

CCCW Quality Committee Meeting
CCCW Stevens Point Office
Conference Rm 113 (FRONT Entrance)
Participation via Zoom
Wednesday, June 24, 2015, 3:00-4:30 p.m.

Present: Dana Cyra, Pam Onstad, Penny Bartelt, Glen Lamping, Crystal Fiene, Sarah Benson, Kit Ruesch, Kris Kubnick, Jenny Pagel, Kevin Walker, Larry Schroda, Lucie Cutler

- 1. Meeting called to order at 3:03pm.**
- 2. 3/18/2015 minutes approved.**
- 3. CCCW Executive Updates**

CCCW continues to transition with our new IT system CareDirector and change internal processes to increase efficiencies. There are also opportunities for reports being explored. Teams are now moving forward through their first 6-month reviews. The Quality Department and IT are delivering advanced finds training to help staff better understand supports provided.

Statewide-A motion was passed May 27, 2015 to remove the language from the budget regarding Long Term Care. There was a motion for DHS to integrate Long Term Care with Acute and Primary Care on April 1, 2016. DHS will need to draft and submit a new waiver by 2016. If the motion is approved, this will allow Long Term Care to operate at Health Maintenance Systems. HMS is a different delivery model than we currently have, but will still allow us to deliver services to our members. More clarification and details are needed to understand what these changes would mean for CCCW and members.

The Community Resource Department held a listening session summit for staff members. The “Integrity Gap” session addressed Commonunity® and our desire to align our practices with our intentions. Over seventy staff members attended the session in Wausau. Great feedback was collected and the department hopes to move forward with suggestions.

4. Reports (Enclosed/Attached):

a. CCCW Membership Reports

Membership remains stable. CCCW is down 3 members since January. 19% of ID/DD members and 47% of PD members are over 60 years old. 70% of Elderly members are over 80 years old. The majority of disenrollments are due to death.

Statistical Report-Continue to have ongoing enrollments. Member turnover creates a lot of work for IDT staff and increases their workloads. The report is showing a decrease for Alcohol/Drug providers in March 2015; Kris Kubnik will review this area as it looks as though it has a typo. There have been no appeals this year.

b. Quarterly Indicator Report – 1st Qtr 2015

This report goes to the CCCW Board of Directors and is a visual representation of our statistics. Only 4% of members are Non-NH which allows them a much reduced benefit package. The smallest offices have the greatest amount of members using SDS. This could be due to them being small, rural communities. SDS continues to be a goal of CCCW. People have more say and control over their plan when they use SDS.

There were 238 disenrollments in the 1st quarter. The most common reason was death, followed by transition to NH-MA. These are members who transition to a nursing home and stay for the supports they receive. They can stay with CCCW while in the NH, but many choose to disenroll from the program.

Critical Incidents-The incident categories will be changing soon. A transition plan has been submitted to DHS. There will be a greater focus on abuse/neglect and member rights violations. Trainings for this change will be set up for staff in the near future. CCCW will need to update CareDirector prior to training roll-out. A new requirement when investigating a report is to send the member a letter with the outcome. April is the first month MCOs are required to submit with new criteria. CCCW hasn't submitted them yet since Quality is still reviewing the last report. Outcomes may be shared at future quarterly meetings.

c. Member Satisfaction Survey Results-2014 Report

http://www.communitycareofcentralwisconsin.org/images/stories/Member_Survey_Results_2014_Final.pdf

This report reflects results captured January 1st through December 31st. The survey is completed at the time of a member's annual screen given by the Long Term Care Functional Screen Specialists. If a member has a legal rep, the survey is mailed directly to the HCPOA or Legal Guardian due to the change in the questions.

CCCW received high results from members in most areas. 98% of respondents agreed that their care team was respectful and courteous. 95% would recommend CCCW to a family member or friend. Quite a few answered "don't know" due to our language/terminology. A lot of respondents weren't sure what SDS was even though they were using it. This could be because staff don't use the terminology with members that often.

d. Care Management Review (CMR) Results from Recent External Quality Review

This is the annual quality review performed by MetaStar. There are two parts to the review-Care Management and Quality Compliance. For the Care Management review, CCCW responded with suggestions before the final report is released. There were no complex, challenging, or health & safety concerns. Fourteen areas were reviewed. CCCW met 3 areas at 100% and 6 areas above 90%. The overall CMR score was slightly lower than last year. Staff will focus on the areas that are lower than 90% and already have a workgroup to improve NOAs.

CCCW's Quality Compliance score was 82/88 points. 38/44 of the areas were met. Follow-up on areas not met will continue for the next 2 years.

5. Review of Updated Quality Committee By-Laws

Currently, this committee has a minimum of 7 CCCW reps and 7 HWC/CRC reps. "Additional reps may include providers, ADRCs, and other stakeholders" will be added to this document. Dana will research parliamentary procedures to replace current practices with less formal ones.

6. Reviewed Updated Volunteer Position Description

7. Future Meeting Dates-Quarterly

8. Member and/or Provider Concerns

Member rep concerned about payment to providers. There are WPS hold ups at this time up to 3-4 months of payment. This has been a huge transition with great challenges. Provider authorizations are now accessed online. Providers would need to look every day for new/updated auths, so IDT are now making more phone calls to providers. Provider Network department does have a help line available as well. IDT are to refer providers to internal resources. There have also been a lot of authorization issues with the IT system. Staff appreciate providers and are trying their best to resolve issues. CCCW is exploring all possibilities, including the possibility of auto-generated e-mail notices to providers when changes are made to an authorization.

Benefit package change mailing sent to legal rep-mailings used to go directly to all members. If a member has a legal representative (HCPOA or guardian), the information is mailed to the legal rep. Any CARES notices that are mailed are not from CCCW.

9. Future Agenda Items

- Claims-Providers/Payments
- Annual External Quality Review (elements/plan)

Email Samantha samantha.northup@communitycarecw.org, or Dana dana.cyra@communitycarecw.org with any questions or suggestions for future meeting topics

10. Next Meeting Date: Sep 16, 2015 (proposed)

11. Meeting adjourned at 4:19pm.