

CCCW Quality Committee Meeting Meeting Minutes

Date: September 25, 2013

Place: CCCW-Stevens Point, Meeting Room 319

Time: 2:30-4:00PM

Present: Dana Cyra, Crystal Klement, Jessica Schmidt, Ann Stevens, Megan Van Meter, Rosemary Varney, Lisa Shrader, Carrie Breitenfeldt, Evelyn Heikenen

- 1. Call to order/Introductions**
- 2. Minutes of 7/24/2013 meeting approved by consensus.**
- 3. CCCW Executive Updates**

In August, CCCW's proposal to serve the eleven county region (GSR-7) was rated number one among the four proposals submitted. Northern Bridges, Care Wisconsin, Continue Us (recently expanded in the Eau Claire region), and CCCW were the four MCOs who submitted proposals. CCCW's Board of Directors perceived this to be a good opportunity for organizational growth. Strategically and financially, expansion to the northwest service region is expected to solidify and move the organization forward. Effective January 1, 2014, CCCW will expand our service region to include Douglas, Bayfield, Ashland, Iron, Burnett, Washburn, Sawyer, Price, Polk, Barron, and Rusk counties. CCCW currently serves about 3400 members. Expansion will result in an increase of approximately 2100 members. The CCCW executive team is currently meeting with various organizations and providers in the Northwest region in preparation for expansion. Twelve member and provider forums will happen over the next two weeks. Jim Canales, Mark Hilliker, and Kris Kubnick (the new Interim Director of Operations in the Northwest region) will be leading the forums. Jody Kohl and Jason Taylor are working to identify six office locations in the new region. CCCW will also be conducting interviews with the current Northern Bridges staff to evaluate their interest and ours in having them become employees of CCCW. Work on contract development and negotiation has also started. This will help to ensure current members of Northern Bridges do not experience any delays in services over the transition period. Dana will assist with interviews to hire a Screen Supervisor in the Northwest region who will work under Penny Bartelt, CCCW's Quality Manager-Continuous Improvement. For more information and updates

regarding expansion, committee members are encouraged to check the CCCW website. New materials and information are always being updated on our website or committee members may contact Jim Canales directly by phone or email. (715-204-1800, jim.canales@communitycarecw.org)

CCCW contracted this year with a company called Care Director based out of Ireland to set up a new IT system. The system will be available to all staff on February 1, 2014. CCCW would like the transition to occur as soon as possible due to expansion.

4. Reports:

a. CCCW Organizational Updates

- i. The State of Wisconsin's Family Care homepage has a map available showing all MCO regions in Wisconsin. CCCW manages all counties in dark blue. Penny Bartelt, Quality Manager-Continuous Improvement, is expected to return back to work part-time on October 7th from her maternity leave. The new LTCFS Manager in the Northwest region will be a part of the Quality Department. CCCW will need to rely more on technology in the near future to contact staff members in the Northwest region. Seven screeners will be hired to work in the Northwest region. A different work model, outcome-based employment will be implemented in the new region for CCCW. This will help to eliminate excessive travel by allowing staff members to work from their homes or other locations. CCCW will be exploring different options to ensure an effective and efficient system that facilitates prompt member access to CCCW staff.
- ii. CCCW and several other MCOs are helping to pilot a new Behavior Assessment Tool created by the DHS. The functional screen has been tied to rates and was designed to be an eligibility tool. The screen does not capture areas that may be costly to providers as far as behaviors go (substance abuse, etc.). CCCW screeners will be assessing one-hundred members who met the criteria specified for administration of the behavior assessment. The screeners will also monitor and report the time involved in completing the assessments. Kathleen Luedtke, DHS, has indicated DHS will compile all information to determine any action that may be taken. The pilot may result in an additional statewide

assessment tool or modifications to the long-term care functional screen to capture more behavioral information. CCCW has designated four screeners to participate in piloting the assessment.

- iii. In the month of January, CCCW hosted an in-house training for managers on LEAN process improvement techniques. A survey of managers resulted in the identification of several areas that warrant improvement. Two of these were selected as improvement projects for 2013. One project aims to reduce the amount of paper used throughout our offices; the other project focuses on improving the experience of new hires. Some of the objectives of the new hire project need to be accomplished as soon as possible due to expansion. A Kaizen Event, focused on rapid improvement, is scheduled for October 15-16th. The Kaizen event will focus on the content and delivery of training for new IDT staff and new IDT managers. Managers throughout the agency and IDT staff representatives from all offices will work in small groups to develop training curriculums and content. In general, CCCW is perceived to have too much online/computer-based learning materials. After determining the basic curriculum, the group will need to assess which training components are appropriate for staff transitioning from Northern Bridges, versus staff who have not previously worked in a Family Care MCO.

The Quality Management Department is working with staff of the Community Resource Department to develop evaluation tools to determine the success for the CommunitySM model and initiatives. Committee members were encouraged to visit CCCW's website for CommunitySM materials that are available. The member assessment in the new IT system will have many additional questions aimed at gathering information specific to community connections and employment.

- iv. The Quality Department will need to meet expansion certification requirements for the Northwest region. These requirements include updates to the Screen Quality Plan, Quality Plan, Training Plan, and the Wellness and Prevention Plan.

- v. CCCW will eventually undergo a name change to reflect the expanded service area.

b. Membership Report by Age/TG

In June and July, CCCW experienced small increases in membership and fewer disenrollments. Overall, the composition of members in terms of age groups, gender, and living arrangement has changed very little. During the three month period covered by the report, there was only one appeal. The number of members using SDS continues to increase. Currently, 24% of members are self-directing their supports. Our goal is to have 25% of members self-directing some or all of the supports they receive via Family Care.

c. 6-Month Regional Member Report

There are still 28 people on the Langlade County waiting list and 41 people on the Lincoln County waiting list. Next year, Langlade and Lincoln Counties will reach entitlement (Langlade on January 1, 2014 and Lincoln on April 1, 2014). On that date, anyone still on the waiting list and eligible will be entitled to enroll. From that date forward, there will be no waiting list and anyone eligible to enroll may do so immediately if desired.

There was a small increase in vendors for medical supplies.

In the future, CCCW reports will change due to the expansion. At this time, we are uncertain whether one report will cover CCCW's entire service area or whether reports will be broken by geographical service region.

5. Medication Adherence

CCCW is continuing to screen members as part of the medication adherence sustainability initiative. The state is requiring all MCOs to participate.

Current statewide results- 8,401 members were screened so far. Of those screened, 7,345 members were at risk, and 140 (1.9%) of those deemed to be at risk were authorized an electronic medication device. These numbers are much smaller than the state anticipated. Many people have alternative ways of having their medications administered.

CCCW results- 580 members were screened so far. Of those screened, 476 members were at risk, and 10 (2.1%) of those deemed to be at people at risk were authorized an electronic medication devices.

6. IT System Databases

CCCW continues to work on the IT system development. Staff were recently given access to a test database. The Care Director system has been in the process of an upgrade during this time which is the reason CCCW access was delayed. Templates for Assessments and MCPs are currently being developed in the system. At this point, CCCW is making an effort to ensure that none of the desired functionality currently available in CCCW IT systems is lost. CCCW had hoped to have access to the member/provider portals but need to ensure basic functionality first. Rollout has not been delayed but CCCW is willing to delay rollout by as much as a month to make sure that the system is set up correctly.

7. Member and/or Provider Concerns

IM Consortium continue to pose challenges to CCCW members and CCCW staff who have responsibilities related to the financial eligibility of members. At some point, it may be good to have a presentation on any efforts that maybe underway to improve this relatively new system.

8. Updates from Member & Provider Quality Councils

Member Quality Council- eleven members are now on the committee. The committee recently added nine new member representatives. Staff training and communication was a requested topic and discussed during the August meeting. Allison Rehfeldt, Training Manager, presented the new training plan and process to the council members. Members had many suggestions for the new IT system member portal. The Member Newsletter is being redesigned. The members themselves had started a newsletter but will need additional help to support the newsletter internally. Evelyn will be talking to Northern Bridges to find out if they have a Member Newsletter. The council will be meeting for the last time this year in October. The Quality Plan and the Appeal and Grievance Plan will both be updated for expansion. CCCW would like as much input from members as possible to meet their needs. Members of the committee were encouraged to let Member Services staff know of any members or member representatives who would like to participate.

Provider Quality Council-There were no attendees to provide a report of the most recent Provider Quality Council meeting. The Community Resource Department did receive at least ten applications for community supported living grants which CCCW will award to various organizations.

9. Future Agenda Items

Northern Counties Expansion-How we will ensure quality during the expansion; Medication Adherence; Community Resource Department-grants

10. Next Meeting Date: November 27, 2013

11. Adjourn