

## **CCCW Quality Committee Meeting Minutes**

**Date:** March 19, 2014

**Place:** CCCW-Stevens Point, Meeting Room 319

**Time:** 3:00-4:30 PM

**Present:** Dana Cyra, Tricia Mayek, Penny Bartelt, Pam Onstad, Sarah Benson, Lisa Shrader, Carrie Breitenfeldt, Barb Gering, Steve Sullivan, Joy Henrich, Larry Schroda, Kelly Pliska, Marlene Winters

- 1. Call to order 3:00PM**
- 2. Minutes from 1/15/2014 Meeting Approved.**
- 3. CCCW Executive Updates /Organizational Updates**

CCCW expanded January 1<sup>st</sup> to include 11 counties in the northwest. Currently, there are no monies for expansion to the remaining 15 counties operating without Family Care in the State Budget. There continues to be a lot of advocacy for expansion throughout the state. The Department of Health Services conducted a report that proved Family Care to be more cost effective in comparison to the County based system of Home and Community Based Waivers. The State created a new initiative regarding Dementia Care to create a more effective system state-wide.

The DHS received our request to adjust the preliminary capitation rate. They agreed to increase the rate which reduced our deficit from 2.4 million dollars to about 1 million dollars for the new year. All of our provider contracts are complete. We continue to work with providers to ensure acuity based rates continue to help support members and providers.

The CCCW Board decided how to best include representatives from the northwest. There were some negative responses due to the northwest having more counties but fewer representatives. The Board decided to appoint 5 members from the northwest and 6 members from the central region based on the number of members served in each location. The first meeting that will include the northwest is in Wausau on May 28<sup>th</sup>. The Board

meeting will take place at Rice Lake's new office location on June 26<sup>th</sup>. All northwest offices, except Ladysmith, will have an open house the same day.

CCCW Outcome Statements will be updated to include Community<sup>®</sup>. We reached our goal in 2013 to have 25% of our members using SDS. Lynn Scotch has been hired as our Director of Human Resources. She reports directly to Jody Kohl, Chief Human Resource and Information Officer.

#### **4. Reports:**

##### **a. Quarterly Indicator Reports-4<sup>th</sup> Quarter**

This report was created for the Board and staff members based on data requested. The vast majority of disenrollments happen in the elderly member population with the most common reason being death. Falls continue to be the greatest source of injury to members. The next indicator report will reflect changes that were made to the Member Satisfaction Survey tool.

##### **• Input from committee for future reports**

The Board would like to continue seeing a breakdown by office for the SDS report. We may switch the results to a table format to better include all 11 counties. Will continue to include disenrollment data and possibly change this to a table as well. Feel free to email [Dana.Cyra@communitycarecw.org](mailto:Dana.Cyra@communitycarecw.org) or [Samantha.Northup@communitycarecw.org](mailto:Samantha.Northup@communitycarecw.org) with any suggestions regarding the Quarterly Indicator Reports.

##### **b. Membership Report**

Due to the amount of data from all 11 counties, the report now includes only one month of results. Even with including the 2,000 members from the northwest, the composition of our members remains consistent. The demographics only changed by 1% or less. Penny suggested this report to be by office and update the age ranges. When the new IT system is implemented, member living arrangements and community supported living could be included.

## **5. MetaStar Care Management Review Results-Pam Onstad**

MetaStar is an external agency that conducts a quality review for MCOs in the state. They reviewed 50 care plans this year. Compared to last year, we increased in every area except one, timeliness of most recent MCP.

MetaStar did not find any cases with quality concerns in our sample. Our overall score in 2013 was 91.59%. This year our overall score increased to 95.28%. There were only 2 areas below 90%: MCP updated for significant changes and NOA issued when indicated. We received a score of 80% for “plan updated for significant changes”. This area will be difficult to increase. The results do not have enough applicable records in the measure. There was only one that didn’t meet this measure, but our percentage is low due to a small sample of 5 cases that applied to this area. We have been consistently low with NOA but regularly increasing this percentage each year. We have designated our new PIP to address NOAs.

Pam sent emails to IDT teams that had met all areas and detailed documents to those who did not meet all areas. Managers were emailed information of where to locate detailed results and other reports.

MetaStar will review about 40 care plans in the northwest in May. Next year, a full review will be conducted.

## **6. 2013 Member Satisfaction Survey Results**

This year our response rate was very positive. The surveys are offered at the time of a member’s functional screen. 56% of our members completed a survey last year. 1,592 members total participated. 60% of the reviews were completed by the member themselves, 35% were completed by a guardian or HCPOA, and 5% were completed by a family member or caregiver.

Our results were consistent with the previous year with some areas increased. We continue to improve satisfaction rates. 13 of 14 core statements required by the State reached over 94%. The State continues to work on approving the 2012 overall survey results.

This year, we began mailing out surveys directly to any Legal Guardians or HCPOAs when a letter is sent to alert them of an upcoming screen. The survey itself was updated with acronyms that needed clarification. There will be one more update to include a question to measure the NOA-PIP that was

approved by the State. The northwest won't start administering surveys until members have been enrolled with CCCW for 6 months.

**7. IT System Update**

Two weeks ago, developers from Ireland arrived to help with the development of Care Director. The system availability timeline has been moved back with a go-live date of August 11<sup>th</sup>. This will only include Phase 1 of the system for internal processes. The Member and Provider Portals will be part of Phase 2. Previous suggestions from member reps were submitted to developers.

**8. Member and/or Provider Concerns**

A number of providers in the central region are now expanding to the northwest. Members would like to see these changes. IDT teams are sometimes unaware of these as well. More communication needs to be developed internally and externally. A suggestion to send out memos to staff internally was made. A calendar could also be created with topics for IDT staff to discuss with members. Paper and electronic updates could be sent to members as well. Dana will follow up with Provider Network to highlight changes on our website. Larry would like providers to attend meetings for change updates. The new IT system will include a Service Directory with the ability to search for specific services and providers. Trainings could also be included for members and guardians in the Member Newsletter. The Member Newsletter is still being developed internally.

**9. Future Agenda Items (Residential rates, overview of screen, update on Community<sup>®</sup>, status of member newsletter, provider changes)**

**10. Next Meeting Date: May 21, 2014**

**11. Adjourn at 4:15PM.**