

CCCW Quality Committee Meeting Minutes

Date: November 27, 2013

Place: CCCW-Stevens Point, Meeting Room 319

Time: 2:30-4:00PM

Present: Dana Cyra, Ann Stevens, Glenn Lamping, Carrie Breitenfeldt, Larry Schroda, Denise Jacobson

- 1. Call to order/Introductions**
- 2. Approval of Minutes from 9/25/2013 Meeting.**
- 3. CCCW Executive Updates**

Northern Bridges is going out of business due the contract for GSR-7 being awarded to CCCW. There are major changes taking place due to northwest expansion. The executive team continues efforts to locate office space. The plan is to use three of the offices previously leased by Northern Bridges. The contracting process with provider in the NW region is underway. There is significant work to be done in the northwest region to develop and sustain positive working relationships with providers.

CCCW hired most Northern Bridges staff members who were interested in transitioning to CCCW. These staff are familiar with Family Care which will help during the training process. Thirty-four new staff, many of whom have no experience with Family Care, are starting next week in the northwest. Critical operations positions such as managers are also starting next week. Care management staff transitioning from Northern Bridges will not start until January. Northern Bridges IDT staff had higher caseloads so CCCW hired additional care management staff to reduce caseload size. CCCW hired fewer managers and more Community Resource Coordinators and Health and Wellness Coordinators in the northwest region. Some of Northern Bridges' management staff did not transition over due to a smaller number of positions for IDT Managers and Quality Managers in the northwest. Janet Duffy, Chief Operations Office for Northern Bridges, and was hired as Assistant Director of Operations for CCCW in the northwest region. Kris Kubnick is currently acting as Director of Operations in the northwest.

Board membership for CCCW, which includes representation from the northwest region, is currently being decided upon. The CCCW Board of Directors didn't want to exceed eleven members. Instead, the board looked to determine a way to re-organize that ensures representation throughout the expanded service area. The Board believes there should be five members from the central region, five from the northwest region, and one member at large. Counties in the northwest region counties are not happy with such a proposal because it does not allow for at least one representative from each county served. From the board's perspective, the proposed structure ensures adequate representation for the number of members served. CCCW anticipates service approximately 2,100 members in the northwest region and approximately 3,300 in the central region. Board Chair Janice Ribbons will be traveling to meet with different county boards in the northwest region to explain the proposed structure and to work with the counties to devise a structure that is acceptable

CCCW has contracted with Paradise Solutions for IT support to make sure CCCW is able to fully utilize computers and technology with such a vast service area. Local IT staff will be trained to be support the new IT system, Care Director, which is currently under development.

4. Reports:

a. CCCW Organizational Updates

Kate Norby and Julie Strenn are assisting with the expansion and implementation of Outcome Based Employment. Kate and Julie were previously employed by CCCW but left to start their own consulting business. In the Northwest, staff will not have designated office spaces. Office spaces will be set up as generic work spaces for any staff member to stop in and work. These spaces will include equipment and laptops for use. There won't be assigned work spaces and staff will not be expected to work 8 hours a day from an office. Eventually, when the leases for current office space expire, CCCW hopes to implement Outcome Based Employment in the central region. Outcome-based employment offers more flexibility for staff members to work where and when is best for them.

The new Care Director IT system will be implemented in the central region first. Once the bugs are worked out, the system will be made available in the northwest region. In the meantime, staff in the central region will

continue to use their current system. CCCW has contracted with Milwaukee County for continued use of the MIDAS care management database in the northwest region until such time as transition to Care Director can occur.

CCCW is in the process of submitting documents for both annual certification as a Family Care Managed Care Organization and certification to provide services in an expanded service area. Most documents have been submitted.

Tricia Mayek and Allison Rehfeldt in the Quality Department have been leading a *Stepping On*, Fall Prevention course this fall. Outreach efforts were very successful. So many people signed up for the class that a waiting list for future classes was developed.

b. Membership Reports

Growth in membership continues to be very slow. While there continue to be new enrollments, CCCW continues to see an increase in disenrollment that appears to be due to death among elderly members. The percentage of members who are self-directing their supports has reached 24%, which is just short of the 25% goal. Overall, the composition of CCCW members by target group, age, type of residence, and other factors is very stable. In the future there are likely to be some minor changes to the membership report that will help to monitor progress toward CommunUnity® objectives. These objective include increase supported living options and increased community connections. There were no notable changes on the 6 month regional report.

5. Internal Quality Evaluation – for 2013

CCCW's Quality Plan was initially based on a model used by FondDuLac County which was deemed to be a best practice. This required much cumbersome and redundant documentation. In 2013, the quality plan was restructured to mirror contractual requirements and to include both quality assurance and quality improvement measures specific to the quality of care management, the quality of customer service provided by CCCW, the quality of purchased services, and utilization review. Provider network measures haven't been submitted yet.

Dana provided information specific to a number of areas identified for targeted improvement in 2014. Initial review of progress toward identified quality improvement objectives demonstrates a need to ensure all Quality Management staff are aware of, and conscientious about, making changes to measurement tools. For example, progress on several quality improvement objectives, was to be measured via care plan reviews. In the second quarter of the year, the tool used to complete care plan reviews was updated. In more than one area updates to the tool actually increased the requirement for marking an item as “met.” For example, the tool previously assessed whether staff identified and appropriately addressed member risks. In the second quarter, the Care Plan Review Committee changed the criteria for marking “met”. In addition to identifying an addressing member risks, IDT staff must have indicated whether a behavior support plan or crisis plan was in place for a member identified to have behavioral risks. In the end, it was difficult to tell whether there was improvement or not because the associated measure changed significantly. In 2014, Quality Management staff must re-visit the care plan review tool to ensure, when applicable, that measures are comparable to those used by Metastar for external quality review

Service authorization and Notice of Action, when warranted are areas where ongoing improvement is warranted. Programming in the new Care Director IT system will help to support required Service Authorization, RAD, and NOA processes. Monitoring requests is difficult and requires a review of case notes. Directors of Member Support will be asked to reviews results in several areas to devised a plan for staff support or retraining that improves performance.

Immunization numbers are difficult to capture and are submitted in March (past flu season, not current). There was a 64% jump for the pneumonia vaccine because of a criteria change. The measure previously included members under 65 but now applies only to members age 65 or older.

In 2013, Quality Management staff learned that a question on the Member Satisfaction Survey related to employments was not a good measure. Because better measures specific to member employment have become available within the last year, questions specific to employment will be removed from CCCW’s member satisfaction survey. CCCW also incorporated

more questions specific to employment and community involvement within the assessment that will be available in Care Director.

6. 2014 Quality Plan

All areas where 2013 improvement objectives were not met, and areas identified for targeted improvement via quality assurance measures, have been incorporated in CCCW's Quality Plan for 2014. Those who have additional suggestions are encouraged to submit them to Dana Cyra via e-mail as soon as possible. Dana is drafting a plan to meet the deadline but is always willing to add to the plan.

7. 2014 Member Satisfaction Survey

We have a finalized version of what we are to ask members. The questions for 2014 changed significantly from those in previous years. Penny Bartelt oversees survey development and administration of the survey by Screen Specialists. In the past, the survey was completed with the member, if the member was capable of answering the survey questions. In 2014, some questions are more difficult to understand and answer. For that reason, if the member has a legally designated representative, the survey will be mailed to the member's representative in 2014.

8. Expansion Activities

a. Membership Handbook Update

The Member Handbook was updated to include information specific to eleven additional counties. The updated handbooks will be sent to members in the northwest region in December. CCCW received the handbook template for 2014 but it will not be finalized by the 1st of the year.

b. Quality Management/Member Services Site Visit

Staff of CCCW's Quality Management and Member Services Departments visited staff of Northern Bridges earlier this month to discuss processes currently in place in the northwest region. CCCW staff were looking specifically for differences in process that ultimately facilitate achievement of DHS requirements. The visit helped CCCW staff to identify areas that must be targeted for staff re-training.

c. Other Activities

Glenn Lamping encouraged CCCW staff to continue outreach at member and provider meetings regarding expansion. Glenn indicates it is very important to discuss practices and processes that will be implemented in the Northwest region during expansion. This is challenging and time consuming but very beneficial. Glenn commended CCCW on the amount of contact and interaction that has transpired between CCCW, Northern Bridges, and the DHS. Expansion has required a great deal of cooperation and support. CCCW has also reached out to existing providers in the region to see if anyone wants to take this opportunity to expand into the northwest region.

Ann Stevens, Aurora Community Services, expressed her willingness to provide assistance with the expansion due to good relationships with CCCW and current providers. She hopes more people join Family Care in the northwest region.

9. IT System

A number of staff obtained access to CCCW's new database in Care Director during the first round of User Acceptance Testing. CCCW previously submitted requirements and programming requests; many of them have not been completed yet. Modifications will be made to ensure the system looks more like what was requested prior to additional user acceptance testing. The same provider contracted with the DHS to develop the ADRC database. CCCW have noticed many areas in the system that seem to be specific to the ADRC. These features likely need to be turned off. However, CCCW is committed to working with Care Director staff to obtain a final product that fully supports MCO functions.

10. Member and/or Provider Concerns

Ann Stevens reported that new provider rates will be communicated to residential providers in February or March. Meetings were scheduled to take place the same day as the quality committee meeting but the outcome of such meetings was unknown.

11. Updates from Member & Provider Quality Councils

Evelyn would like to include northwest region members who were active with the committee in future meetings of the Member Quality Council.

12. Future Agenda Items

- a. Residential Rates-Coleen Seeman
- b. How screen is used/overview
- c. Update on Commonunity® - You may get an invitation to be on one of the "Vision Workshops" to identify things we can do in the communities to have better access for all people to be full citizens.
- d. Member Newsletter-We need members and staff members to help develop this. Each department could submit something in a designated quarter. Tricia Mayek could include health articles every quarter. We would like to see member successes highlighted in each newsletter. A biography of new staff members would be a nice addition.

13. Next Meeting Date: January 15, 2014

- a. Every 3rd Wednesday of the month from 3:00-4:30PM

14. Adjourn