

CCCW Member Quality Council Meeting Minutes

Date: August 21, 2013

Place: CCCW Stevens Point, Meeting Room 319 (back entrance)

Time: 2:30-4:00PM

Present: Becky Bauchnecht, Evelyn Heikenen, Allison Rehfeldt, Tricia Mayek, Julie Russo, Nancy Gear, Penny Bartelt, Larry Shroda, Jennifer Besmer, Megan Van Meter, Kim Hopkins, Joy Henrich, Jennifer Pagel, Julie Henrichs, Chelsey Drifka

1. Meeting called to order at 2:35PM

2. Agency Updates

Kim Hopkins, MILC-Recently had a successful kayak event. October 11th there will be a hay ride at the pumpkin patch in Junction City. Chili will also be available. The event is from 12PM-4PM.

Julie Russo, ADRC of Portage County-Cindy Piotrowski was approved by the board last night as the new director. We are in the process of hiring for the Medicare Part-D Assistant position. No training on market place. Hoping will happen in very near future. Cindy will cover both positions until new person is hired for assistant position. She is hopeful that postings will go to HR this afternoon.

Jennifer Pagel, ADRC of Central Wisconsin-Working with the state for their new database system. There are a few new employees at the ADRC in Wausau. Julie Wolf is the new Elderly Benefit Specialist. Wendy Peterson was also hired. She is currently being trained as a specialist and will focus on nursing homes in the future.

3. CCCW Update-Evelyn Heikenen, Member Services Manager

We have a lot of changes coming up for 2014. Our first IT demo will be next week. We hope to transition to the new system in January. We were awarded the contract for eleven more counties (Barron, Rusk, Washburn, Douglas, Ashland, Bayfield, Iron, Price, Sawyer, Burnett, and Polk) in the northwest part of state. The area is currently being served by Northern Bridges. There are four ADRCs and four tribes in the northwest region. This expansion will be different for us than the other times we have added counties. The reason for this is due to already having an MCO infrastructure and family care in the area. The decision to approve the expansion is scheduled to be presented to our Board of Directors next week. If the expansion is approved, we proposed to have a communication plan to introduce CCCW to the public and people at Northern Bridges. Our hope is to have their staff obtain the CCCW values. Interviews with Northern Bridges staff members will be scheduled. We now have a newly hired training manager who will assist us in this expansion. To maintain our quality standards, we will make sure the new staff understand our expectations and follow our procedures. Our current staff will be a huge support in conveying these expectations. At this point, we are not sure how similar our MCO is to Northern Bridges. CCCW is very community strength based and partner with providers. The effective date for the expansion is January 1, 2014.

Jim stated in June our enrollment numbers are down due to more deaths. July is seeing a better trend for enrollments.

At the beginning of October, CCCW will hold a "Stepping On" class at the Stevens Point office. This class is open to members and the public.

“Stepping On” helps reduce falls. We are currently taking registration forms. Marathon and Wood county ADRCs are also hosting “Stepping On” classes this fall.

4. Reports: Tricia Mayek, Quality Manager discussed reports

a. Membership Report

Enrollments have been increasing slowly since April. April was a higher month for relocations. We are still trying to decrease the amount of members in institutions. There was an appeal filed in May with the Division of Hearing. A member requested a power assisted-motorized wheelchair. After some physical therapy evaluation and a lot of additional research the team denied the wheelchair. The wheelchair request didn't meet MA or Medicare criteria. The member requested the wheelchair to use in the community. It took her forty-five minutes to assemble and disassemble the wheelchair for use outside the home. The member hired a private attorney, which was a first for Evelyn. CCCW's decision was upheld. The member didn't need to use it in the home and didn't meet criteria necessary. It was a difficult appeal and we want to maintain a good relationship with the member. SDS numbers are continuing to increase.

b. Statistical Report

No one was put on the waiting list in June for Langlade county, which is rare. Disenrollments stay consistent around forty and continue to be mainly due to deaths. There was one functionally ineligible member who is in the process of appealing.

5. CCCW Staff Training Plan-Allison Rehfeldt, Training Manager

Allison was hired four months ago as our Training Manager. Obtaining a degree in education, she initially taught children and transitioned to training adults on software programs. Prior to taking a position at CCCW, she was building a curriculum and training new hires.

This new training position was created to allow new hire/internal training to become more consistent throughout CCCW office locations. Previously, there was a position that met with new hires but was not specific to all training pieces necessary. Our new hire lien project involves identifying needs for the new hire process.

Allison will be developing the annual organizational training plan, creating consistent internal training, maintaining a resource builder, creating organizational orientation, capturing live trainings and presentations for all locations to access, and working on the 2014 Training Plan. Allison revised the 2013 training plan that was submitted and sent back to us from DHS. State initiatives wanted further clarification and a different RAD process with teams. The annual training plan was updated to incorporate these changes. A piece to explain how a manager knows if new staff are ready to take on a caseload was also requested. An assessment tool for managers has been developed.

The next steps for Allison will be building a consistent resource library available throughout all offices and creating/training current staff members to work with new hires. Several assessments will help measure new staff members' abilities. A readiness assessment for managers will be created to

mirror the new hire version. This will provide resources to managers when new hires are not meeting specific criteria.

The IT department has created an employee training calendar in Microsoft Outlook to provide links to brochures and information for trainings available to all staff members. Staff and outside companies can also email the training mailbox to alert CCCW of an upcoming training.

6. CCCW 2014 Member Survey-Penny Bartelt, QM Continuous Improvement

Every year, the state requires this survey be completed by all MCOs. We are one of the only MCOs that do this on an ongoing basis. Our functional screeners offer the survey at the time of a member's annual screen. We can fill out with them or let them fill the survey out themselves. We currently use a visual tool with stars for members as a rating scale to help answer questions. 2012 results are on our website homepage. We have very high results over 92% in all areas. Statewide results are now being compiled for comparison with all MCOs. 2013 results won't be posted until next fall. The state wants revise the 2014 survey to make questions more comparable to cap survey/personal care surveys. Questions and ratings scales will be different. The state may no longer separate CRC and HWC questions and ask them as a team. Please provide feedback regarding the grading scales being used. We are actively a part of this revision process with the state.

"Do you feel the IDT team is meeting your outcomes or goals" was requested by Julie, CRC in Marshfield. The 0-10 grading scale was overall disliked by the council. The state also wanted to incorporate SDS or transportation questions. We currently don't have questions regarding specific services. Targeted initiative for the state is transportation. The

current 2013 survey will be ending October 31, 2013. The 2014 survey will be implemented January 1st.

7. CCCCW Newsletter discussion-Chelsey Drifka

The newsletter was initially created to be written by the members for the members. It's difficult to support a publication for such a large, diverse population. The only similarities the readers have are living in Wisconsin and enrolled in Family Care. Technology, tips, recipes, and community events are currently used as broad topics. A portal was created on the CCCW website with an email address for people to submit ideas. There is also a phone number listed to call and leave information. The newsletter is printed and mailed to all members of CCCW. The initial goal was to have CCCW members independently creating the newsletter. This process has proven to be difficult. We would like to provide timely information that is applicable to all readers. The newsletter template was created using Publisher and is an easy format. Marilee is interested in the layout and willing to continue to have a role. Tricia is thinking company specific material such as expansion, current diabetic supply changes, change in contract with outcomes, training, classes available, and health related articles could be incorporated. Nancy suggested discounted program to get taxes completed at H&R showing membership and partnerships with ADRC tax services be included. Members struggle with getting this helpful information from outside sources and would benefit from opportunities presented. A section could still be added for members to submit interests they would like reading about. Penny suggested that events be posted and follow-up with members who attended be conducted for an article posting

about the event. We could also have staff and/or members submit articles or topics.

Joy (member rep) pointed out that members could be good story tellers but may need the support to have someone help compose their article. We need to reach out to them and not ask for an ongoing commitment.

8. Future Agenda Items

Have Dana run data for percentage of members over 90

Member Satisfaction Survey 2014-update

9. Next Meeting Date – October 16 2013 2:30-4:00

Adjourned at 3:59PM