



Minnesota Department of Veterans Affairs

MDVA Veteran Suicide Prevention Program
&
Veterans Healthcare Reserve Fund and State
Veterans Home Staffing Report

- Agency at a Glance
- MDVA Veteran Suicide Prevention Program
- Healthcare Reserve & Staffing





Agency Profile

Mission

Serving Minnesota Veterans, their dependents and survivors by connecting them with the federal and state care and benefits they have earned.

What We Do

The Minnesota Department of Veterans Affairs operates Minnesota's five State Veterans Homes and assists Minnesota's 304,000 Veterans and their dependents in securing available benefits and services.

Context

- Four major Program Areas with a variety of services within each area
 - Includes State Veterans Cemeteries in Little Falls, Preston & Duluth
- Five Veterans Homes - Skilled Nursing, Domiciliary, Adult Day Center
- Strong partnerships with USDVA, VSOs, CVSOs, 501c(3)s and private organizations



Agency Presenters

Larry Herke, Commissioner, Minnesota Dept. of Veterans Affairs (MDVA)

Douglas Hughes, Deputy Commissioner, Healthcare Division, MDVA

Paula Newinski, Healthcare Division Quality Director, MDVA

John Powers, Finance Director/CFO, MDVA

Benjamin Johnson, Legislative Director, MDVA



MDVA Veteran Suicide Prevention Program

Problem Statement

How do we reduce Veteran suicide by 20% NLT 2025 while ultimately ending Veteran suicide by 2035?

“Suicide is preventable”

National Strategy (VA)



BLUF - Two Critical Elements

1. Providing Veterans with a sense of purpose
2. Veterans must feel connected to other people



Facts - Death by Suicide

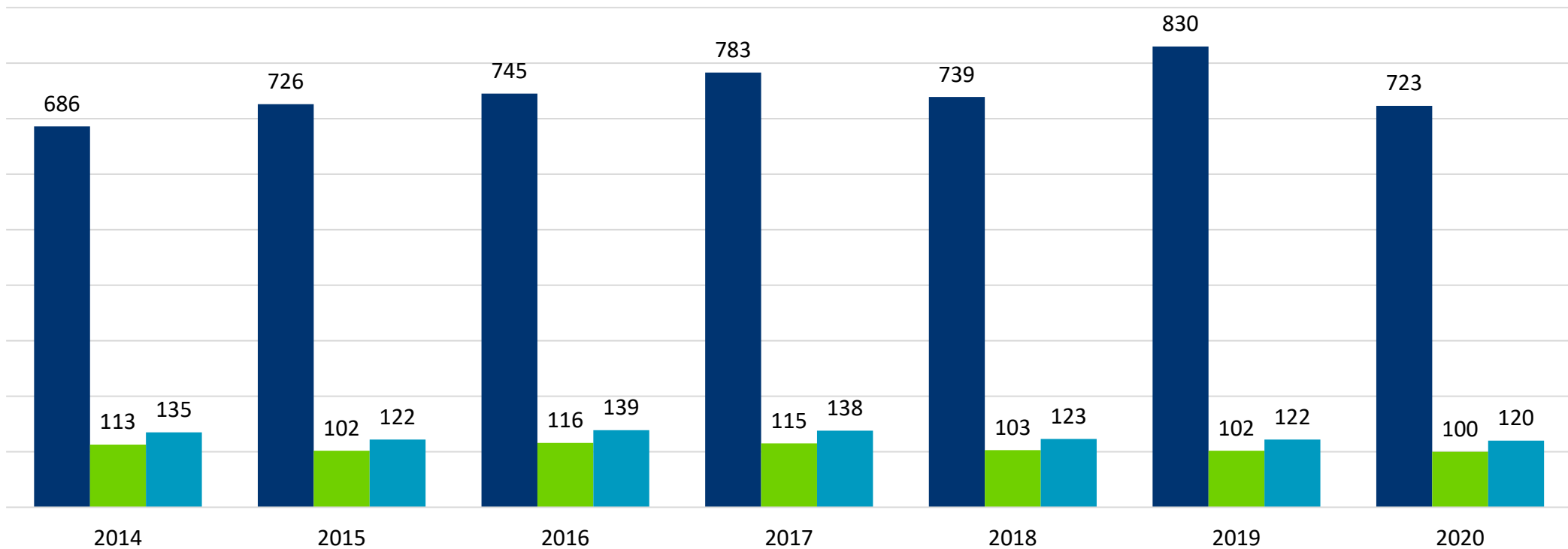
Year	State	MN Veteran	MN Veteran Suicides
2014	686	113	16.5%
2015	726	102	14%
2016	745	116	15.6%
2017	783	115	14.7%
2018	739	103	13.9%
2019	830	102	12.3%
2020	723	100	13.8%



Veteran Suicide Prevention

Deaths by Suicide

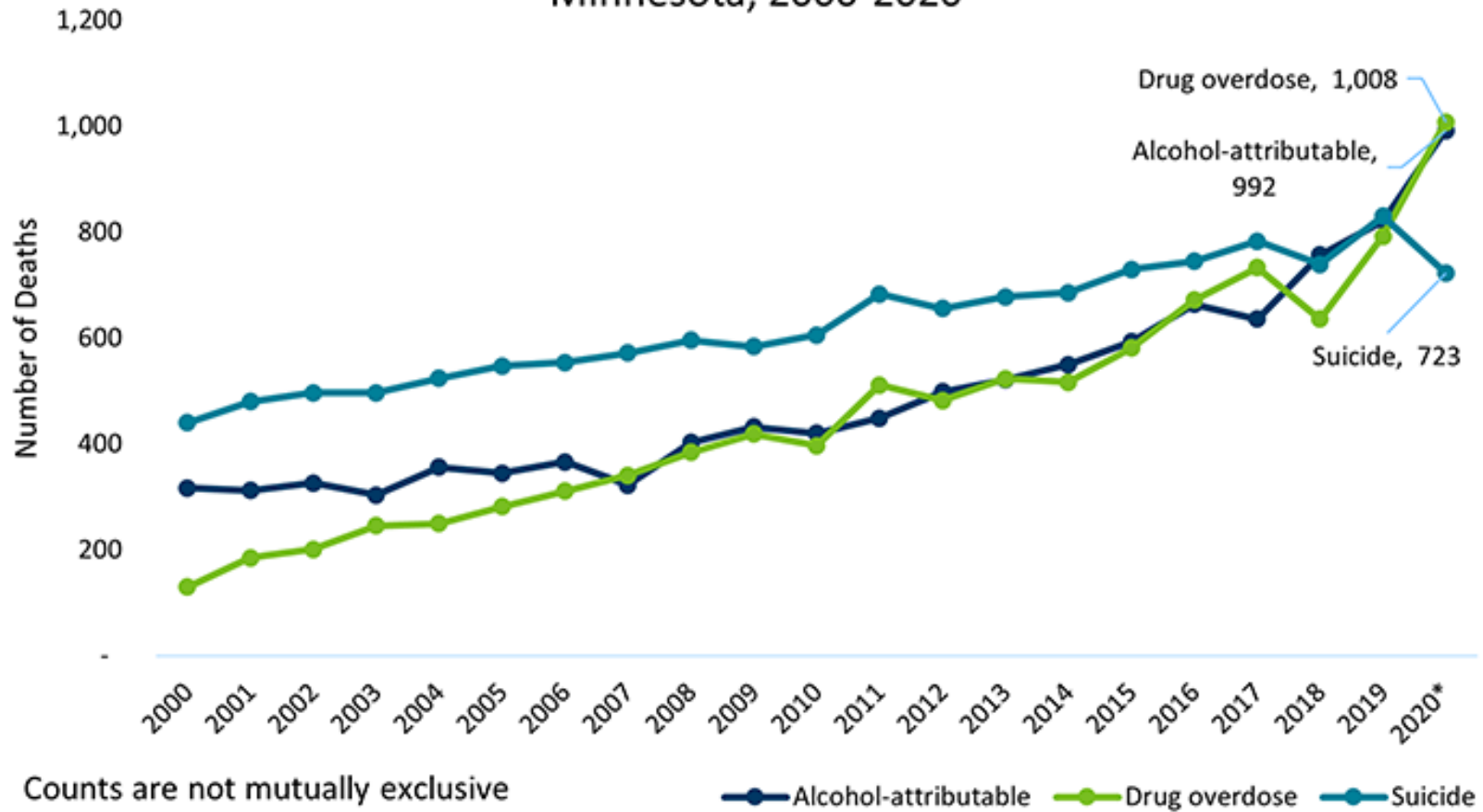
■ State ■ MN Veteran ■ Operation Deep Dive Projection





MN Preventable Death Data

Preventable Deaths of Substance Use and Suicide Minnesota, 2000-2020



Counts are not mutually exclusive
*2020 figures are preliminary.



Agency Collaboration

- MN Department of Health**
- MN Department of Veterans Affairs
- MN Department of Human Services
- MN Office of Higher Education
- MN National Guard and Reserves
- MN Department of Agriculture
- VISN 23 VA Locations:
 - Minneapolis
 - St. Cloud
 - Fargo
 - Sioux Falls
- County Veterans Service Officers
- Building Healthy Military Communities
- NAMI MN
- MN Ambulance Association
- Regions Hospital
- CentraCare Healthcare
- Veteran Centers
- Lutheran Social Services
- St. Paul Police Department
- MHealth Fairview
- Nystrom & Associates
- Methodist Hospital



MDVA Suicide Prevention Efforts

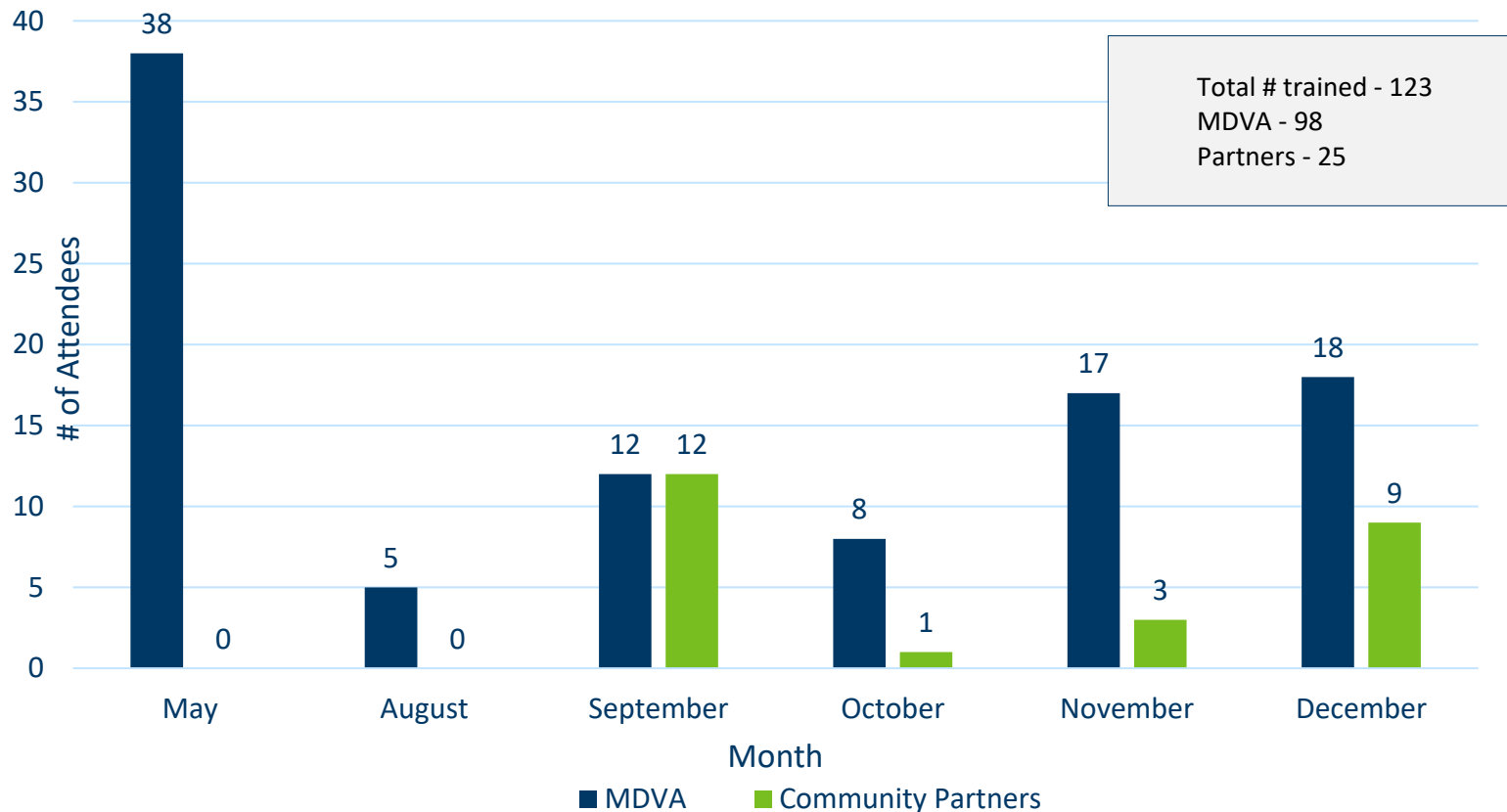
- 2 FT positions: Veteran Suicide Prevention Coordinator and Liaison
- Free Psych Armor 15 training sessions
- In 2022 MN will have the largest number of Certified Psychological Autopsy investigators in the U.S.
- 15,000 + gun-locks distributed (collaboration with the VA, CVSO's, and BHMC's, Reserve Bases and MNARNG)
- 52 community providers received CALM training– counseling on access to lethal means safety
- 128 MDVA staff, LinkVet, DEED and stakeholders trained in Mental Health First Aid (MHFA)
- 724 social media views of MN Veteran Suicide Prevention and Awareness Day
- 988 rollout July 2022, MDVA major partner in this effort
- TV and radio commercials on lethal means safety and LinkVet coming soon





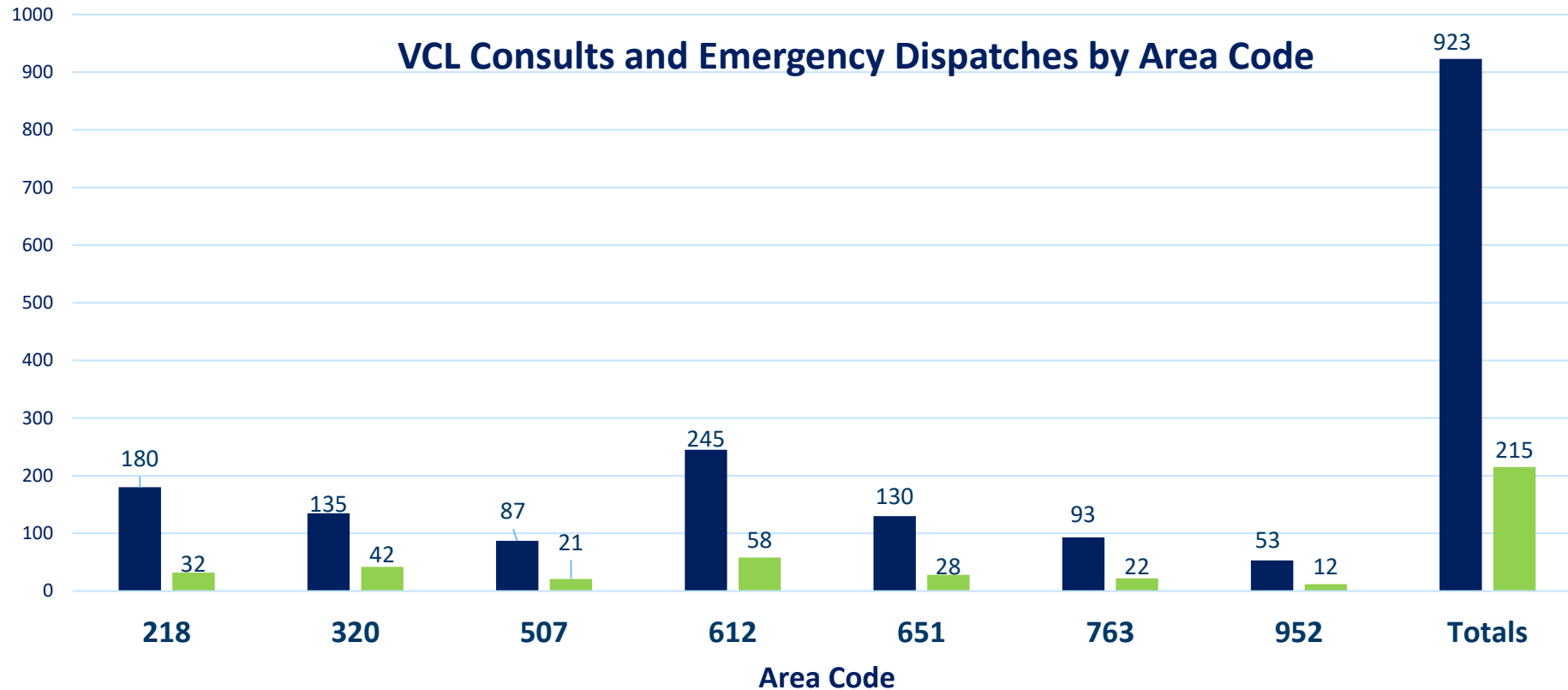
Veteran Suicide Prevention Efforts in MN

2021 MHFA Training Program Attendance





Veteran's Crisis Line Call Tracking July-December 2021



■ Consults ■ Emergency Dispatches

Serving Veterans



MDVA Breakdown of Veteran Suicide Program Funding

Category	FY 2022	FY 2023	FY 2024
Payroll	\$230,000	\$244,000	\$249,000
Professional/Technical Contracts	\$200,000	\$100,000	\$50,000
Hardware/Software	\$25,000	\$6,000	\$6,000
Training	\$150,000	\$50,000	\$20,000
Marketing	\$295,000	\$200,000	\$200,000
Research/Data Mining	\$100,000	\$50,000	\$25,000
Total	\$1,000,000	\$650,000	\$550,000

Support Our Troops Grants

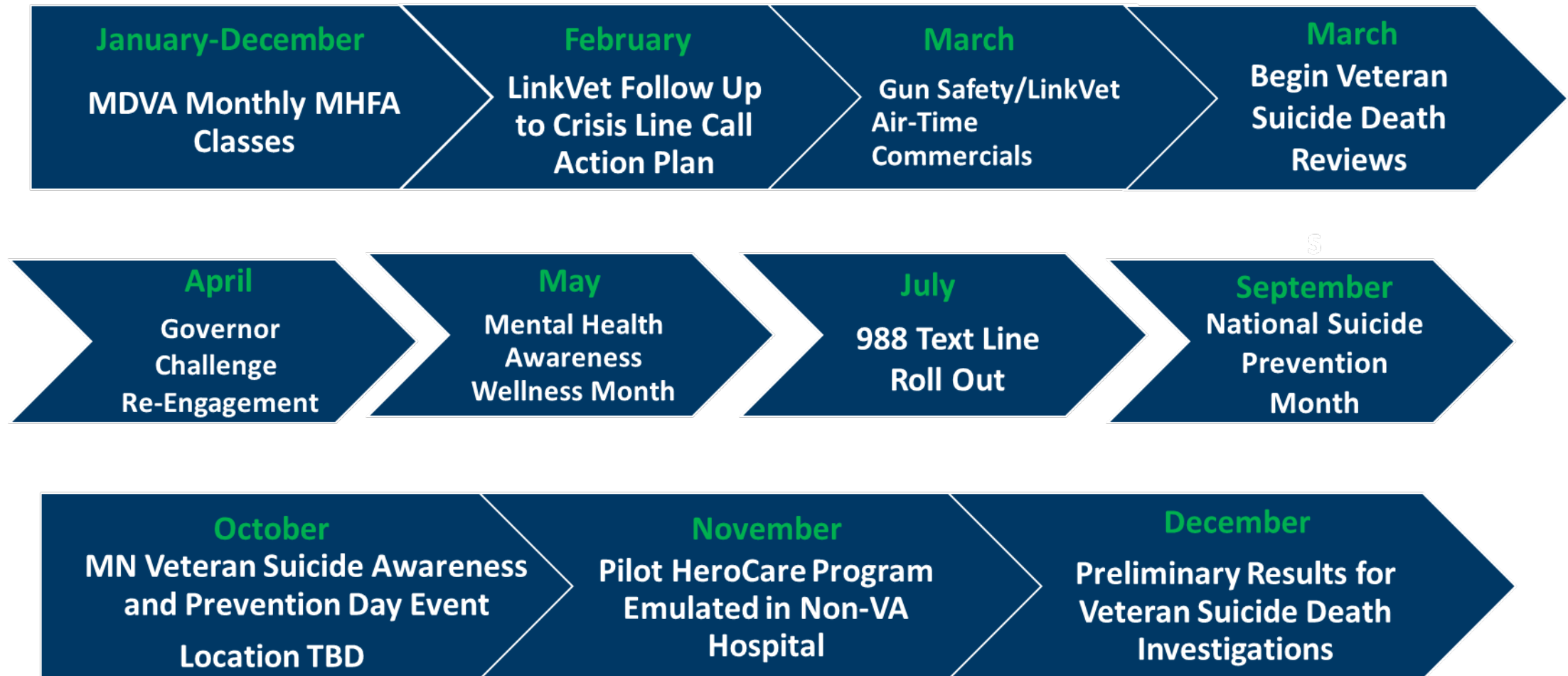
- \$180,000+ Upstream Approaches

Veteran Resilience Project (VRP)

- \$800,000 Eye Movement Desensitization Reprocessing Therapy and Training Providers



2022 Veteran Suicide Prevention Efforts in MN





Potential Program Enhancements

- Hero Care Program replication
- Marketing and Public Health Campaigns
- Safe Storage for firearms



MDVA Veteran Suicide Prevention Program

Questions



MDVA Healthcare Reserve & Staffing

Minnesota Department of Veterans Affairs

State Veterans Home Special Revenue
Account & Veterans Homes Staffing Report

See: 2021 Minnesota Statutes, Ch. 198, §198.45



MDVA Health Care Division

Five State Veterans Homes

- Minneapolis Veterans Home
 - Skilled
 - Domiciliary
 - Adult Day Healthcare Program
- Hastings Veterans Home (Domiciliary)
- Silver Bay Veterans Home
- Fergus Falls Veterans Home
- Luverne Veterans Home



Healthcare Reserve Fund & Staffing Report

- Current and historical amounts maintained as a reserve
- Current and historical Minnesota State Veterans Homes' bed capacity and usage
- Information regarding state and national standards for staffing of direct care providers
- Metrics and surveys pertaining to the MN State Veterans Homes' quality of care
- MN Veterans Homes Veterans Health Care staffing levels and vacancy rates.



Current and Historical Reserve Amount & Usage

The Minnesota Veterans Homes special revenue accounts are carry-forward funds used for operations and to mitigate against unexpected costs and variations in appropriations and reimbursements from our primary sources of operational funding:

- State of Minnesota (General Fund)
- United States Department of Veterans Affairs (VA)
- Resident Maintenance Fees
- The Centers for Medicare and Medicaid Services (CMS)



Current and Historical Reserve Amount & Usage

Minnesota Veterans Homes Healthcare - Reserve

(in thousands)

	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
Ending Reserve Balance	\$11,175	\$12,384	\$13,757	\$13,994	\$13,125	\$16,943	\$4,371



MN Veterans Homes' Capacity & Usage

Current and Historical Bed Capacity

HOME	BEDS							AVERAGE DAILY CENSUS					
	2016	2017	2018	2019	2020	2021		2016	2017	2018	2019	2020	2021
HASTINGS (DOMs)	200	200	200	200	200	200		139	137	130	121	123.4	116.7
FERGUS FALLS	106	106	106	106	106	106		102.3	98.9	102.7	103.1	94.2	90.7
LUVERNE	85	85	85	85	85	85		81.6	80.1	78.9	81.1	74.1	69.4
MINNEAPOLIS - SKILLED	291	300	300	300	300	300		278.8	282.7	281	289.5	272.6	269.9
MINNEAPOLIS - DOMs	50	50	50	50	50	50		41.2	38.3	33	39.5	36.6	35.9
SILVER BAY	83	83	83	83	83	83		80.4	77.4	78	78	74.9	58.5



Direct Care Providers Staffing Standards

- The Centers for Medicare and Medicaid Services (CMS) provides an objective measure of several key factors when reporting and evaluating on the care provided at a CMS certified nursing facility.
- From amongst the key factors of measurement, CMS has long identified staffing as a strong indicator in evaluating nursing home performance.
- Effective 2016, Payroll Based Journaling (PBJ) was introduced as a revised reporting system and is now a requirement for all CMS certified homes. This system requires that staffing numbers come from payroll systems rather than being voluntarily reported.



Direct Care Providers Staffing Standards

- In late 2019, MDVA Healthcare Division implemented a new scheduling and timekeeping software system to improve the efficiency of scheduling in a 24/7 environment and have access to various reports that can be compared across homes regarding employee costs.
- The Healthcare Division is also working with an outside consultant to develop the report for PBJ, to ensure that all staff hours for direct care time with a resident are properly accounted for.



Direct Care Providers Staffing Standards

- Currently all four skilled homes are CMS certified.
- Direct care staffing positions are reported to CMS so that stakeholders can pull objective data in a transparent way and then evaluate that data against other measurements and/or facilities.
- The following is currently reported on the CMS website [Nursing Home Compare](#) tool for the MN Veterans Homes.



Direct Care Providers Staffing Standards

Silver Bay:

	SILVER BAY	MN AVERAGE	FEDERAL AVERAGE
Total Licensed Nurse staff hours per resident per day	2 hour and 3 minutes	1 hour and 48 minutes	1 hour and 38 minutes
CNA hours per resident per day	2 hours and 46 minutes	2 hours and 34 minutes	2 hours and 16 minutes
RN hours per resident per day	1 hour and 37 minutes	1 hour and 8 minutes	44 minutes

Minneapolis:

	MINNEAPOLIS	MN AVERAGE	FEDERAL AVERAGE
Total Licensed Nurse staff hours per resident per day	2 hour and 16 minutes	1 hour and 48 minutes	1 hour and 38 minutes
CNA hours per resident per day	4 hours and 3 minute	2 hours and 34 minutes	2 hours and 16 minutes
RN hours per resident per day	1 hour and 4 minutes	1 hour and 8 minutes	44 minutes

Luverne:

	LIVERNE	MN AVERAGE	FEDERAL AVERAGE
Total Licensed Nurse staff hours per resident per day	1 hour and 49 minutes	1 hour and 48 minutes	1 hour and 38 minutes
CNA hours per resident per day	3 hours and 1 minute	2 hours and 34 minutes	2 hours and 16 minutes
RN hours per resident per day	1 hour and 11 minutes	1 hour and 8 minutes	44 minutes

Fergus Falls:

	FERGUS FALLS	MN AVERAGE	FEDERAL AVERAGE
Total Licensed Nurse staff hours per resident per day	2 hours and 3 minutes	1 hour and 48 minutes	1 hour and 38 minutes
CNA hours per resident per day	2 hours and 51 minutes	2 hours and 34 minutes	2 hours and 16 minutes
RN hours per resident per day	1 hour and 27 minutes	1 hour and 8 minutes	44 minutes



Direct Care Providers Staffing Standards

- Hastings/Minneapolis Domiciliary Care staffing data does not exist in this manner because the operations are not CMS certified under the licensure Board and Care.
- Currently, the domiciliary program staffs with the following licensed staff-per-day:

	Weekend	Day	Evening	Night
Hastings DOMS	3-3-2 (for 120)	7 nurses	3 nurses	2 nurses
Minneapolis DOMS	2-2-2 (with HST for 45)	2	2	2

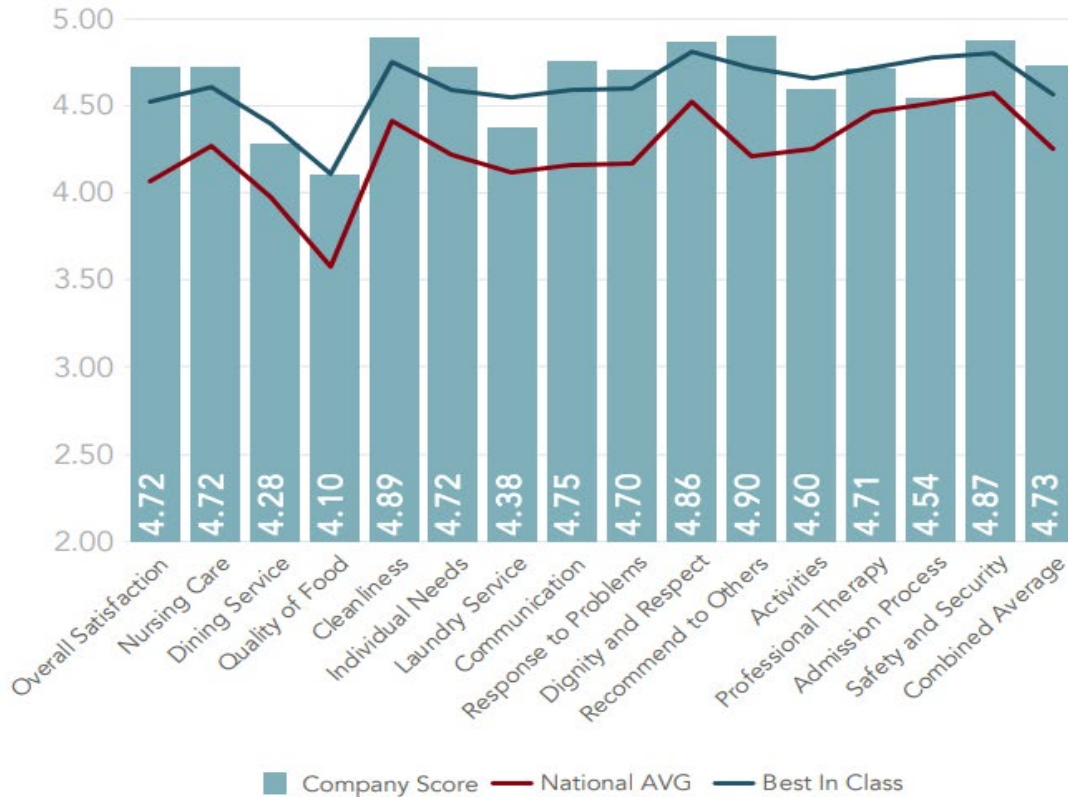


MN Veterans Homes Quality of Care



CUSTOMER SATISFACTION
CORPORATE AVERAGE

Minnesota Veterans Homes
December 2021



	Company Score	Nat'l AVG	Best in Class
Overall Satisfaction	4.72	4.06	4.51
Nursing Care	4.72	4.25	4.59
Dining Service	4.28	3.96	4.38
Quality of Food	4.10	3.57	4.10
Cleanliness	4.89	4.39	4.73
Individual Needs	4.72	4.20	4.57
Laundry Service	4.38	4.11	4.53
Communication	4.75	4.14	4.57
Response to Problems	4.70	4.15	4.58
Dignity and Respect	4.86	4.50	4.79
Recommend to Others	4.90	4.20	4.70
Activities	4.60	4.24	4.64
Professional Therapy	4.71	4.44	4.70
Admission Process	4.54	4.49	4.75
Safety and Security	4.87	4.55	4.78
Combined Average	4.73	4.23	4.55

Overall Satisfaction
4.72

Recommend to Others
4.90

all figures are from the last 12 months



MN Veterans Homes Quality of Care

MN Veterans Homes also receive a second survey each year based on our relationship with the federal VA Health Care System. This is unique; other community nursing facilities do not have this additional survey.

	2021 Federal/State Survey	2021 VA Survey
Silver Bay	1 complaint tag/no annual survey	4 tags
Luverne	2 tags	4 tags
Minneapolis Skilled	5 tags	6 tags
Fergus Falls	3 tags	3 tags
Domiciliary Care	Mpls – 0 tags and Hastings – no survey	Mpls – 1 tag and Hastings 5 tags



MN Veterans Homes Direct Care Staffing Levels

- Staffing is a primary focus of the MN Veterans Homes due to the staffing challenges experienced in all healthcare settings throughout the country, and specifically senior healthcare settings locally.
- Senior Advocacy partners such as LeadingAge report annually the declining number of direct healthcare workers throughout the state of Minnesota.
- MDVA is developing a comprehensive Recruitment and Retention strategy for the Healthcare division.

Questions



Serving Veterans