

CCCW QUALITY COMMITTEE

Meeting Minutes

Date: July 27, 2011

Place: CCCW – Stevens Point, Meeting Room 319

Time: 2:30-4:00

Present: Barbara Streeter, Lori Koeppel, Judy Varney, Penny Bartelt, Carolyn Schulein, Carrie Schreiner, Diane Glaza, Larry Schroda, and Lindsey Cornelius

1. The meeting was called to order at 1:10 by Larry Schroda.
2. Motion to approve minutes from May 25, 2011 meeting without revisions by Koeppel; second by Streeter. Minutes approved.
3. **Committee Appointments.** There are three new member's requesting appointment to the quality committee. Tim Meehean is with Pine Crest Nursing Home out of Merrill WI. He was unable to be present at the meeting due to a prior commitment. Diane Glaza is a SWSC at the Merrill CCCW office. Lindsey Cornelius is a SWSC with the Antigo CCCW Office. Ann Stevens with Aurora has also requested to remain on the committee. Schroda made a motion to approve all three new members and continue Stevens membership; second by Koeppel. Memberships approved and Stevens membership continued.
4. **By-Law Revisions.** Presented updated bylaws which were sent with meeting agenda. Briefly reviewed changes to by-laws which included further details about the member and provider quality councils, include expansion, and provide further clarification of areas. Motion to approve By-laws without revision made by Schroda; second by Schreiner. By-Laws approved.
5. **The CCCW Membership Report** for April to June 2011 and the 6 month statistical report was distributed. Membership remained fairly consistent over the last three months. One area that continued to increase was the number of institutional relocations. In April there were nine, May had twelve and seventeen in June. The new wait list policy has changed the criteria for community relocations so this may impact these numbers. Our number of appeals declined from three in April to only one in June. The number of members self directing their supports continued to increase over the three month span.

The six month statistical report shows that enrollments continue to be steady. The number of disenrollments also remain constant. In June we continued to see a slight increase in providers of Durable medical supplies (61 to 75 providers) and medical supplies vendors (97 to 107).

6. **Committee Vacancies – Ideas for Member Recruitment** – Two member representative terms ended in June and we are looking to recruit additional member representatives. There was a discussion that supports the idea of the topic of member recruitment being discussed at the smaller setting of IDT unit meetings. At times IDT staff have a lot of information presented to them and by having the information presented in a smaller setting like the unit meeting they may be more likely to discuss this opportunity with members. The committee did not like the idea of adding a question to the member satisfaction survey. There is concern that the member/member representative may not really understand what they are signing up for. It was felt that IDT staff know their members and can identify potential members if given the opportunity again. Briefly discussed provider recruitment. A suggestion was made to look at the list of provider types and look at statistically who is not represented based on the number of providers of that type.
7. **Feedback on CCCW Draft Brochure** – Committee members felt brochure does a good job representing CCCW.
8. **Feedback on state-wide member handbook/streamlining appeals.**
Reviewed current and proposed changes. This update may delay release of handbook template. Members felt that revision to flow chart and process is a welcome change. It will make the process more similar to other appeals processes with the state.
9. **Discussion of state documents related to LTC Enrollment Cap** – reviewed materials. Committee members did not have any comments or concerns related to enrollment cap at this time.
10. **Updates from Member/Provider Quality Councils.** The last Member Quality Council meeting was held June 22. The ADRC updated that they have developed their waiting lists and are working diligently to get people access the long term care prior to the enrollment cap. Effective July 1, 2011 common carrier transportation is part of the Family Care benefit package. All CCCW members were notified via a post card that their IDT handles

their transportation needs, not Logistic Care. There was also a discussion over the proposed 2012 contract language over personal use of resources. The proposed language would allow member's to purchase services that are included in the benefit package that CCCW has determined to not be necessary to support the member's health, safety, or personal outcomes. The CCCW brochure was also discussed.

The last Provider Quality Council was held on June 21. The wait list was discussed. The state is not pursuing the residential rate setting tool at this time due to having new staff. CCCW is going to review our current tool. A subgroup will be formed to review and have input into revisions. Opportunities based on the feedback from the provider survey are being explored. A newsletter is being created. The claims process is being reviewed to have all claims end at the end of the month. There was also a discussion of how providers have no incentive to help a member improve since if the member improves it lowers the members acuity and what the provider gets paid. Providers also want an input on the functional screen. A demonstration of the provider website was given. They received feedback to put the staff directory on the webpage and this has been updated. They have compiled the information from the provider forums. CCCW executives met with Dennis Smith to review information from provider forums.

11. **Future Agenda Items** – Ask ADRC to present on waiting list policies and any related updates.

12. **Next Meeting Date** – September 28, 2011.

13. Motion to adjourn by Streeter; second by Koepfel. Adjourned.

Respectfully submitted by Penny Bartelt, Quality Manger – Continuous Improvement