

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

Meeting of August 7, 2009

Minutes

Members present: Paul Cook, Mary Clare Carlson, Myra Enloe, Joan Hansen, Daire Keane, Jennifer Ondrejka, Eva Williams

Members absent: Karen Avery, Carol Eschner, Michelle Goggins, George Potaracke

Others present: Lorraine Barniskis, Heather Bruemmer, Karen McKim, Nachman Sharon, Nancy Crawford, Dan Hayes, Kirstin Dolwick, Sue Schroeder, Betsy Abramson

Meeting call to order. Vice-Chair Paul Cook called the meeting to order at 9:40 AM.

2008 Family Care Annual Report

Karen McKim provided an overview of the 2008 findings in the Family Care Annual Report. She noted that the findings show evidence of the effects of rapid expansion, as well as problems with data collection and analysis. It may be better to not push to get future versions out so soon. Overall, the age of members was younger in 2008 than in 2007, with growth of the developmentally disabled population among members. Many new DD members came from residential settings in waivers, resulting in changes in the proportions in various living situations, the proportion of retired people, and other areas. There is concern about the increase in preventable emergency room visits from 2007 to 2008. Karen and Nancy Crawford walked through other differences between 2007 and 2008 and invited suggestions for future versions of this report. Paul Cook suggested that trends over time be included in future, and that, at least for frail elders, PACE and Partnership numbers be shown separately.

Committee discussion on key quality indicators

Paul Cook facilitated a discussion about the most crucial quality expectations that all MCOs must meet. As a basis for the discussion, he used a table summarizing previous committee discussions, and a schematic framework that he had developed that emphasized processes from the consumer's perspective. After considerable discussion and a consensus voting process, the committee developed the following recommendation to the LTC Council:

Background

Over several meetings in 2009, the Council's Committee on Family Care Quality had conversations about where DHS should focus its quality oversight of MCOs. Members recognized that expectations would and should increase as MCOs matured. Certification requirements establish minimal expectations that an organization must meet before opening for business.

The Committee recommends that, in addition to assuring that each MCO continues to meet certification requirements, the Department should focus its oversight on the following key areas:

1. In the first two years of an MCO's provision of Family Care:
 - a. The MCO has teams of care managers with core competencies; there is ongoing training and oversight of care management skills

- b. Members' care plans are comprehensive.
 - c. The number and types of grievances and appeals are analyzed to determine whether there are patterns that might indicate problems to be addressed.
 - d. Members' care plans are in place within 90 days of enrollment.
 - e. All services immediately needed by members are in place.
 - f. Analysis is done of the number of members using self-directed supports and the types of services being self-directed
 - g. Members' employment outcomes are identified and being supported.
 - h. The MCO is making contact with new members within three days (as required by contract).
2. As MCOs mature, DHS should continue to focus on the above areas, and add the following key areas:
- a. Members' outcomes are identified, supported, and success is evident in meeting outcomes.
 - b. Members' employment outcomes are identified, supported, and success is evident in meeting employment outcomes.
 - c. Analysis is done on service utilization (types and amounts)
 - d. Members' functional abilities are improving, or at least stable, within expectations for the Family Care target groups (analysis of changes over time in ADLs)
 - e. There is a smooth transition from the children's service system to Family Care for young members.
 - f. Mental health needs of members are being identified and addressed.
 - g. Risk assessments are done as appropriate for falls, and prevention measures are put in place as needed.
 - h. Analysis is done of disenrollments due to dissatisfaction.

Report from People First Wisconsin

Mary Clare Carlson reported that funding for focus group participation in the committee had expired at the end of 2008. She provided handouts used with people with developmental disabilities at trainings sponsored by Disability Rights Wisconsin. The handouts provide information about how to actively participate in a functional screen and how to develop personal outcomes as part of the care plan process. She also noted that People First will be giving awards to MCOs for most creative ways that members' outcomes were met.

Comments from the public

Betsy Abramson suggested that a more complete picture of quality be addressed, including nursing homes and IRIS. She suggested three specific areas:

- Consistency of member plans from year to year
- Smoothness of the transition from the school system to adult services
- Addressing mental health issues.

Family Care Quality Strategy

Karen McKim reported that she had made little progress on developing the policy, and would have to seek input from the committee outside of a committee meeting, such as a conference call or email responses. Paul Cook noted that the discussion on quality indicators will provide input to the quality strategy policy.

Care management requirements in the standard 2010 MCO contract

Charles Jones walked through the handout on care management requirements in the 2010 MCO contracts and received comments from the committee.

Committee business

- Minutes of the June 19, 2009 meeting were approved unanimously on a motion by Jennifer Ondrejka, seconded by Myra Enloe.

- Announcements:
 - Jennifer Ondrejka announced that the 2nd statewide conference on self-directed supports will be held October 12-14 in Milwaukee. More detailed information will be sent to members.
 - Heather Bruemmer, Chair of the LTC Council, thanked the committee for their hard work and contributions.

- Future agenda items:
 - Follow-up discussion on key MCO expectations recommended by the committee
 - Committee suggestions for formatting Family Care Annual Report for 2009 (December meeting)
 - Updates on the CMS site visit (Charles Jones, October meeting)
 - Updates on waiver renewals (Charles Jones, October meeting)
 - Possible review of potential changes in service definitions (Charles Jones)

Meeting adjourned at 2:45PM.