

**Committee on Family Care Quality  
Wisconsin Council on Long Term Care**

**Meeting of June 19, 2009**

**Approved Minutes**

**Members present:** Karen Avery, Paul Cook, Myra Enloe, Carol Eschner, Martha McVey, Jennifer Ondrejka, George Potaracke,

**Members absent:** Mary Clare Carlson, Stephanie Griggs, Daire Keane, Michael Luber, Eva Williams

**Others present:** Lorraine Barniskis, Karen McKim, Sabrina Fox, Sara Karon, Judy Stych, Nachman Sharon, Ann Marie Ott, Janice Vele

**Meeting call to order.** Chair Carol Eschner called the meeting to order at 9:45 AM.

**2008 Family Care Annual Report**

Karen McKim explained that final DHS approval had not yet been given to release the most recent Family Care Annual Report. She said that changes in findings between 2007 and 2008 were mostly due to expansion (for example, changing proportions among target groups). The report will be released soon and will be sent to committee members. Discussion is deferred to the next committee meeting.

**Care Manager Orientation Manual**

Karen McKim shared copies of the Care Manager Orientation Manual for review. The manual will be used in the care manager core training which is under development. Member care quality specialists in the DHS regional offices are being trained to be the trainers of new Family Care care managers. There was good committee discussion about the care manager skills and processes needed for consistency and effectiveness in meeting member needs. MetaStar may also focus on care management skills and processes in its 2009-10 annual review.

**Report on key preliminary findings from MetaStar's annual review for 2008-09**

Ann Marie Ott shared general observations on the findings to date of MetaStar's annual review for 2008-09 in the areas of assessment, service planning, service delivery and member centeredness. 240 Family Care and 120 Partnership records were reviewed (the larger of 30 cases or 1.5% of the caseload for each MCO). The report will be final later this summer, and final results will be brought to the committee.

**Report from People First Wisconsin**

This report was deferred due to the absence of People First representatives.

**Comments from the public**

Betsy Abramson asked several questions about topics covered in the Family Care Annual Report. In response, it was noted that almost all topics in the 2008 report will be the same as in the 2007 report. The goal is to keep everything as much the same from year to year, to facilitate comparisons across time.

## **Family Care Quality Strategy**

Karen McKim distributed a rough draft of a quality strategy policy paper required as part of the federal waiver renewals for Family Care. This committee will serve as the primary stakeholder review group for the policy. Members provided feedback on several areas of the draft. A more expanded draft will be provided prior to the next meeting, for further discussion.

### **Committee discussion on key quality indicators**

Carol Eschner facilitated a discussion about the most crucial quality standards that all MCOs must meet. These would be a basic threshold, with the expectation that as MCOs gain maturity, there would be increasing stability for both MCOs and their members. Members identified the following critical indicators:

- Health and safety risks are identified
- Health and safety risks are addressed
- The provider network includes *at least* one provider of each service, with increasing choices as the MCO matures
- There is continuity of care
- The MCO has a system to identify quality issues related to consumer services
- The MCO has teams of care managers with core competencies; there is ongoing training and oversight of care management skills
- There is stability in the care manager staff (turnover rates are relatively low)
- Members are aware of and can use the grievance and appeals system
- Resolution of grievances and appeals is timely
- Members have easy access to services; service delivery is timely
- Member care plans are comprehensive and consumer driven
- Consumers are actively involved in planning and governance
- Members demonstrate satisfaction with the MCO
- Providers demonstrate satisfaction with the MCO
- The rate of unnecessary hospitalizations among members is low
- DHS should review information about the number of voluntary disenrollments and the reasons for them
- Members' personal outcomes are identified and support is provided to assist them in meeting those outcomes
- Progress is being made toward members meeting their personal outcomes
- Members' health outcomes are identified and addressed

Further discussion of potential committee recommendations will be scheduled for the next meeting. Carol and Lorraine will develop a framework to help facilitate this discussion.

### **Committee business**

- Minutes of the March 27, 2009 meeting were approved unanimously on a motion by Myra Enloe, seconded by Karen Avery.
- Announcements: Martha McVey announced that she is retiring and will no longer be able to participate in the committee. Pete Esser has also resigned, due to health issues.
- Scheduled meetings and future agenda items: Remaining meetings for 2009 will be rescheduled to August 7, October 2, and December 4 (all first Fridays). Agenda items will include:
  - Further development of recommendations to the LTC Council about priority quality indicators
  - Development of definitions, standards and measurements of compliance around self-directed supports within Family Care
  - Information and feedback on the 2008 Family Care Annual Report
  - Information and feedback on the MetaStar review for 2008-09
  - Feedback on the policy for Family Care Quality Strategy required for federal waiver renewal
  - Feedback on key quality-related provisions in the draft 2010 standard contract for MCOs

**Meeting adjourned at 3:10 PM.**