

CCCW Quality Committee Meeting Minutes

Date: January 25, 2012

Place: CCCW – Stevens Point, Meeting Room 319

Time: 1:00 – 2:30

Present: Penny Bartelt, Dana Cyra, Nicholas Baumann, Diane Glaza, Glen Lamping, Tricia Mayek, Allison Rehfeldt, Jessica Schmidt, Carrie Schreiner, Carolyn Schulein, Ann Stevens, Barbara Streeter, Dawn Trzebiatowski, Jim Canales

1. The meeting was called to order 1:07 by Ann Stevens.
2. **Introductions.** New member: Nicholas Baumann, member.
3. Motion to approve minutes from 9/28/11 Meeting without revisions by Trzebiatowski; second by Bartelt.
4. **Reports:**

A. CCCW Membership Report.

The membership report for October to December 2011 and the six month statistical report were distributed. The number of members increased by about 500 from December of 2010 (2719 members) to December 2011 (3203 members). There were 661 members self-directing some or all of their supports. On average, about 21% of CCCW members self-directed supports in 2011. In 2012, CCCW hopes to increase the percentage of members who are self-directing because this is a goal statewide.

There were no member appeals filed during the 4th Quarter of 2011.

The six month statistical report shows there were a higher number of disenrollments in December. This could be due to a high number of deaths in December. There were 37 Community Relocation Initiative enrollments between Oct and December, 2011. The number of new members enrolling under the Community Relocation Initiative may decrease once the enrollment cap is lifted. The number of people on the waiting list at the end of December for the ADRC of Central Wisconsin was 351, and for the ADRC of Portage County, there were 23 people on the waiting list. Some of the people on waiting lists are not financially eligible for Family Care yet. This makes it difficult to determine the number of people who could

enroll immediately if the enrollment cap were to be lifted. are on the waiting lists that could enroll right now if there wasn't the enrollment cap. ADRCs are working to determine which people from the waiting lists are actually eligible so they can take action to assist them in as soon as possible if the enrollment cap is lifted.

B. Update on Enrollment Cap and Sustainability Initiatives Identified by DHS.

Currently there are 15 counties that do not have family care in the state of Wisconsin. At the current time there are two similar bills (one is at the House, and one is at the Senate) that have been introduced that will lift the enrollment cap. The bills could be signed as early as late February, early March, and will effective as soon as the governor signs the bill. At that time we would need to start serving these people on the waiting list immediately. At the current time, we have the largest number of people waiting to be served. As an organization, we will need to add staff in the Marshfield and Wausau offices upon receipt of confirmation that the bills have been passed. It's possible with the counties that currently do not have family care, that the state could create an RFP for MCOs to serve those areas. If that happens, CCCW may consider expansion to other counties that express an interest.

The State Long Term Care Council met in January and, as part of the meeting, reviewed DHS proposals for the financial sustainability of Wisconsin's long term care programs. Dana provided a brief synopsis of the various sustainability initiatives. DHS is seeking feedback from stakeholders and will likely have listening sessions throughout the state. A link to the proposals on the DHS website will be forwarded to committee members. These are drafts, and it is believed the plan is to implement these, a few at time, over the course of the year. The following link was sent to members after the meeting.

<http://www.dhs.wisconsin.gov/lcreform/>

5. **Statewide Member Handbook-Update on delivery and availability.** CCCW met the deadline getting the handbook sent to members. The handbooks were sent to the member, or their guardian or activated power of attorney if the member had one. The handbook is also available to members and providers on the CCCW website. At this time the state requires that handbooks be mailed to every member. The effort to do so resulted in the discovery that CCCW member addresses

need to be standardized within the IT system. CCCW is attempting to have Braille copies of the handbook developed. CCCW also hopes to have an audio version of the handbook available to members with limited vision. The MCOs throughout Wisconsin may work together to have translations in other languages developed.

6. Report on Lincoln County Review by Metastar.

MetaStar reviewed 10 member records. The review was pretty positive. Areas of concerns identified are the same ones that CCCW is currently working on (Service Authorization and Notice of Action). Committee members were encouraged to contact Dana Cyra with any questions or concerns they have regarding the report of the Lincoln County review.

7. Service Authorization and Notice of Action Performance Improvement Project.

In response to a letter from the Department of Health Services, CCCW is currently engaged in a performance improvement project related to Service Authorization and Notice of Action requirements. A root cause analysis was completed to identify potential problems and interventions that might address the problems identified. The analysis resulted in a decision to provide staff re-training in regard to contractual requirements. In addition, it was determined that IT system updates and staff retraining would help to support staff compliance with contractual expectations. QM lead the development of training materials and the identification of system updates needed. This required that a number of organizational decisions be made to determine internal documentation requirements. By the end of January, each supervisor will provide training to staff in his/her unit, using the materials developed by Quality Management, with input from IDT Supervisors and staff.

To measure the impact of the training, staff are to complete a pre-test before the training and a post-test (with the same questions) after the training.

In February 2012, quality management will start monitoring the data entered by IDT in regard to service authorization to see if staff training improves performance. The results will be compared to baseline data from June to July of 2011.

After all staff have completed training, the test key (which includes the rationale behind each question) will be distributed. Staff will also receive a frequently asked questions (FAQ) document that addresses

questions that arose during the training, which IDT supervisors are submitting to Quality Management.

A provider agency representative reported that a change has been made to facilitate end of the month service authorization ending dates. This will be very helpful to providers because they typically do monthly billing and in the future, they will be able to submit the entire monthly bill for an individual on one entry. In the past, they would often need to split the bill and make two submission; each based on a different authorization code that covered only part of the same month.

8. Quality monitoring of 2011.

CCCW's internal evaluation of progress to goals included in the 2011 Quality plan is complete. The 2012 Quality Plan is under development. While many of the goals for 2011 were met, some were not. Many of these goals will carry over to the 2012 Quality Plan. Some of the items to be modified and/or added to 2012 Quality Plan are: (1) monitoring contractual timelines for annual assessments; (2) reducing the number providers who will be contacted to submit evidence of compliance with caregiver background check requirements; (3) use of the value stream mapping technique to identify potential improvements in the process for developing a self-directed supports, and to streamline service authorization process; and (4) monitoring staff access to resources and training available to them on CCCW's intranet site and the Bloomfire staff training site. Committee members were encouraged to submit additional ideas via e-mail to Dana Cyra.

9. DRAFT Results of 2011 Member Satisfaction Survey.

Results were distributed in advance of the meeting. Lincoln County was not included in the survey results because they had not been enrolled for 6 months or more by the end of the survey period. The survey response rate was 36 %. CCCW did not reach the targeted goal of 90% or more on two items: (1) the number of members who indicate they would recommend the program to a friend always or most of the time, and (2) the number of members who are interested in work or employment who indicate IDT staff talk to them about working or jobs they might like. For all other state-required elements, the results met or exceeded expectations. There were many positive comments but also, a number of suggestions for improvement.

Survey results were submitted to the state for a comparison with other MCOs. The 2012 Member Satisfaction Survey includes a few more questions. The items added will help CCCW to determine the percentage of members who have access to internet-based resources

or e-mail. The survey item pertaining to recommending "this program" to a friend has been reworded; "this program" has been replaced by "Community Care of Central Wisconsin."

10. **Falls Prevention Project Update.**

In the first half of 2011 there was a needs assessment related to falls completed for members living in their home. Member with two or more falls were identified. Those who agreed to participate in the project will have a falls risk assessment completed by a physical therapist. After the assessment, each individual will have the option to participate in physical therapy or an evidence-based falls prevention exercise class (Stepping On). Upon completion of the PT or class, the falls risk assessment will be completed again to determine if the member's fall risk has been reduced. At this time there are about 28 members involved and the post results will be available in April or May.

11. **Updates from Member & Provider Quality Councils.**

Provider council and member councils cancelled in the month of December so there are no updates.

12. **Future Agenda Items.**

Update on Service Authorizations
Provider Satisfaction Survey Results
Update on MetaStar Quality Review

13. **Next Meeting Date:** March 28, 2012

14. Motion to adjourn by Schmidt; second by Stevens. Adjourned.