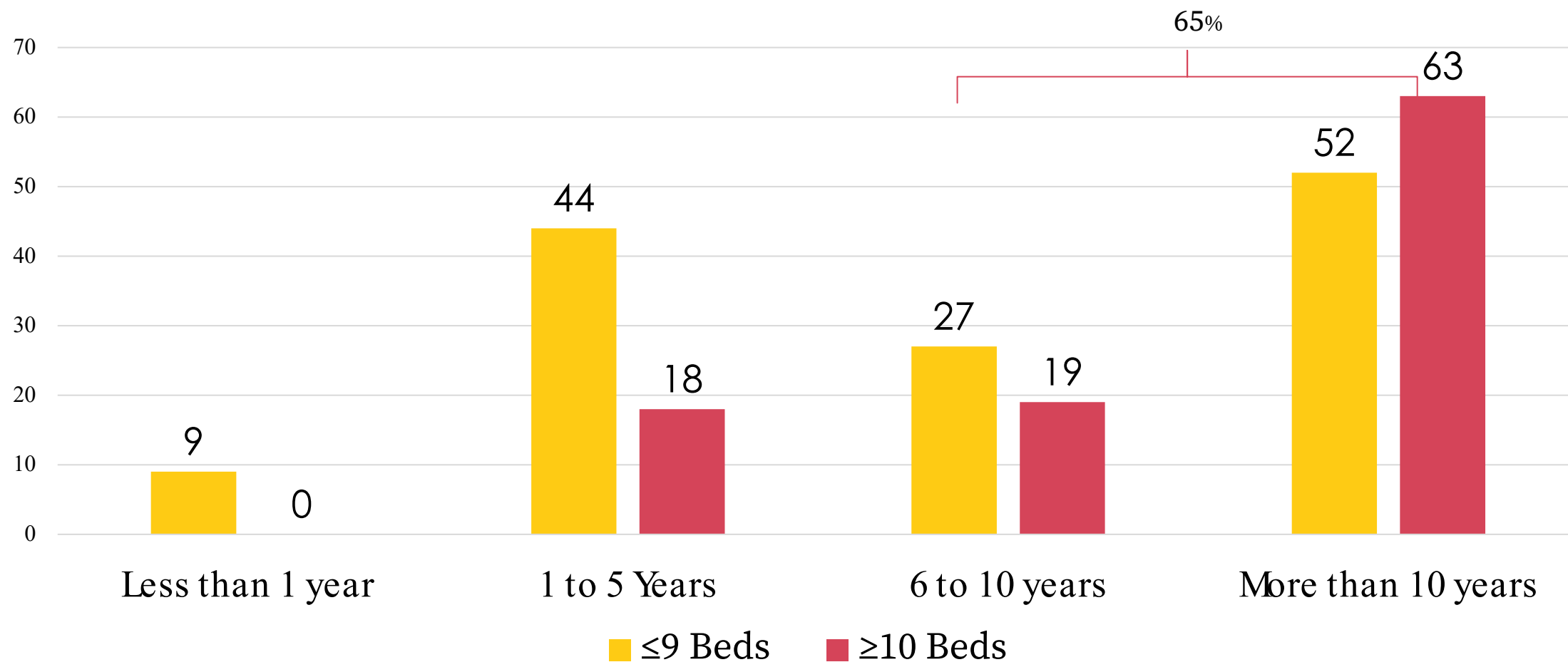
Number of Employees Reported by Size

Smaller programs tend to report fewer employees, both full and part time

	Full Time			Part Time		
	≤ 6 Residents	7-15 Residents	≥ 16 Residents	≤ 6 Residents	7-15 Residents	≥ 16 Residents
≤10 Employees	110	45	9	110	49	33
11-49 Employees	0	4	46	0	0	34
≥50 Employees	0	0	18	0	0	6



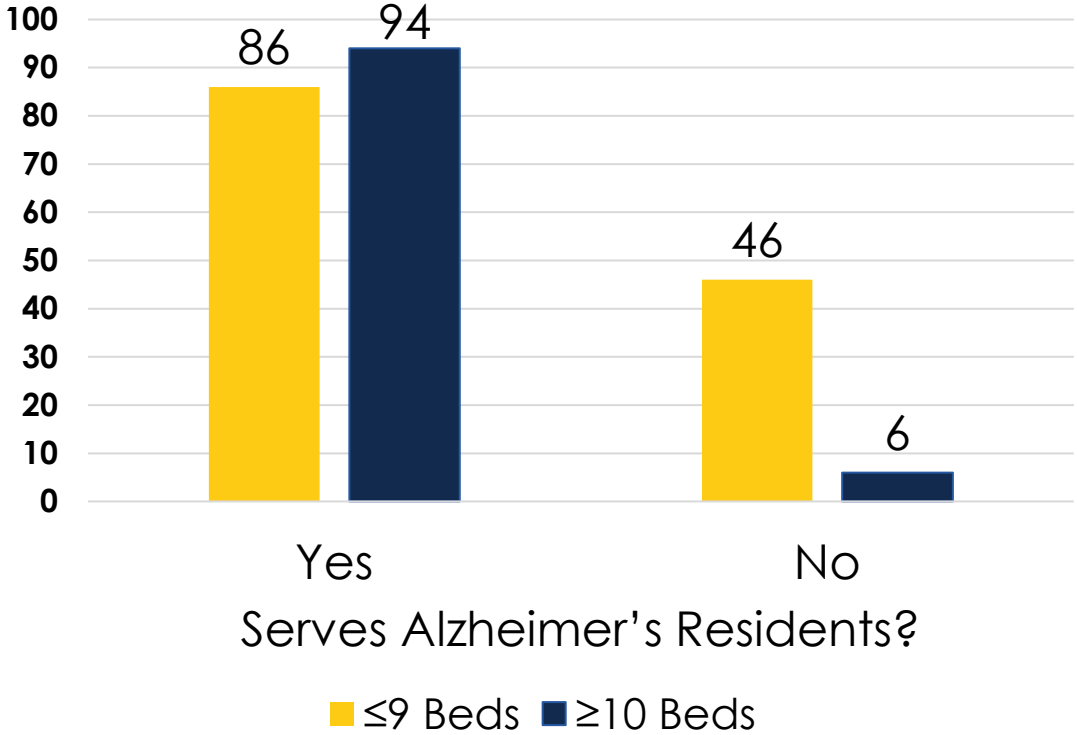
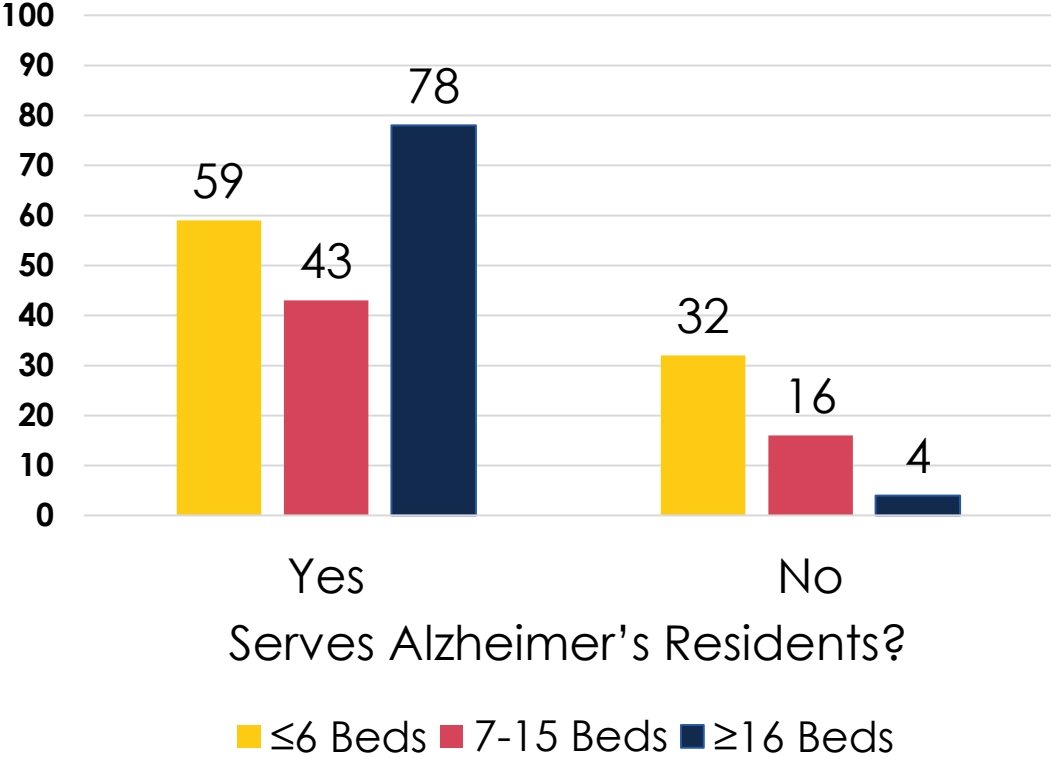
Length of Time in Business





Provides Care to Residents with Alzheimer's

- ▶ 180 (77.6%) stated that they serve residents with Alzheimer's
 - ▶ Of those, 59 (32.8%) stated they have an Alzheimer's Special Care Unit (as described in COMAR 10.07.14.30 approved by OHCQ)





Barriers to Quality Services

- ▶ 65 (28%) said they can provide quality services with no barriers
- ▶ 107 (46.1%) said they experience 1 or 2 barriers to providing quality services
- ▶ 60 (25.9%) said they experience 3 or more barriers to providing quality services
- ▶ **More than 70% of respondents stated they do experience at least 1 barrier.**

Do you experience barriers to providing quality services?	≤9 Beds	≥10 Beds
No. We don't experience barriers	36	29
Yes. 1 or 2 barriers	60	47
Yes. 3+ barriers	36	24



Barriers to Quality Service

Barrier	Count
High inflation and/or supply chain problems	133
Lack of staffing	130
Lack of funds to attract and retain highly trained and educated staff	126
Budgets are not sufficient to cover all necessary services	105
Lack of reimbursement for services	89
High staff turnover	72
Lack of funds for high quality food for residents	51

Barrier	Count
Lack of staff time with residents	26
Lack of regulatory guidance	23
Lack of general training for staff	22
Lack of training in infection prevention and control	12
Problems with infection prevention and control	6
Problems with medication management	2



Barriers to Quality Service-Write-ins

Barrier	Count
More support from state in getting resident referrals	7
Consumers do not want to or cannot pay	5
More support and guidance for COVID and PPE	4
Lack of professional health care specialists (i.e., therapists, pharmacologists, blood draw) or doctors to provide cost effective services to smaller facilities	3
More support from surveyors, state, and providers that is not punitive	3

Barrier	Count
Acquiring a license takes too long	2
Regulations can be burdensome	2
Residents are much sicker upon admission than pre-COVID	2
Managing unrealistic expectations from families and stakeholders	1
Lack of Community Support	1
Staff are asking for too much pay	1



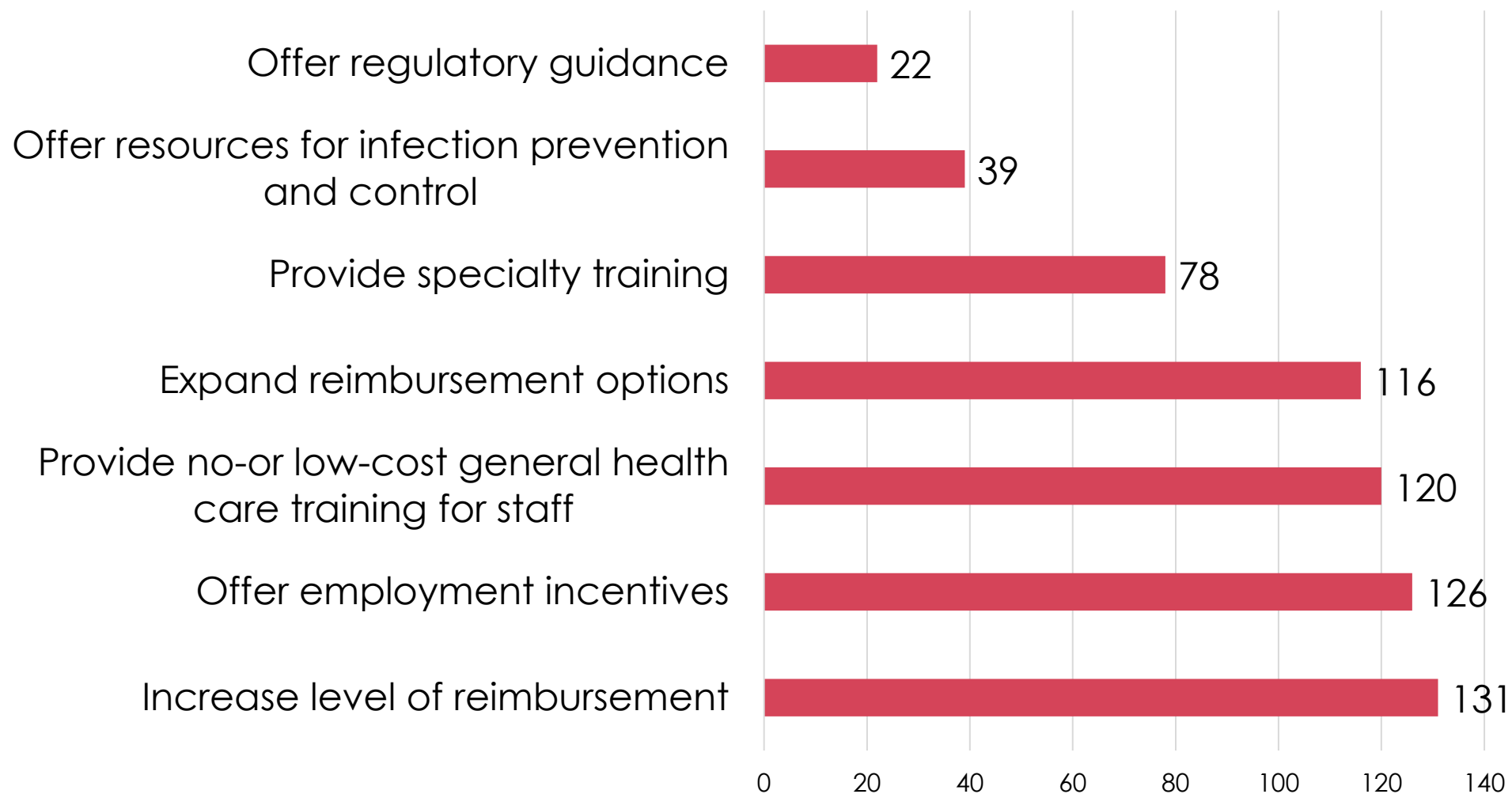
Barriers to Quality Service-Write-ins

Barrier	Count
When a resident is placed with an AL, full information is not always given	1
Unemployment fraud takes up a lot of admin time	1
Lack of industry leadership	1
Difficult to find adequate dementia care	1
Lack of transportation for residents with wheelchairs	1

Barrier	Count
Local hospitals don't understand SNF/AL difference and present inappropriate cases leading to tension in industry	1
Difficult to pay for building upkeep	1
Practitioners improperly fill out forms upon admission	1



How the State Can Help





How the State Can Help-Write-ins

Suggestion	Count	Suggestion	Count
Offer funds or lower cost for building upkeep, supplies, transportation	5	Charge for fewer things (i.e., too many fees)	1
Assist with resident recruitment	3	Offer business training for new providers	1
Provide more information and direction for grants or other funding	3	Offer hospitals incentives for giving referrals	1
Offer regulatory, reimbursement, and assistance training	2	Simplify regulations for smaller facilities	1
Provide affordable healthcare for staff	2	Residents need more activities in the community	1
Allow director of nursing to visit facilities less to save money	1	Offer software that allows ALs to interface with pharmacies to reduce errors	1
Offer food programs for elderly	1	Reimburse ALs when residents are hospitalized	1
Medicaid Waiver program for memory care	1	Regulate referral agencies	1



Conclusions

- ▶ Cost is a primary concern for all assisted living programs to
 - ▶ Maintain facilities
 - ▶ Pay and retain staff
 - ▶ Staff training
 - ▶ Quality services and goods (e.g., food, activities, supplies)
 - ▶ Reimbursement for services (more reimbursement and more types)
- ▶ Programs are struggling to recruit and retain quality staff
- ▶ Programs want assistance in recruiting residents
- ▶ Other than funding, ALs want assistance with information and training
 - ▶ Specialty job training
 - ▶ Infection training/guidance
 - ▶ Training to learn to navigate the regulatory system