

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

Meeting of September 26, 2008

Approved Minutes

Members present: Karen Avery, Mary Clare Carlson, Paul Cook, Myra Enloe, Carol Eschner, Pete Esser, Stephanie Griggs, Chris Hess, Daire Keane Martha McVey, Jennifer Ondrejka, George Potaracke

Members absent: Michelle Goggins, Joan Hansen, Michael Luber

Others present: Lorraine Barniskis, Karen McKim, Sue Schroeder, Nachman Sharon, Rebecca Murray, Nancy Crawford, Krista Willing, Darla Gehl, Jan Swart

Meeting call to order. Chair Carol Eschner called the meeting to order at 9:30 AM.

Review of draft annual Family Care report

Karen McKim, Rebecca Murray, Nachman Sharon and Nancy Crawford walked through the draft of the first annual Family Care report, noting that it was an early draft, with much room for edits based on committee discussion. The discussion occupied most of the day. Specific comments were noted by DHS staff. Overall suggestions included the following:

- Separate information related to personal outcomes, clinical outcomes, and functional outcomes into distinct sections.
- Use as little jargon as possible.
- Separate information related to various target groups; put detailed information (e.g., tables) into an appendix, including mental health information.
- Add information at the end about sources for other kinds of information not included in this report.
- Include areas where there are remaining challenges and work to be done, not just the successes.
- Keep the format as similar as possible from year to year.

Comments from the public

Jan Swart of Bethesda commended DHS staff and the committee for their good work on the draft annual report. She looks forward to the published report.

Committee business

- Minutes of the July 25, 2008 meeting were approved unanimously, on a motion by Martha McVey, seconded by Karen Avery.
- Carol Eschner acknowledged emailed questions from Karen Avery regarding possible agenda items for the committee. She said that the charge to this committee is related to quality in managed care. The full Council is looking at quality in ADRCs; she suggested that those interested look at Council minutes on the web site. IRIS is not managed care, so it is not in the charge of this committee.
- Mary Clare Carlson distributed a handout of key points from the August 18th focus group of People First members. This group of about five self-advocates is providing feedback to the committee on the topics in their agendas. Key points included the following:

- There was very positive response to the PEONIES project.
 - People liked the focus on quality of life and thought the outcomes were easy to understand.
 - People were in favor of there being an outside PEONIES evaluation of MCOs, especially if results could be simplified.
 - The group agreed that MCOs should use PEONIES to guide their service delivery and as an internal evaluation process.
 - Suggested that the state provide training on PEONIES to service providers so they also could use it in service delivery and internal evaluation.
- The group raised some concerns about Family Care, including the following:
 - Not enough education, including easy to read and understand materials, of consumers and families about the transition to Family Care
 - Some self-advocates are feeling pressured to make decision about choosing an MCO before they reel ready to do so.
 - Not enough training for staff of MCOs and ADRCs about intellectual disabilities.
 - Advocacy training is needed for people with intellectual disabilities so that they know how to ask for what they need.

The group will meet again on September 30 to discuss the concept of the annual report and committee discussion of its content.

Meeting adjourned at 2:55 PM.