

CCCW Quality Committee

Meeting Minutes

Date: July 25, 2012

Place: CCCW – Stevens Point, Meeting Room 319

Time: 1:00 -2:30

Present: Ann Stevens, Megan VanMeter, Kara Yaun, Lindsey Cornelius, Evelyn Heikenen, Jessica Schmidt, Penny Bartelt, Barb Streeter, Becky Schultz

1. The meeting called to order at 1:07 by Penny Bartelt.
2. Motion to approve minutes from the 3/28/12 and 5/23/12 meetings without revisions by Yaun; second by Streeter
3. Reports:

- a. **CCCW Membership Report**

The membership report for March through May 2012 and the six month statistical report were distributed. The number of members continues to increase with each month.

The number of members self directing some or all their supports has also increased each month, with 661 members as of March 2012 up to 681 as of May 2012.

There was one appeal filed in April 2012. No grievances were filed between March and May.

The ages levels by Target Group remained consistent with slight changes in numbers in each of the age ranges for each target group.

The six month statistical report shows the waiting list for the ADRC of Central Wisconsin continues to decrease. It is believed at the time of the meeting that the ADRC had worked its way through the waiting list, and that there was no longer a waiting list for the ADRC of Central Wisconsin. Lincoln and Langlade counties will still continue to have a waiting list during their initial period of family care.

4. **Orientation/Review**

With the newest IDT staff and provider committee members this meeting designated some time to review Community Care of Central

Wisconsin as an organization and the goals and objectives of the Quality Committee.

a. Organizational Chart

CCCW organizational chart was provided with the meeting materials to show the size of the organization and how CCCW is structured. There are also a high number of RN and SW staff that are not listed on the org chart.

b. Contractual Requirements & Overview of CCCW QM Program

Both the Contractual Requirements for Quality Management and the Overview of CCCW's Quality Management Program handouts were disbursed with the meeting materials. These handouts were discussed to show role of the Quality Committee within the organization. The documents spell out the contractual requirements and how CCCW are meeting those requirements. Along with the Quality Committee there are the Member Quality Council and the Provider Quality Council which are sub-groups of the Quality Committee. These councils meet on opposite months at the Quality Committee to discuss more in-depth matters relating to their council.

c. CCCW 2012 Plan-Board Summary

The Quality Management program 2011 Accomplishments and Goals Identified for 2012 document was provided with the meeting materials. This report is provided to the CCCW board as a summary of what the Quality department worked on over the past year and what will be worked on in the coming year. The Quality department does a longer report for the annual quality review, however this reports just a glance of information on what the Quality department does.

5. Discussion Regarding Future Meeting Agendas

New topics for the Quality Committee were discussed and the committee agreed that it would like to hear more information on the Community Development Initiative and the Community Living Sustainability. Other topics and ideas were to get to hear more information on the State Initiatives as it becomes available. It was agreed to add the standing agenda item for member and provider concerns and follow up from concerns. This topic will also be brought to the IDT supervisors and directors as if they are hearing issues and trends that this information could get to the Quality Committee. If you think of any topics or concerns to put on the agenda at any time, email Dana Cyra at dana.cyra@communitycarecw.org

A new meeting time was discussed to see if there was a better time of the day that worked better for committee members. It was proposed for the 2013 meetings that the meeting day of the week and month stay the same, but the time of the meeting be pushed back to 2:30 pm.

It was proposed that certain documents and reports become available to the Quality Committee for review. The reports listed below will be presented to either the Quality Committee and/or the Provider and Member Quality Councils.

- Annual Quality Assurance & Performance Improvement Plan - This report is all ready being shared with the Quality Committee.
- CCCW's Wellness & Prevention Plan - This report hasn't been shared in the past but does provide what we are doing as an organization in regards to health and wellness.
- CCCW's LTCFS Quality Plan - This report has also never been shared with any of the committees and is available to be presented to the Quality Committee.
- Progress reports specific to Quality Plan objectives - These reports have been shared with the Quality Committee in the past.
- Membership Reports - These reports are shared at most meetings.
- Quarterly Indicator Reports - These reports are shared after each quarter.
- Member Satisfaction Survey/Results - This report goes to the Member Quality Council.
- Provider Satisfaction Survey/Results/Action Plan - This report is shared with the Provider Quality Council
- CCCW Incident & Appeals Summary Report - This report has been shared with the Quality Committee in the past.
- Results of External Quality Review-Metastar - This report is shared with all three councils.
- CCCW's Response to External Quality Review - This is all ready shared with the Quality Committee.
- Reports on DHS-Required Indicators - These reports show flu and pneumonia vaccination information.
- Statewide comparisons of FC Managed Care Organizations (specific to Member Satisfaction, Quality Scorecard, etc.) - This was discussed at the last meeting and the Quality Committee will to be informed when more information from the state is provided.

- Reports from statewide LTC Advisory Committee - There are links to this on the CCCW website.
- Statewide reports specific to Wisconsin's LTC Programs

6. CCCW Response to 2012 external quality review

The response to the MetaStar quality review of CCCW was included distributed to the members of the committee. From the MetaStar review, they identified areas that CCCW could do better. This is the response about what has been done and the items that CCCW is working on to regards to items identified.

The response included such items as:

- A. Create comprehensive and readily accessible written guidance about member rights - The response to DHS stated that CCCW is focusing on creating a member bill of rights to help remind staff/members what those are.
- B. Improve staff understanding of and practices related to advance directives - The response includes information on the advance directives has been moved from the appendix to its own module and provided a training on Bloomfire.
- C. Focus care management improvement efforts on the six month assessment to ensure that new or different outcomes are explored and that needs are preferences are identified - Before MetaStar's review this was an area that was all ready working on getting improved. With some computer system changes this will help the accuracy of the six month assessment.
- D. Ensure the organization's extensive resources are fully utilized by all teams - CCCW has started tracking Bloomfire training and the online Service Coordination Handbook to see how often these resources are utilized. Also two councils IC=RR and BSOC will begin sharing information at All Staff meetings. The Risk Reduction (IC=RR) is a committee where staff can present a difficult case and the teams can get ideas on how to help the member. The BSOC committee also can helps teams review difficult cases to provide additional support for staff.
- E. Continue improvement efforts to ensure decisions are timely and appropriate notices are issued when warranted - The response to DHS is that Member Services has started reviewing NOA/RAD entries and further training will be provided to staff that have been identified in needing additional assistance.

- F. Completion of the Falls PIP - CCCW has completed the PIP on falls prevention. Outcomes will be shared with All Staff and a the guideline on falls will be updated because of the results of the PIP.
- G. The state has been discussing a collaborative PIP for all MCO's of the state to work on the same topic, possibly on medication dispensing.
- H. Discuss CCCW's policy and practice of editing the LTC FS - Practices have been modified to ensure compliance with DHS expectations. CCCW also hired two additional Screen Specialists to ensure sufficient staff resources in completing re-screens, as opposed to edits.
- I. Evaluate internal file review process - The response to MetaStar's review is the CCCW will continue to review new member files with the peer file review, but will be calculating both peer and supervisor file reviews using both MetaStar's preferred method and CCCW's old method in calculating the percentage met. CCCW is also evaluating the RAD review tool to determine if change is needed to more suit the needs of the organization.
- J. Access the need for increased timeliness and availability of materials in alternate languages and formats - Since the annual quality review, CCCW has provided Braille Member Handbooks and will continue to evaluate if more materials are needed in alternate formats or languages.
- K. Conducting Assessments and Member Centered Planning - There are all ready a few initiatives in progress related to improvement with these areas. The SC Handbook will be updated with more specific information. A new rep payee service is being piloted by the business division, as opposed to IDT staff who server the members. Also CCCW is looking at a new IT system that would facilitate MCP planning and conducting assessment.
- L. Timeliness of Assessment - To monitor the timeliness of the assessment, CCCW added a question within the supervisor file review.

7. **2011 Member Satisfaction Survey-Statewide Results**

It is believed that the state will have the 2013 Member Satisfaction Survey questions completed and shared with MCO's soon. Once the questions are finalized, these will be shared with the Quality Committee, as well as 2012 results when those are shared.

8. Updates from Member & Provider Quality Councils

The Member Quality Council did not meet last month, but Evelyn H shared that they were able to recruit more members for two other advisory groups. One group regarding employment and one regarding community initiatives. The appeals and grievance committee now has a total of eight new members.

The Provider Quality Council - The meeting discussed the new rate setting and the roll out of the new rate setting when pretty smooth. The council discussed those providers who did not attend, nor gave a reason why they couldn't attend the community development initiative, if these providers could be eligible for the onetime 1% incentive from CCCW. Also the council clarified more information on the grant process.

9. Update from the state

MetaStar is looking to change how they do the annual quality review of MCOs. It's been discussed that instead of having MetaStar visit one MCO for a week to review everything for that one MCO, that MetaStar may take one component of the annual review and evaluate all of the state's MCOs at one time.

10. Future Agenda Items - Employment initiative; Sustainability initiative

11. Next Meeting Date: September 26, 2012

12. Adjourned at 2:16 by Stevens; seconded by Yaun.