

CCCW QUALITY COMMITTEE

Meeting Minutes - DRAFT

DATE: November 25, 2009

PLACE: Community Care of Central Wisconsin-Stevens Point, Meeting Room 319

TIME: 1:00 – 2:30 p.m.

PRESENT: Ann Stevens, Laura Goetz, Linda Michalewicz, Lawrence Schroda, Pam Ironside, Bill Pyke, Cheryl Aspenson, Sherly Bauer, Darlene Gering, Nicole Hill, Gina Germ, Jessica Schmidt, Bonnie Cherwinka, Dana Cyra

EXCUSED: Evelyn Heikenen, Mary Gillette, David Thewes, Julie Strenn, Patrick Puylear, Lucy Runnells

OTHERS PRESENT: Glenn Lamping, Regional Member Care Quality Specialist

1. The meeting was called to order at 1:05 p.m. by Linda Michaelwicz, Committee Chair.
2. Motion to approve minutes of September 23, 2009 without revisions by Schroda; second by Stevens. Approved.
3. CCCW's Mission statement (Dated September, 2009) was distributed to committee members. Mark Hilliker, CCCW Chief Operations Officer provided an overview of the mission statement and the process by which it was developed. The CCCW Governing Board and more than 200 staff throughout the organization participated in a collaborative process to identify the mission and core values of CCCW. The revised mission statement reads: "Community Care of Central Wisconsin identifies and supports the strengths and preferences of members, creates community connections, and coordinates quality, cost-effective and individualized long-term care services available through Wisconsin's Family Care program." Significant efforts are underway to ensure this mission is at the forefront of everything CCCW does as an organization. One example is the development of a staff performance management system that specifically focuses on staff efforts in areas that support the values and mission of CCCW.
4. The CCCW Membership Report for October 2009 was distributed and reviewed. This report provides an overview of the composition of CCCW Members in terms of target group, gender, age, and living arrangements. The October 2009 report indicates a total of 2,496 members; 892 Marathon County, 981 Portage County, and 623 Wood County. The final page of the report includes details of the waiting lists. As of October, there were 367 individuals on the Marathon County waiting list and 267 on the Wood county waiting list for services.
5. The CCCW Critical Incident and Appeals Summary Report for the third quarter of 2009 was distributed and reviewed. A total of 135 critical incidents were reported during the third quarter of 2009; the average for 2009 is 121 critical incidents per quarter. Quality Management staff expressed concerns over the continued increase in the number of member falls resulting in serious injury. However, it was explained that part of the apparent increase may be due to better reporting among staff related to internal training and education regarding the importance of documenting and monitoring falls among members. There were no member appeals and just two provider appeals during the 3rd quarter of 2009.
6. The CCCW Quarterly Indicator Report for the third quarter of 2009 was distributed and reviewed. Information on Appeals and Grievances has been revised, as suggested by the Quality Committee at a previous meeting. The report now shows the actual numbers of appeals or grievances filed and the number resolved to the member's satisfaction with 3 months of filing the appeal. The Quality

Indicator report shows ongoing measures related to contractual requirements, as well as other measures of quality pertinent to organizational goals. CCCW staff are doing well on most measures but continue to fall below the organizational goal of 75% of Service Coordination time being spent on member-specific activities (page 4, third table). Expansion to regional services has warranted significant staff training and participation in other activities aimed at developing or refining organizational processes. This may, in fact, be impacting the amount of time service coordination staff are spending on member-specific activities.

The quality indicator report also has an indicator related to staff turnover. CCCW Quality Management staff indicated this is a required state indicator. Quality Management staff believe a better indicator of continuity for members may be found in monitoring the re-assignment of members to different Service Coordination teams within a given year. CCCW staff hope to develop a better measure of continuity for members in the future.

7. Discussion of the Quality Indicator Report and member continuity lead to a general discussion of service coordination guidelines and protocols. The committee suggested that a workgroup involving Service Coordination and others develop general guidelines for service coordinators that address preferred methods/protocols for: (1) informing and transitioning members from one service coordination team to another; (2) consistently informing providers of team assignments/re-assignments; (3) informing residential service providers of upcoming member visits wherein the participation of providers is warranted and appropriate; and (4) internal practices that respect and support member rights in regard to meeting CCCW and/or contractual requirements related to member contacts. Cyra will lead an initiative to accomplish the goal in 2010.

8. In regard to changes in the state definition of Pre-Vocational Services, committee members received copies of a recent statement which indicates that the Wisconsin Department of Health Services and representatives from organizations involved with Medicaid waiver-funded prevocational services reached a consensus on a new definition for prevocational services.

The State of Wisconsin recently submitted an application to the Federal Government (CMS) for renewal of the Family Care waiver which included a new definition of prevocational services. Because of the timelines involved in submitting the application, there was little review of the revised definition prior to submission of the waiver renewal request. Upon learning of the revised definition, prevocational service providers were very concerned that the change would result in the termination of some services (and most specifically, sheltered employment) without appropriate planning and, in many cases, against the wishes and desires of people currently participating in such programs.

Nationwide, there is an effort to ensure that adults with disabilities are receiving the support needed to engage in competitive employment, so there was some pressure at the federal level for a revised definition of prevocational services. Over the past few years, Wisconsin has been actively looking at ways to improve competitive employment opportunities for people with disabilities via an "Employment task force." The revised definition of pre-vocational services came from Wisconsin's Employment Task Force.

Consensus about the new definition of prevocational services seems to focus on the recognition that sheltered employment will continue to be available for individuals with disabilities. However, there will be an emphasis and ongoing efforts to evaluate and provide opportunities, on an individualized basis, for people with disabilities to transition to paid competitive employment in the community.

9. CCCW and several other Wisconsin MCOs will be implementing a new acuity-based payment system for residential services in 2010. The new payment system uses elements of the long term care functional screen that relate to service costs, to determine the rate a provider will receive for providing services to a specific member. Committee members requested a presentation and update on this topic at a future meeting.

10. CCCW recently solicited requests for proposals and has identified two fiscal providers who will be assist members choosing to self-direct their supports in 2010. Committee members requested a presentation and update on this topic at a future meeting.

11. Updates from Provider Quality Council. At the October 28th Provider Quality Council meeting, there was significant discussion of the new residential rate setting method. Providers also reviewed some initial results of the recent Provider Survey. The final report of this survey will be available for discussion at the December meeting.

12. Updates from Member Quality Council. At the October 28th Member Quality Council meeting, there was significant discussion of the Critical Incident report and reporting categories. There was also discussion of Quality Improvement Plans requested by DHS for 2010. At the next meeting, the group will be identifying a work plan for 2010.

13. Future Agenda Items. Suggested presentations include: Self-Directed Supports (An overview of what is going on), Provider Network Update on Residential Rate Setting Tool, and presentations on other internal initiatives.

10. Next Meeting Date: January 27, 2010, 1-2:30, Rm 319/320, Stevens Point Office
Both sub-committees will meet on December 23rd; Provider Quality Council 8:30-10:00 and Member Quality Council 1-2:30.

11. Motion to adjourn by Schroda; second by Schmidt. Approved.

Respectfully submitted by Dana Cyra, CCCW Director of Quality Management.