

CCCW QUALITY COMMITTEE

Meeting Minutes

DATE: September 22, 2010

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

TIME: 1:00 – 2:30 p.m.

PRESENT: Ann Stevens, Laura Goetz, Sheryl Bauer, Julie Strenn, Crystal Feine, Judy Varney, Penny Bartelt, Carolyn Schulein, Dana Cyra, Tricia Mayek, Pam Ironside, Jessica Schmidt

1. The meeting was called to order at 1:05 p.m. by Dana Cyra.
2. Motion to approve minutes of May 26, 2010 without revisions by Stevens; second by Ironside. Approved.
3. The CCCW Membership Report for June to August 2010 was distributed. The report shows a total increase of 37 overall members in July and August; with CCCW serving 2,688 total members by August 31, 2010. The second page of the report shows enrollments and disenrollments. The number of new enrollments for July and August (95) is much larger than the actual increase in membership. The number of new enrollees is probably more reflective of staff workload because staff must work closely with each new member to complete a comprehensive assessment and develop a member-centered plan. Cyra explained that two involuntary disenrollments reported in August were not disenrollments requested by CCCW. Managed care organizations can only request disenrollment if (1) they have lost contact with a member; (2) a member refuses to participate in care planning processes to the extent that CCCW is not able to ensure the member's safety; or (3) a member threatens to harm CCCW staff, providers, or another member. CCCW very rarely experience situations that warrant a request for disenrollment. The two involuntary disenrollments on the report most likely represent individuals who were disenrolled because they failed to pay their cost share or spend down; a requirement to retain eligibility. A review of potential reasons for disenrollment was provided.

In previous months, there was a small decrease in combined waiting list totals each month. In August, the waiting list actually increased by two (2). CCCW has been working closely with the state to ensure adequate preparation for entitlement in Marathon and Wood Counties. On November 1, 2011, all those still on the waiting list in Marathon County will be entitled to the provision of services. On January 1, 2012, all those still on the waiting list in Wood County will be entitled. Discussions with staff at the state level indicate that CCCW must be prepared to serve all those who are entitled to services on the day they become entitled. This will take significant planning and coordination of efforts between CCCW, the Aging & Disability Resource Center of Central Wisconsin, and Economic Support units in Marathon and Wood Counties. In preparation, CCCW is hoping to obtain as much information as possible about the service needs of those currently on waiting lists.

4. CCCW's Quarterly Indicator Report for April-June, 2010 was distributed. The report includes measures that CCCW monitors on at least a quarterly basis to assure staff are meeting organizational and contractual expectations. It was suggested that benchmarks, or measures we hope to achieve or maintain be added to the report.
5. In August, CCCW received a letter from the Department of Health Services in response to the Metastar External Quality Review findings. The letter indicates that CCCW must provide performance improvement plans related to several of the findings and make efforts to resolve issues that have been identified but not completely addressed for one or more years. The issues to be resolved were previously incorporated in CCCW's quality improvement plans for 2010. These include: (1) Ensuring that staff consistently follow-up to ensure the effectiveness of authorized services; (2) Ensuring that staff consistently provide Notice of Action to members when services are limited, reduced, denied, or terminated; (3) Ensuring the staff fully assess member strengths and preferences to develop individualized outcomes; (4) Improved staff

performance in assessing and addressing member risks; and (5) Developing and implementing policies to ensure that providers: (a) are eligible to participate in Federal health care programs and (b) are consistently completing caregiver background checks.

Interim measures of progress for each goal were shared and in most cases, measures for 2010 have not yet reached the targets identified. An IT system enhancement, to be fully implemented by November 1, will facilitate better staff performance and better monitoring of staff follow-up to ensure service effectiveness and prompt Notice of Action to members when appropriate. Measures of staff success in identifying member strengths and preferences, and developing individualized outcomes (from the Supervisor File Review) appear to be more conservative than warranted. These have been examined and will likely be modified to provide better measures of overall staff performance. Efforts are also underway to improve written documentation of work expectations through the development of a Service Coordination Handbook that will be used as a resource for CCCW staff (both those currently employed and new staff). Members of the Provider Quality Council assisted in the development of policies and procedures related to eligibility for participation in Federal Health Care programs and performance of caregiver background checks. These have been approved at the executive level and will be implemented and measured during the fourth quarter of 2010.

6. The Falls Prevention Performance Improvement Project continues. There is ongoing work to determine how information can best be captured within CCCW's IT system in a manner that is effective and does not require duplicative data entry. Workgroup members recently presented materials to be used for provider training. Adaptations will be made to ensure the delivery of training at the management level and the availability of materials (on-line or DVD) for provider use in training direct care staff. Providers will be solicited to assist with the review of materials to ensure the delivery of training and materials that are likely to be useful.

7. The State of Wisconsin continues efforts to develop a statewide method for determining the rates to be paid for residential services. Julie Strenn and Penny Bartelt have actively participated in hopes that the new method will result in adequate and appropriate reimbursement for the services provided. Ann Stevens asked if CCCW staff felt that concerns expressed by MCOs were given serious consideration. Strenn reported that adjustments have been made; some seem very appropriate and others raise questions. But overall, rate calculations for CCCW members appear to be improving. Initial calculations showed more than a 40% decrease in provider reimbursement (in comparison to current compensation to CCCW providers). Following recent revisions, the rate decrease appears to be about 11%. While a decrease was certainly not something CCCW or its providers were hoping for, it does appear that the rate methodology is improving. Penny Bartelt participated in a meeting specifically related to the long term care functional screen. While some providers were prepared to discuss potential improvements or enhancements to the screen that might capture information related to service costs, others continue to advocate for use of a different tool. Use of a different acuity tools doesn't seem to be an idea the state is receptive to. There will likely be another stateholder meeting scheduled in late September. CCCW will send notice to providers as soon as possible after learning the details.

8. Minutes of the August 2010 Provider and Member Quality Council meetings will be posted on CCCW's website by the end of the week.

9. No future agenda items were identified during the meeting. Members were invited to submit agenda items via email to Dana Cyra.

10. The next meeting is scheduled for November 24, 2010.

Respectfully submitted by Dana Cyra, CCCW Director of Quality Management