

## **CCCW Quality Committee Meeting Minutes**

**Date:** May 22, 2013

**Place:** CCCW-Stevens Point, Meeting Room 319

**Time:** 2:30-4:00PM

**Present:** Dana Cyra, Penny Bartelt, Pam Onstad, Crystal Fiene, Joy Henrich, Kris Kubnick, LuAnn Newlun, Ann Stevens, Megan Van Meter, Rosemary Varney, Lisa Shrader, Larry Schroda

- 1. The meeting was called to order at 2:32PM by Dana Cyra.** Larry Schroda was welcomed as returning committee member.
- 2. Minutes for 3/27/13 meeting approved.**
- 3. CCCW Executive Updates.**

Dennis Smith resigned as Secretary of State position and Kitty Rhodes was appointed to replace him. Kitty appointed Brian Shoup to replace Pris Boronic as the Administrator for the Division of Long Term Care. The 2013-2015 state budget process continues. It appears there will be no further expansion of Family Care in Wisconsin in this biennium.

There is concern regarding state transportation funding. Representatives from each county are meeting to discuss strategies around transportation funding.

CCCW has 2 new board members, Ray Bloomer and Frank Saals from Lincoln County. The board is conducting interviews for one "at-large" board positions. The new member will be appointed at the June 26<sup>th</sup> board meeting in Marshfield. There will be an open house at the new office location in Marshfield that same day, from 3-4:30PM. The executive board will be rotating meetings from office to office in 2013 so that board members have an opportunity to visit each office location.

CCCW is in the process of updating its organizational strategic plan. A major priority is implementation of the Community<sup>SM</sup> initiative. This is a long-range community development initiative aimed at assisting members to be more connected to the communities in which they live. Staff have expressed a desire to see more internal engagement of staff. However, Community<sup>SM</sup> is still in the early stages. There will be many future opportunities for staff

and others to be involved. As a first step, a smaller group of CCCW staff, which does include IDT staff, have been working to define goals for Community<sup>SM</sup> and a broad plan for communication and implementation.

#### **4. Reports:**

##### **a. CCCW Organizational Updates**

Kris Kubnick provided an update regarding the beginning stages of the strategic planning process for Community<sup>SM</sup>. Outreach to stakeholders, providers, members, and staff is helping to identify key areas of focus. The main goal of the initiative is to support individuals to become full citizens in the communities they live in.

The “It Takes a Village” training last summer was a kick-off event. During these sessions, CCCW offered grants to providers to build or transform organizational processes in a way that helps to build community connections. Five grants were awarded. Those who received grants recently met to provide updates and discuss what they have learned. Providers will have an opportunity to share what they did and what they learned at a summit to be hosted by CCCW in mid-August. The summit will take place at UW-Stevens Point. During the summit, CCCW hopes to be able to provide information about future grant opportunities. The provider summit will be videotaped and uploaded onto the CCCW Bloomfire website.

Tina Plachetka was recently hired as the Provider Relations Coordinator-AFH Certification. The Community Resource Department is now fully staffed. The CR Department is working to put together a list that identifies contacts relevant to specific topics within their department.

Dana Cyra announced the addition of two new staff in the Quality Management Department. Pam Onstad is now a Quality Manager with responsibilities specific to Care Plan Review. She will be implementing an enhanced care plan review process. Allison Rehfeldt is now the Training Manager. These two will work closely to identify training needs and ensure staff access to appropriate training opportunities. Allison is currently working to revise CCCW’s Annual Training Plan to include detailed plans for staff training around changes to the 2013 contract between DHS and CCCW.

DHS recently released statewide results of 2011 Member Satisfaction surveys conducted by all Family Care managed care organizations. The report is available on the home page of CCCW’s public internet site.

**b. Membership Reports**

Membership statistics, across all categories, are similar to previous months. A major difference is that CCCW has not experienced much growth in total membership over the past 6 months. Enrollments have not significantly declined. However, CCCW continues to see a relatively high number of disenrollments; primarily due to death among elderly members. There is still a small number of people on waiting lists for Langlade and Lincoln counties. These counties will reach entitlement in January (Langlade) and April (Lincoln) of 2014. At that time, all those on the waiting lists will be enrolled.

**c. Quarterly Indicator Report-1st Quarter 2013.**

Some updates to the indicator report were made for 2013. Information regarding member falls was taken off the report. The data was previously reported because CCCW was engaged in a Falls Prevention Performance Improvement Project (PIP) which has since been completed. Quality Management plans to add information as data related to new initiatives is available.

**d. Final Report on 2013 External Quality Review.**

Federal law requires that each Family Care managed care organization (MCO) participate in an external quality review once a year. The review is completed by an agency that is not connected to Family Care and does not have a vested interest in the results of the evaluation. Wisconsin contracts with Metastar, a company based in Madison. There are two parts to the external quality review; a quality compliance review (which involves the review of CCCW policies and practices) and a care management review (which involves the review of a random selection of member records). Every 3 years, there is a full review of program documentation and policies. 2013 was not a full review year. The next full review will take place in 2015.

In 2013, staff of Metastar reviewed any areas of quality compliance that were not met last year. CCCW achieved 100% on the quality compliance review. The care management review involved the review of 48 member records. Overall results of the care management review showed that, over all records, CCCW met 91% of review criteria. Quality Management staff are very pleased with the result as it represents an improvement from a score of around 85% for the past three years. The full report is available online at: [http://communitycareofcentralwisconsin.org/images/stories/FCEQRFY13CCCWFinalReport\\_050713.pdf](http://communitycareofcentralwisconsin.org/images/stories/FCEQRFY13CCCWFinalReport_050713.pdf)

#### **4. Medication Adherence Sustainability Initiative -CCCW Update**

Janelle Ruedinger is CCCW's contact for this initiative and she participates in conference calls with DHS. The goal of the initiative is to reduce unnecessary medical costs associated with members' abilities to self-administer their medications. There are many studies showing that consistently taking medications as prescribed reduces emergency room visits, hospital re-admissions, and other costs associated with medical conditions that are not appropriately treated. As part of the project, IDT staff in all managed care organizations will be using a risk screening tool to identify members who may benefit from an automatic medication dispensing device. The Risk Screen Tool and a summary of the project were provided at the meeting. A small group of CCCW staff began piloting the Risk Screen Tool in April. However, all IDT staff are aware of the initiative. The initiative will transition out of the pilot stage and be implemented by all IDT staff for all members effective July 1, 2013.

#### **5. CCCW Performance on Statewide Indicators (staff turnover among IDT teams & immunizations)**

On an annual basis, all managed care organizations must submit data to DHS related to a small set of statewide quality indicators. The indicators are staff turnover rates, influenza immunization rates, and pneumonia vaccination rates. CCCW's staff turnover for 2012 was 7% among Community Resource Coordinators and 6% among Health and Wellness Coordinators. While the data has not been validated as accurate yet, in 2012, CCCW submitted data which indicates a 71.95% influenza vaccination rate. The comparable figure for 2011 was 71.95% (after validation). CCCW submitted data which indicates a pneumonia vaccination rate of 63.7% for 2012. The validated rate for 2011 was 38.7%. However, requirements for this measure changed. In 2011, this rate was based on vaccinations among all member. In 2012, DHS is looking only at the vaccination rate for members age 65 and older.

#### **6. IT System Progress Report**

CCCW is working on a transition to new information technology system available through a company called Careworks. The new platform will have portals for members and providers to access information about themselves. Providers will be able to see members they serve, what services they are authorized to provide, and other information they need. Members will also be able to access their information. CCCW is seeking feedback and/or advice

from members and IDT staff about things members should, or would like to, be able to obtain from CCCW via the internet. It has been suggested that the member-centered plan, authorized services, and imaged documents be available. Additional suggestions from the group included the member's medication, a list of member's medical providers with contact information, and the availability of a calendar where members can document upcoming appointments. Guardians who serve more than one member will be able to view information for all the members they serve via the member portal. A demo of the new Member Portal will likely be provided in the future.

## **7. Member and/or Provider Concerns**

Wausau now has an automatic door downstairs and is more accessible to members. Ann Stevens praised Penny and her screeners for their prompt response to a request to schedule member screens prior to Ann's vacation. Ann reported that the screeners were very cooperative, well-trained, and polite. They also seemed to be very cognizant of the fact that members don't always recognize the supports they receive.

## **8. Updates from Member & Provider Quality Councils**

The Provider Quality Council met in April, 2013. The provider grants and a review of current residential rate methodology were discussed. Last year, the rate methodology was realigned to be consistent with how CCCW receives reimbursement via the capitation rate. Changes to the 2013 contract indicate provider rates may change only once each year. For that reason, CCCW will likely maintain current rates through January so that rates are adjusted on an annual basis consistent with CCCW's contract with DHS. CCCW will continue to work collaboratively with providers regarding any changes to the rate methodology for the 2014.

During the Member Quality Council, there was significant discussion around member involvement and processes for following up with those who indicate an interest in being involved.

## **9. Future Agenda Items**

Med adherence, IT system databases

## **10. Next Meeting Date: July 24, 2013**

## **11. Adjourned at 3:52PM.**