

CCCW Quality Committee Meeting Minutes

Date: March 27, 2013

Place: CCCW-Stevens Point, Meeting Room 319

Time: 2:30-4:00PM

Present: Dana Cyra, Penny Bartelt, Rebecca Blue, Keith Draheim, Diane Glaza, Joy Henrich, Becky Schultz, Ann Stevens, Megan Van Meter, Trista DeRosa, Stacy Bintzler, Stacey Covi, Rose Boron

1. **The meeting was called to order at 2:36PM by Dana Cyra.**
2. **Minutes of 1/23/13 meeting approved.**
3. **CCCW Executive Updates. Jim Canales, CEO**

At the State level Governor Walker's budget proposal contains no extra monies for expansion of the Family Care program for the next two years unless there is a change to current budget. The remaining fifteen counties without Family Care will not be participating yet. Current Medicare dollars are in the budget to allow Family Care and IRIS to continue as it is now. Dennis Smith from the Department of Health Services, which oversees Family Care, left to take a job in Washington DC. Kitty Rhodes is now the Secretary of the Department of Health Services. Pris Boroniec, Administrator of Long Term Care has also left. Pris has been our primary connection for the Family Care program. DHS continues to work on initiatives to stabilize the program.

Moving on to local issues, CCCW has chosen two main initiatives this year. First, we are going to be introducing a new organization-wide IT system. CCCW just signed a contract with Care Works. The company is based out of Dublin, Ireland. Care Works has been involved with the State of Wisconsin helping to update the ADRC IT systems as well. Our current system has been in place since 2008 and was originally designed to serve one office site. The new system will better help us serve our six locations. The system will have portals that provide our members and providers access into the system. In addition, our company is in the beginning stages of implementing the Community program. Kate Norby and Julie Strenn, who left CCCW to begin a consulting firm, are assisting CCCW's new Community Resources Department with the initiative. Efforts are also underway to update CCCW's strategic plan, originally established in 2009.

4. **Reports:**

a. **CCCW Organizational Updates.**

At our last meeting, we discussed the Internal Quality Evaluation and our 2013 Quality Plan. Both of these are now available on the CCCW public website. The Internal Evaluation is located on the About Us tab in Annual Plans. The 2013 Quality Plan is located under the Quality tab. We will soon be posting the External Quality Review there as well.

CCCW recently received notice that North Central Health Care will be installing a button to open the door to the Wausau office, making it more accessible to members. Pam Onstad has been hired as the new Quality Manager-Care Plan Review. Pam has been an IDT manager since 2008 and previously was an IDT staff member. Allison Rehfeldt is our new Training Manager. Allison has worked for CCCW a little over a year. She previously worked for Skyward and provided software training around the country. She also has a Bachelor's degree in Education.

CCCW's new Community Resource Department has experienced an additional resignation and some shifting of staff into other positions. At this time, recruitment is underway for the position associated with Adult Family Home Certification.

DHS continues to work on the Medication Adherence sustainability initiative. This is aimed at providing members with devices/technology instead of people to administer medication. A tool was introduced by the State to identify people who could use the new device. Currently, CCCW is piloting this tool using a few IDT teams who will provide feedback to the State. The tool is similar to the current ten day assessment tool that is used with new members. The medication assessment will only be completed for members who reside in their own homes. IDT teams involved in the pilot are expected to use the new tool during the assessment or re-assessment process.

Managers across the organization working together on implementing changes that must be made in order for CCCW to be in compliance with the 2013 State contract. The 2013 contract was completed four months later than usual. In the 2013 contract, DHS introduced the concept of Long Term Care outcomes and moved away from funding supports for PEONIES outcomes. Long-term care outcomes are based on clinical and functional needs of a member. Fortunately, CCCW staff have always looked at the core issue behind a request when making authorization decisions. This focus will be helpful when implementing changes because the core issue is typically related to a member's clinical or functional needs. Changes to simplify the RAD tool were made and there is a new Notification of Non Covered Benefit form letter that must be sent when member's request something outside of the benefit package is denied. This type of decision is no longer subject to appeal so CCCW will likely need to do some level of monitoring to ensure appropriate supports (including out of benefit) supports continue to be authorized.

Implementation of a new IT system will be a huge effort for all CCCW staff throughout the next year. CCCW hopes to have staff using the new system by March 2014. The first area developed will be the provider database. CCCW's Member and Provider Quality Councils will likely have opportunities to provide input. Member input can help CCCW to identify accessibility issues, as well as the types of information they may wish to access using the new member portal.

b. Membership Reports.

The membership report continues to demonstrate stability among CCCW's membership in terms of target groups, member ages, living arrangements, and

gender. The statistical report shows high numbers for new enrollments. As of February, there were 31 people on the waiting list for Langlade County and 26 people on the waiting list for Lincoln County. The entitlement date, or date on which there can no longer be a waiting list, is January 1, 2014 for Langlade County and April 1, 2014 for Lincoln County. On those dates, anyone on the county's waiting list who is eligible and desires enrollment, may choose to enroll and become a member of CCCW.

c. **4th Quarter Indicator Report.**

This quarterly indicator report was distributed for review in advance of the meeting. Committee members were encouraged to contact Dana Cyra with any questions or concerns related to the report.

d. **2012 Member Satisfaction Survey Results. Penny Bartelt, Quality Manager-Continuous Improvement**

A graph of 2012 survey results was distributed in advance of the meeting. Results continue to be very positive and the response rate is 49%. Full results of the 2012 survey are available on the CCCW website. The survey is comprised of 14 questions that all MCOs across the state are required to include. At CCCW the survey is distributed to members or member representatives by Screen Specialists during each member's annual review of functional eligibility. The process has worked well for CCCW. A statewide workgroup is currently working on major revisions to the survey itself, which will likely be implemented in 2014. At this time, CCCW is hopeful that the survey administration process will not need to change.

e. **Initial Report on External Quality Review.**

Federal rules require a external quality review of each managed care organization on an annual basis. The WI Department of Health Services contracts with Metastar, an organization based in Madison, to conduct the external quality reviews. CCCWs external quality review generally takes place in March. Every three years, the external quality review entails a full review of all policies and procedures. 2011 was a full review year. 2012 was not a full review year so external review focused on a review of 48 member records and follow up on items not deemed to be fully met in 2011.

Full results are not available yet. However, results of the member record review have arrived. CCCW has until the end of day tomorrow to request reconsideration or results specific to any member records reviewed. Overall, CCCW staff are very pleased with the results. The composite score for percentage met criteria is 91.5%, which is much improved over composite results for each of the past three years of around 85. Four areas identified for ongoing improvement efforts include: (1) member-centered plans updated for significant changes; (2) timely coordination for services; (3) follow-up to ensure effective coordination of services; and (4) timely issue of a Notice of Action letter, when warranted.

5. **Merrill Transportation Update-Trista DeRosa, Community Resources Manager & Stacey Covi, Provider Relations Senior Manager**

CCCW is collaborating and working through contract expectations with a new potential provider through CAP Services in the Merrill area. At this time, CCCW is waiting for the provider to obtain professional liability insurance.

Kris Kubnick and Stacy Covi are working with current contractors in Merrill to partner with, and provide better transportation access, to members.

Stacy Covi and Trista DeRosa are gathering the provider survey results. Feedback will be provided at a future meeting.

6. **CCCW's Incident Reporting Process**

A flowchart of CCCW's incident reporting process was distributed in advance of the meeting. CCCW staff used the flow chart as a reference tool to walk through the incident reporting, review, and oversight processes. Discussion then focused on potential process improvements. It was suggested that CCCW consider a means by which members who report a concern can obtain feedback that ensures their report was received and addressed with the provider. IDT staff indicated it is sometimes difficult resolve member-specific issues in a manner that supports an ongoing positive working relationship with the provider. From the discussion, it seemed that best practice might be that member-specific concerns be addressed in a meeting that includes the member, provider, and IDT staff. In situations where a member is self-directing their supports, the member may be fully capable of effectively addressing any concerns that arise directly with the service provider. In that situation, IDT staff could coach and support the member, as needed and desired.

CCCW staff will continue to work on identifying practices that ensure appropriate follow-up and feedback to members AND sustained positive and supportive relationships with network providers.

7. **Member and/or Provider Concerns.** Providers expressed concerns about the functional screen process. At a recent meeting of providers, a number of residential service providers complained that they were not being included in the functional screening processes specific to the members they serve. In some cases providers indicated they were not informed a screener would be coming to the facility. Providers also reported significant anxiety among some individuals who, as a result of the screening process, feel they may be forced to move to a new location. Penny Bartelt, Quality Manager and supervisor of CCCW's Screen Specialists, assured providers that she is willing to work directly with any provider who experiences such issues. Based on the direction provided to Screen Specialists, CCCW would not expect to hear such reports. Over the past several months, CCCW has been working to assign member screens in a manner that supports the develop good working relationships between a residential provider and CCCW staff assigned to complete screens for members receiving their services. One or two CCCW Screen Specialists are assigned to each facility and screeners are asked to schedule appointments via an identified facility contact. Screeners are expected to solicit input from providers as part of the screening process. Stacey Covi indicated she will be follow up with Penny regarding the specific issues identified. Stacey has encouraged providers to

contact her immediately when this happens so we can immediately work to resolve such issues.

8. **Updates from Member & Provider Quality Councils.** Penny Bartelt attended and reported on the Provider Council meeting. Provider progress on the community development grants continues. Provider presentations at a future meeting were suggested. Changes in the 2013 contract between DHS and CCCW have impacted plans related to implementation of CCCW's provider rate methodology. As of April 1st, rates will remain constant to allow sufficient time to determine how and when provider rate may change moving forward.
9. **Future Agenda Items.** Medication Management Tool & Grants Presentation
10. **Next Meeting Date: May 22, 2013**
11. **Adjourned at 3:57PM**