

## CCCW QUALITY COMIITTEE

### Meeting Minutes – Draft

Date: January 26, 2011

Place: CCCW – Stevens Point, Meeting Room 319

Time: 1-2:30

Present: Penny Bartelt, Dana Cyra, Lori Koeppel, Tricia Mayek, Jessica Schmidt, Carrie Schreiner, Larry Schroda, Ann Stevens and Jason Taylor

1. The meeting was called to order at 1:00 by Larry Schroda.
2. Motion to approve minutes from September 22, 2010 and November 24, 2010 without revisions by Stevens. Minutes approved.
3. **The CCCW Membership Report** for October to December 2010 was distributed. The report shows a slow increase of new enrollments each month. There were a significant number of deaths, especially during the month of October. Voluntary disenrollments are also higher due to members transitioning to IRIS. There was one appeal in November and another in December. Both were due to changes in the members' level of care on the Long Term Care Functional Screen (from NH to non NH level of care). No decisions have been made on these appeals. CCCW typically calls the State to go over the appeals to make sure the screens were accurately completed. Lincoln and Langlade waiting lists have been added to the report. The number of people on waiting lists in those counties is very small.
4. **Expansion update** – CCCW began serving residents of Langlade County on January 1, 2011. Plans are underway to begin serving residents of Lincoln County on April 1, 2011. Everything seems to be going well in Langlade County. Many of the staff actually transitioned to CCCW from Langlade County which has resulted in many members having the opportunity to keep the same team they had prior to transitioning to Family Care. During the first week, the biggest difficulty seemed to be getting the phones to work as intended so members could actually get through to their teams. These issues were quickly resolved. From all reports, the transition seems to have gone well for members.

5. **2010 Internal quality review** – CCCW is currently in the process of finalizing its internal reviews of 2010 Quality Management Activities. As part of the internal review, Quality Management staff looked at all 2010 objectives to determine whether targeted goals were met or not. The objectives target four major areas: members, Service Coordination staff, Providers, and Internal Processes and all areas. There were 43 total objectives and CCCW fully met 65% of them. Significant progress was made toward meeting other objectives as well. CCCW came within 5% of meeting 81% of the objectives identified for 2010.

Highlights of the evaluation include:

- CCCW continues to have a relatively high percentage of members [in comparison to other MCOs] who choose to self-directed the supports they receive.
- Efforts to implement and monitor implementation of health-related practice guidelines related to diabetes, chronic heart failure and screening for early signs of dementia or very time-intensive. It is recommended that CCCW review these practice guidelines and monitoring process in 2011 to determine whether changes to the guidelines or monitoring practices are warranted.
- Significant progress was made in regard to CCCW staff reporting and follow-up to prevent falls among CCCW members. However, CCCW has experienced significant difficulty identifying measures by which to evaluate the success of the falls prevention project. Quality Management staff hope a meeting to consult with state staff and others on February 4, provides some insight for a measurable project aim statement for ongoing efforts in 2011.
- In 2010, CCCW successfully implemented a new contractual requirement to complete a brief initial health assessment, using a standardized state tool, for each new member within 10 days of enrollment. In conjunction, the timelines for completing a comprehensive member assessment was extended from 30 to 90 days for all managed care organizations.
- CCCW continues to implement and internal file review process. Quality Management has received positive feedback from teams and supervisors regarding the amount of information they've learned

through completing file reviews. A major revision to supervisor review tool was implemented this month. It is hoped that the revised tool more adequately captures staff efforts to identify and build upon member strengths in developing member-centered plans.

- An enhancement to CCCW's IT system will prompt staff to consistently meet timelines associated with service authorization, notices of decisions, and follow-up to ensure the effectiveness of authorized services. The system enhancement will also support monitoring of activities and timelines by Quality Management.
- Claims processing via WPS ran smoothly in 2010 and contractual timelines were met.
- CCCW made significant progress in monitoring and responding to member incidents in 2010.

Overall, the evaluation shows that CCCW made significant progress toward objectives identified in the 2010 Quality Plan. The greatest barrier to achieving identified objectives is CCCW's current IT system. The system worked well for CCCW when there were fewer members. However, the large increase in membership and changes in contractual obligations (such as timelines) are not well supported by the current system. The State Department of Health Services is planning to release a Request for Proposals to vendors who have developed working IT systems that may adapted to meet the information technology needs of Family Care managed care organizations. With this initiative on the horizon, CCCW is hopeful that a new system will be identified and also, reluctant to invest significant resources in the development and enhancement of a system that may soon be obsolete.

Many of the objectives identified in CCCW's 2010 Quality Plan will carry over and are likely to be achieved in 2011. In addition, CCCW staff have identified several new objectives. These will all be incorporated into CCCW's Quality Plan for 2011.

6. **Feedback on statewide member handbook template-** Staff at the state level are leading an initiative to develop a template for a Member Handbook that will be used by all Family Care Managed Care Organizations statewide. There will be some room from MCOs to incorporate information specific to their own area. However, the language related to how family care works, member rights, etc. will all

be standardized. This will allow MCOs to work together to share some costs, such as translation. It will also reduce the time local staff put into developing a member handbook and time state staff put into reviewing member handbooks for individual MCOs. Committee members offered a variety of suggestions which were noted. Dana will submit the suggestions to staff working on the template handbook.

7. **2010 member satisfaction survey results-** The results of CCCW's 2010 Member Satisfaction surveys are very positive. Most questions within the survey are standardized questions that all MCOs are required to ask. CCCW has chosen to add employment-related questions. In most areas, the percentage of positive responses was the same, or somewhat higher in 2010 than in 2009. There was a slight decrease in positive responses to the statement, "I would the program to a friend"; this was at 91% in 2009 and decreased to 89% in 2010. CCCW plans to suggest a change in wording to "I would recommend the program to someone with similar needs." As currently stated, the question seems to imply that a member's network of friends includes only people with long term care needs. Full results of the member satisfaction survey will be posted on CCCW's website pending completion of the report and executive team approval.
8. Updates from Provider/Member Quality Councils –Members of the Provider Quality Council agreed to preview CCCW's Provider Satisfaction Survey. The survey will go out on-line very soon. The revised survey does not include open-ended responses for each question but rather, one large area for comments within each section of the survey. The survey includes an additional question related to CCCW Functional Screen Specialists. CCCW recently hired a Transportation Manager, so there will be future updates regarding that. Provider Network staff continue to participate in statewide efforts related to the development of a statewide methodology for establishing provider rates for residential services. Provider Quality Council meeting were rescheduled for the third Tuesday of each month 2011. This change accommodates Julie Strenn's attendance at statewide meetings of MCO Provider Network staff.

The Member Quality Council reviewed CCCW's new Service Coordination Handbook. Members also provided feedback about

CCCW's brochure and potential revisions that would make the brochure more user-friendly for CCCW members. There was also discussion of options counseling at ADRCs and the communication of information that may be helpful to teams when they first meet with a member. More information about the process used by ADRC-CW will be shared at a future meeting.

9. Future agenda items – Business sustainability plan overview

Share listening sessions from other sites

Metastar review will be done (March 14-18)

Continue with updates of Lincoln and Langlade

Next meeting for Quality Committee will be March 23, 2011

Respectfully submitted by Michelle Osowski, Quality Management Specialist