

**CCCW Quality Committee Meeting  
CCCW Stevens Point Office  
Conference Rm 319 & 320 (Back Entrance)  
Participation via Zoom  
Wednesday, November 19, 2014, 3:00-4:30 p.m.**

Present: Dana Cyra, Tricia Mayek, Joy Henrich, Toni Kellner, Kit Ruesch, Larry Schroda, Marlene Winters, Kevin Walker, Sarah Benson, Pam Onstad

- 1. Meeting called to order at 3:02pm.**
- 2. 9/17/2014 minutes approved.**
- 3. CCCW Executive Updates**

There was a reorganization at the State level with the Bureau of Managed Care, Operations, Money Follows Person, and LTCFS. Behavioral Health will be included in the Family Care package in 2015. We currently have a plan to fully implement this by the end of the year. It is very difficult to get mental health services for members.

Jim will be retiring in January 2015. He has worked in Family Care for 16 years. Mark Hilliker will take the CEO position. Rick Foss, Director of MSC, also retired recently.

MCOs are currently reviewing the contract from DHS. Categories of incidents will see a major change. They are also requesting monthly reporting instead of quarterly.

Implementation of the Federal Affordable Care Act will require many agencies that currently offer co-employment services to provide insurance to anyone they employ who works over 30 hours per week. Co-employment services are used by members who are self-directing the services. Some agencies are choosing to limit the number of hours worked each week to under 30 hours per person. For that reason, CCCW is encouraging members who are self-directing to use Fiscal agencies rather than co-employment agencies if they have a full-time worker whom they wish to retain.

CCCW is undergoing a business audit and an Information Systems Capabilities Assessment over the next three months. Results, if available, will be discussed at our next meeting.

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

##### **a. CCCW Membership Reports**

Membership continues to be fairly consistent from one month to the next; there is very little change in the demographics of membership. There were no appeals or grievances in September. There is an average enrollment of 22 members per month. April had the most enrollments (45 new members).

Currently, 2 Level of Care appeals are active. This means that the member either no longer meets the target group or has a change from Nursing Home to non-Nursing Home level of care, which causes the member to lose benefits. The State is making a change to this on December 1<sup>st</sup>. Until then, member are encouraged to continue filing appeals.

##### **b. CCCW Quarterly Indicator Report – 3<sup>rd</sup> Qtr 2014**

Death is consistently the most common cause of disenrollment due to the population CCCW serves (frail elders). The highest percentage of critical incidents was falls with serious injury. Roughly 3% of members were involved in an incident during the 3<sup>rd</sup> Quarter of 2014. There was a slight increase in incidents involving abuse. In these incidents, the assailants were known to the member, but we do not see any trends in terms of specific types of abuse. There was also an increase incidents involving neglect; eight (8) of thirteen (13) incidents involved supportive home care/personal care not showing up for work. One of the eight incidents involving no shows did result in harm to the member. Six (6) incidents of neglect are associated with the same provider. Provider Relations is following up with these incidents. Five (5) of the six (6) related to the same provider involved the same member-this member has since switched providers.

On the Member Satisfaction Survey, we are seeing an overall MCO rating of 8.94 out of a possible score of 10. Results to date are looking very good. These will be compiled after the end of the year and submitted to the State.

## **5. 2015 Meeting Schedule – Opportunities for Improvement**

We have not sent out a schedule for 2015 meetings yet. We will send a notice by the end of December. All agreed to keep the current time. Dana will need to coordinate with Provider Network so more providers are available to attend our meeting.

Please submit any ideas through email to [Samantha.Northup@communitycarecw.org](mailto:Samantha.Northup@communitycarecw.org) or [Dana.Cyra@communitycarecw.org](mailto:Dana.Cyra@communitycarecw.org) for technology improvement. May suggest holding up signs on Zoom to get more participation from those who are not in person. Ideas are welcome!

## **6. Restructuring of CCCW Operations Division**

CCCW has restructured the Operations Division to improve efficiency and effective utilization of staff. Mark Hilliker will be the new CEO. Kris Kubnick and Janna Duffy were hired as the Executive Directors of Operations. Kris will oversee Quality and Provider departments and Janna will oversee Member Support Coordination (IDT) and Member Services departments. The Community Resource Director position is currently open and three (3) Senior Member Support Coordination (IDT) Manager positions are also open at this time.

Member Support Coordination (IDT) encompasses a lot of areas and contract requirements. We want to create more internal resources for staff based on certain job aspects. The Senior Managers will develop resource teams for IDT. Training will also be developed for providers.

Two of our current staff, Darren and Janelle are the remaining Directors of Member Support Coordination. One director, Rick Foss, retired and the position will not be re-filled. Overall, the re-structuring is cost neutral. It is changing the way position without adding costs.

## **7. DHS Dementia Initiative**

Tricia Mayek, Quality Manager, is part of the group working on this initiative. In October 2013, a Stakeholder Summit was held to discuss the redesign of Wisconsin dementia care. In June 2014, Melody Yaeger and Kelly K discussed what was working well with each MCO. CCCW had its first meeting with DHS

at the end of October 2014. Administration of the Animal Naming and Mini Cognition Screenings were discussed. CCCW will need to determine what will be done, as an organization, as part of the statewide dementia initiative.

## **8. Update on Statewide Immunization Indicators**

Tricia Mayek is the lead for tracking pneumococcal and flu vaccinations per State directive. The State is looking at expanding the time members have to receive the vaccine. They have moved the time back to July of every year which means all members vaccinated from July 1<sup>st</sup> 2014 to March 31<sup>st</sup> 2015 will be counted as having met the immunization goal.

Pneumococcal requirements will not be changed. Currently, these are only reported for members 65 years and older.

## **9. CareDirector Update**

December 8<sup>th</sup> is go-live for CCCW's new IT system, CareDirector. At this time, data is being merged from current systems into the new system. Each region has a different process in current systems. Staff will need to agree on a consistent ways of completing tasks in the new system.

On Monday, the Northwest entered "go-dark," a period where all existing information is exported to the new system and any new information entered in the existing system will not be carried over to the new IT system. Someone will be driving to Milwaukee to personally retrieve data that will be imported to the new IT system. The Northwest staff can look up items in their system but cannot enter data until December 8<sup>th</sup>. At that time, all data entry will be in the new system, CareDirector. The central region will "go-dark" tonight and have the same restraints. During the "go-dark" period, staff will continue to enter service authorizations in existing system but the authorization will need to be manually entered in CareDirector at a later date.

Providers will see a significant change as well. It is difficult to have multiple processes to meet all needs of different providers. CCCW staff have had 3 months of training to prepare for this transition. The Member Portal will be created in Phase II next year.

## **10. Annual Internal Evaluation (Preliminary Findings)**

Our current Quality Plan is on the internet for viewing, along with our objectives and goals. Many of the goals of 2014 are related to CareDirector implementation. Due to all the work on CareDirector, progress on identified improvement objectives was less than anticipated.

CareDirector training and implementation has been very intensive and has likely impacted areas throughout the organization in 2014. In addition, CCCW is currently using two IT systems. This has created a need for different processes, including care plan review tools and processes used to monitor the quality of member care plans. Once CareDirector is fully implemented, there will be standardized processes and managers will use a standardized care plan review tool. Significant work will be needed to ensure the new tool is used the same way by everyone who does reviews.

In 2014, CCCW completed work on two performance improvement projects. One project focuses on preventative health care and the other focuses on providing prompt Notice of Action letters to members. Notice of Action letters are required whenever a member asks for something and there is a decision to give the member exactly what was asked for. Notice of Action letters are also required whenever a service that is currently authorized will be reduced or terminated. Progress was made on both projects but with everything going on, there has not been an opportunity to do anything, including training, that could support improvement.

Overall, there are a number of areas of concern that will require ongoing work in 2015. These same areas have been identified in previous Metastar reviews and will likely be identified in the next review as well.

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

Email Dana Cyra or Samantha Northup any time you have a question or concern.

## **12. Future Agenda Items**

PIPs

Release of Medical Records

Staff Confidentiality Training

Dementia Initiative

Audit/ISCA Results

Member Living Options

Commonunity

**13. Next Meeting Date: To Be Determined**

**14. Meeting adjourned at 4:04pm.**

You may RSVP to Samantha at 715-204-1732 or  
[Samantha.Northup@communitycare.org](mailto:Samantha.Northup@communitycare.org)