

Choices for Care Evaluation

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Objectives

- Explain Role in Evaluation

- Describe Evaluation Report



Findings

Recommendations

- Describe Policy Brief



Findings

Recommendations

- Ask for Assistance

UMMS Role in Evaluation

Develops
Evaluation Plan

Implements
Evaluation Plan

Independent
Evaluator

Researches
Policy Issues
for CFC

Provides
Technical
Assistance

Evaluation Report: Methods

35 Global Indicators

Focus on Relevant, Actionable Measures

Encompass continuum of settings

Secondary Data Reviews

Evaluation Key Findings

- Maintained a high level of quality and satisfaction
- Increases in the ability to serve participants in the community
 - 49% of CFC participants are served in nursing facilities and 51% are served in HCBS settings
- Maintained good ratings of sense of choice and control
- HCBS and facility settings met participants' needs
- Remained budget neutral
- Increases in the quality of life domain
 - Flexible Choices had particularly high ratings
- Decreases in the number of applicants waiting for eligibility and financial determination (positive change)

Evaluation Key Findings (con't)

- Self-rated health remained steady
- No waiting list for individuals in the High Needs Group
- Changes are under development to respond to the Moderate Needs Group (MNG) waiting lists and provide flexible service options for MNG participants
- Area Agencies on Aging, doctors, hospitals, nurses, family and friends are important sources of information for CFC participants
- Some HCBS participants experience problems that remain unresolved
- Coordination of services and person-centered planning are areas for improvement

Evaluation Report: By Domain

Information
Dissemination

Access

Effectiveness

Experience
with Care

Quality of Life

Waiting List

Budget
Neutrality

Health
Outcomes

Service Array
and Amounts

Evaluation Report: By Domain

Information Dissemination

- Maintained gains or improved related to listening to needs and preferences, and choice and control. Some decreases in specific programs.
- Important sources of information
 - AAAs, MD/RN/Hospital, word of mouth

Access

- Maintained consistent results in most areas
 - Improvements in number of people waiting for eligibility determinations
 - Timeliness ratings continue to show room for improvement
 - Increase in Ombudsman complaints

Evaluation Report: By Domain

Effectiveness

- Increasing numbers of Highest and High Needs participants living in home and community settings
- No waiting lists for High Needs participants
- Increases in services meeting daily needs
- Room for improvement in service coordination and person-centered planning

Experience with Care

- Maintained high ratings in quality, courtesy and satisfaction
- Increases in serving individuals where they need and want them
- Potential issue: problems and problem resolution within specific services (including Homemaker Services, Flexible Choices and Personal Care)

Evaluation Report: By Domain

Quality of Life

- High ratings on HCBS made life better, someone to listen, someone in an emergency and safety.
- High ratings on NF/ERC for meaningful activities, meeting religious needs, friendships and safety
- Improvements observed but still comparatively low for social life satisfaction and services help to achieve personal goals

Waiting List

- No waiting list for the High needs group
- There is a Moderate Needs waiting list, even though there were unspent provider funds

Evaluation Report: By Domain

Budget Neutrality

- CFC met budget neutrality requirements, while reinvesting unobligated funds strategically

Health Outcomes

- CFC participants self-reported rating of health and ability to remain in current living situation remained the same

Service Array and Amounts

- In almost every setting and program, the number of individuals served increased since 2006
 - Decrease in nursing facility since 2006
 - Decrease in Adult Day MNG in 2012
- Number of providers relatively unchanged
- Launched Adult Family Care

Evaluation Report: Recommendations

Information Dissemination

Significant Sources of Information

Friends,
Family, Word
of mouth

AAAs

MDs, RNs,
hospitals

Ensure easy to understand information with contacts is highlighted on website for new visitors

Identify successful efforts to increase awareness of continuum of services in medical community

Evaluation Report: Recommendations

Access

Staffing Adequacy Ratings

Availability of nursing staff can impact health in nursing facilities

Nursing
facility
stakeholders
(possibly
LANES)



Independent
quality
improvement
contractor

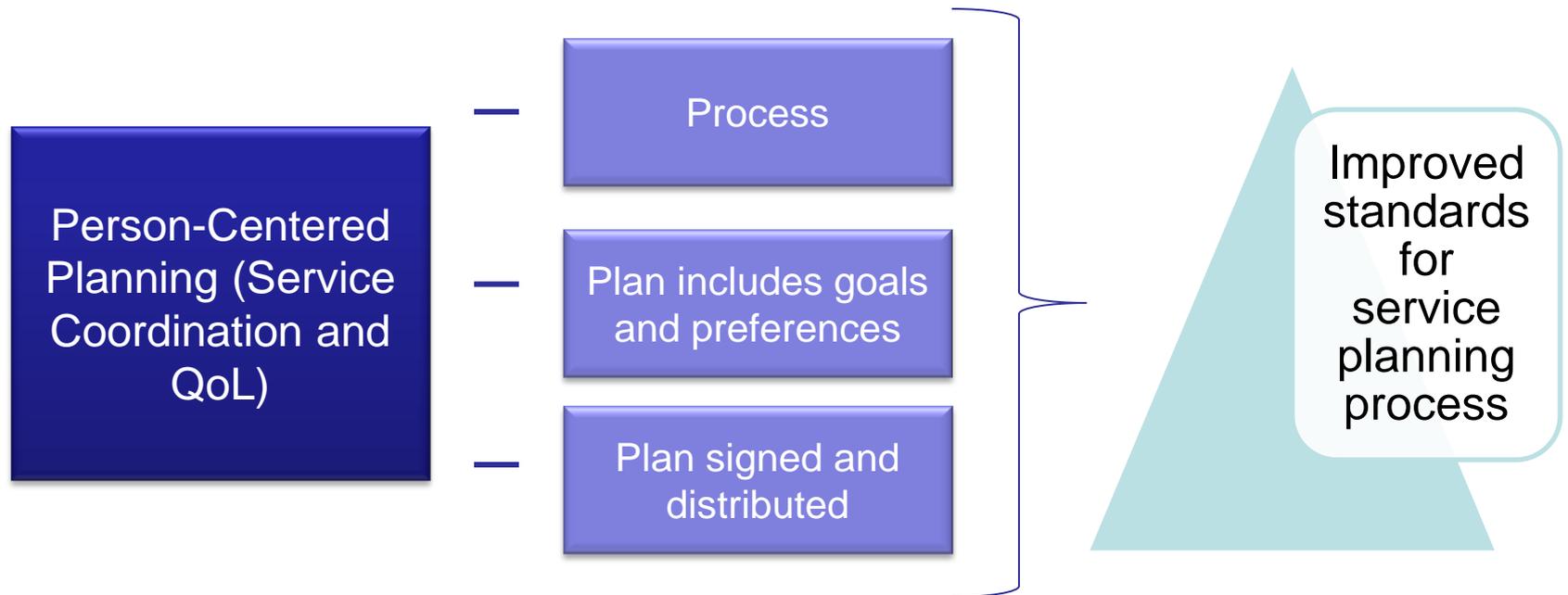


Identified
solutions and
goals

Evaluation Report: Recommendations

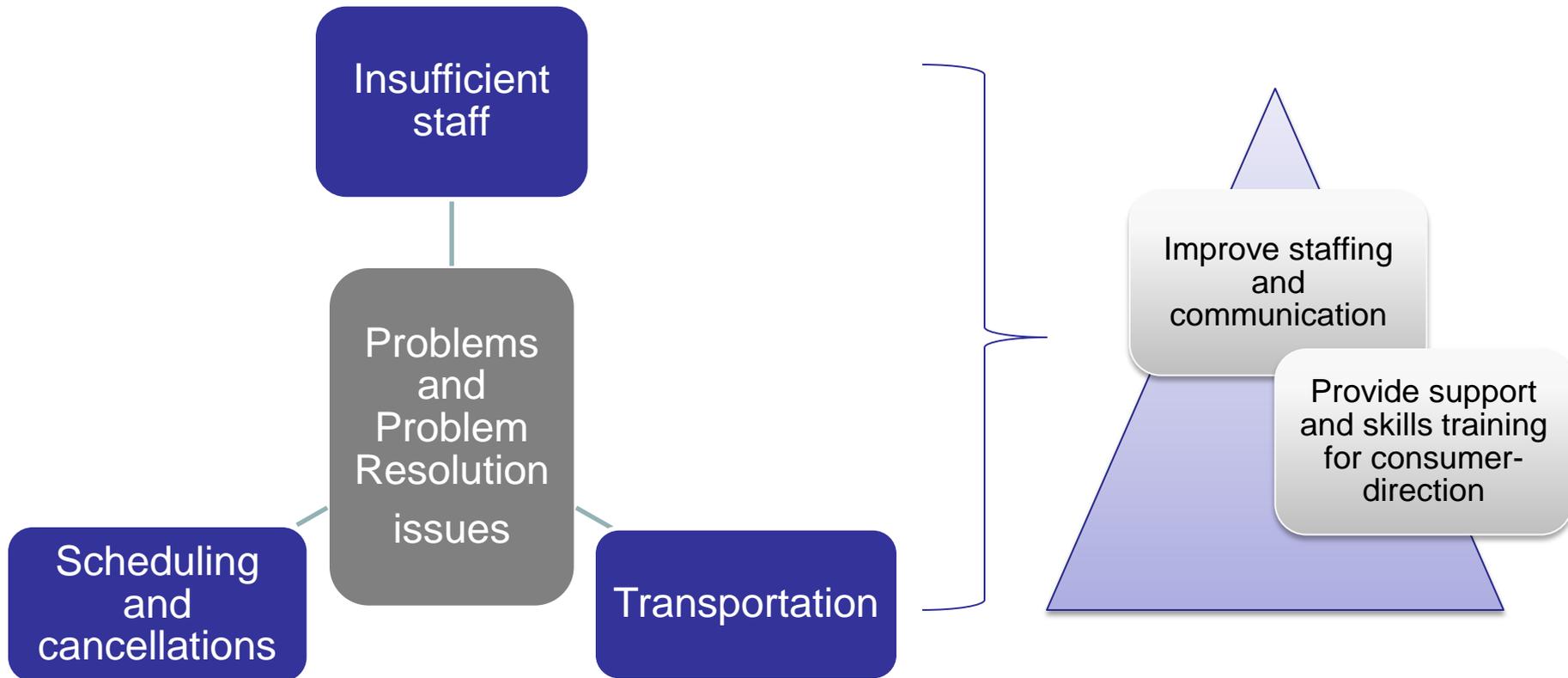
Effectiveness

Leverage HCBS Final Rule Guidance to Improve Standards



Evaluation Report: Recommendations

Experience of Care



Evaluation Report: Recommendations

Evaluation

Vermont
Long-Term Care
Consumer Survey

Improve
and
Align

My Innerview
Satisfaction
Survey

- Questions focused on timeliness, quality of life.
- Methodology, service options and level of need groups
- Increase ERC participation

Evaluation Report: Recommendations

Evaluation (cont.)

Case Mix

- Alternative measures to better capture functional changes

Eligibility

- Add measures about wait times

Next Steps: Questions

- Any questions?
- Any ideas for improvements?
- Any feedback on measures?



MNG Policy Brief: Flexible Service Option

DAIL Proposal

- Allocate share of CFC reinvestment for new MNG flexible service option

DAIL Goals

- Better meet the needs of MNG participants
- Fully maximize the use of Moderate Needs funds
- Serve more people
- Create more flexibility for the people using services
- Improve satisfaction

Findings

Options

MNG Policy Brief Methods

Telephone
Interviews



Findings

Literature
Reviews



Secondary
Data
Review



Options

Stakeholder Interviews

Providers

Area Agency
on Aging
Homemaker
Adult Day

Participants/Caregivers

MNG
Flexible
Choices

DAIL

Advisory
Board
members
Staff

Others

Long Term
Care Clinical
Coordinators
Transition II
Non-medical
providers
Alzheimer's
Association
COVE

Findings

Options

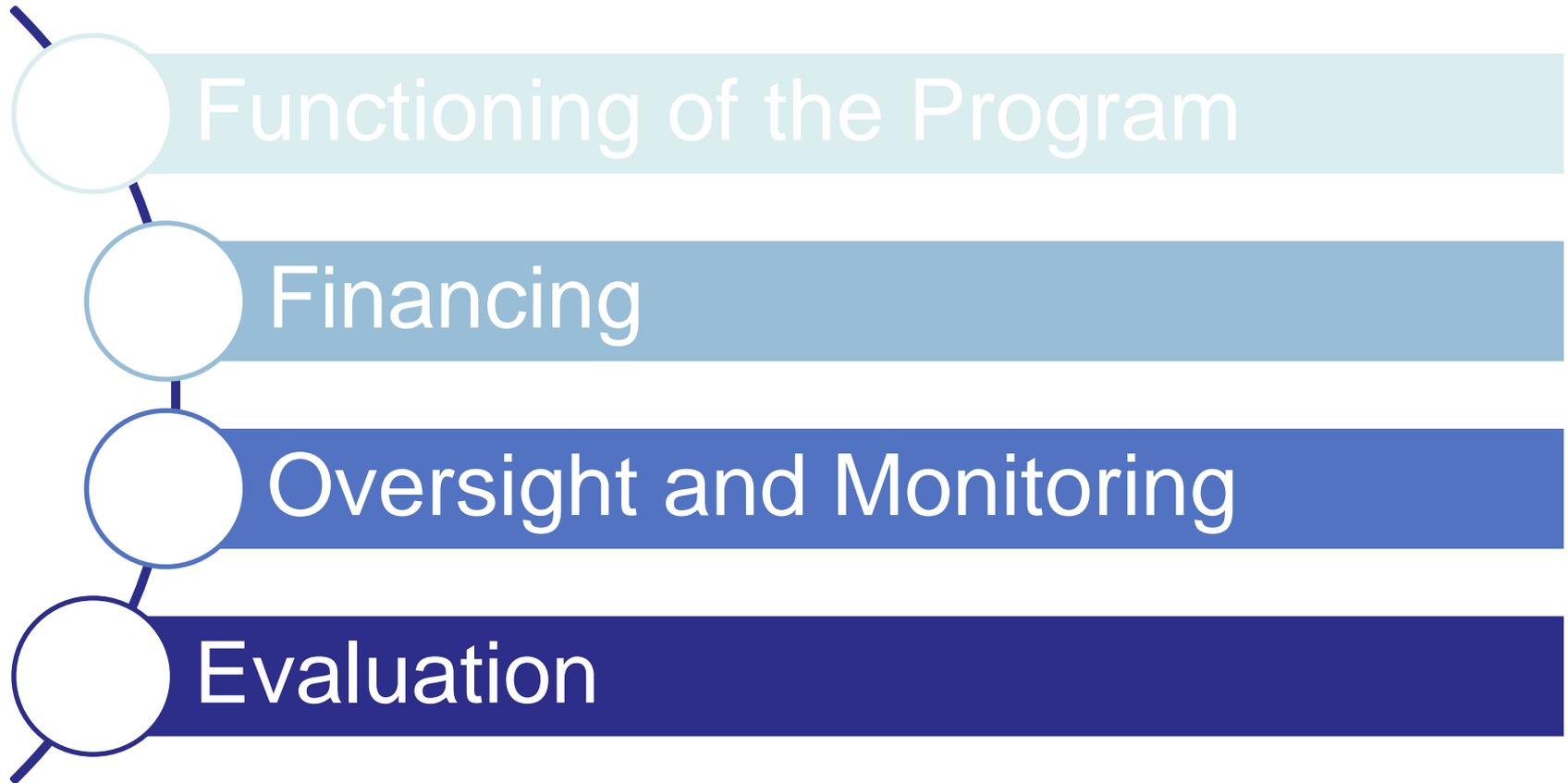
Interview Findings



Findings

Options

Recommendations



Findings

Options

Update from DAIL

- SFY'13 CFC Reinvestment, \$3M for SFY's '14/'15, to June 30th, 2015.
 - Eliminate MNG Wait List (12/31/13) within 8 months
 - Implement Flex Services Pilot, available now
- Trainings (3) completed April, plans to post online version in May
- CFC Moderate Needs Program Manual Section IV.4.Flexible Funding to web next week
- SFY'14 distribution (\$1,296,772):
 - Adult Day \$363,122 (wait list 46)
 - Home Health \$754,650 (wait list 387)
 - AAA flex \$179,000
- SFY'15 to distribute (\$1,703,228)

Update from DAIL (cont.)

Moderate Needs Flex Service Pilot Measureable Outcomes

Outcome #1: Serve More People

Eligible applicants on the homemaker and adult day wait lists prior to 1/1/14 will be enrolled in Moderate Needs services by December 1, 2014 (within 8 months of the additional SFY14 funding notification), with a volume of services to meet their assessed need.

Outcome #2: Maximize use of funds

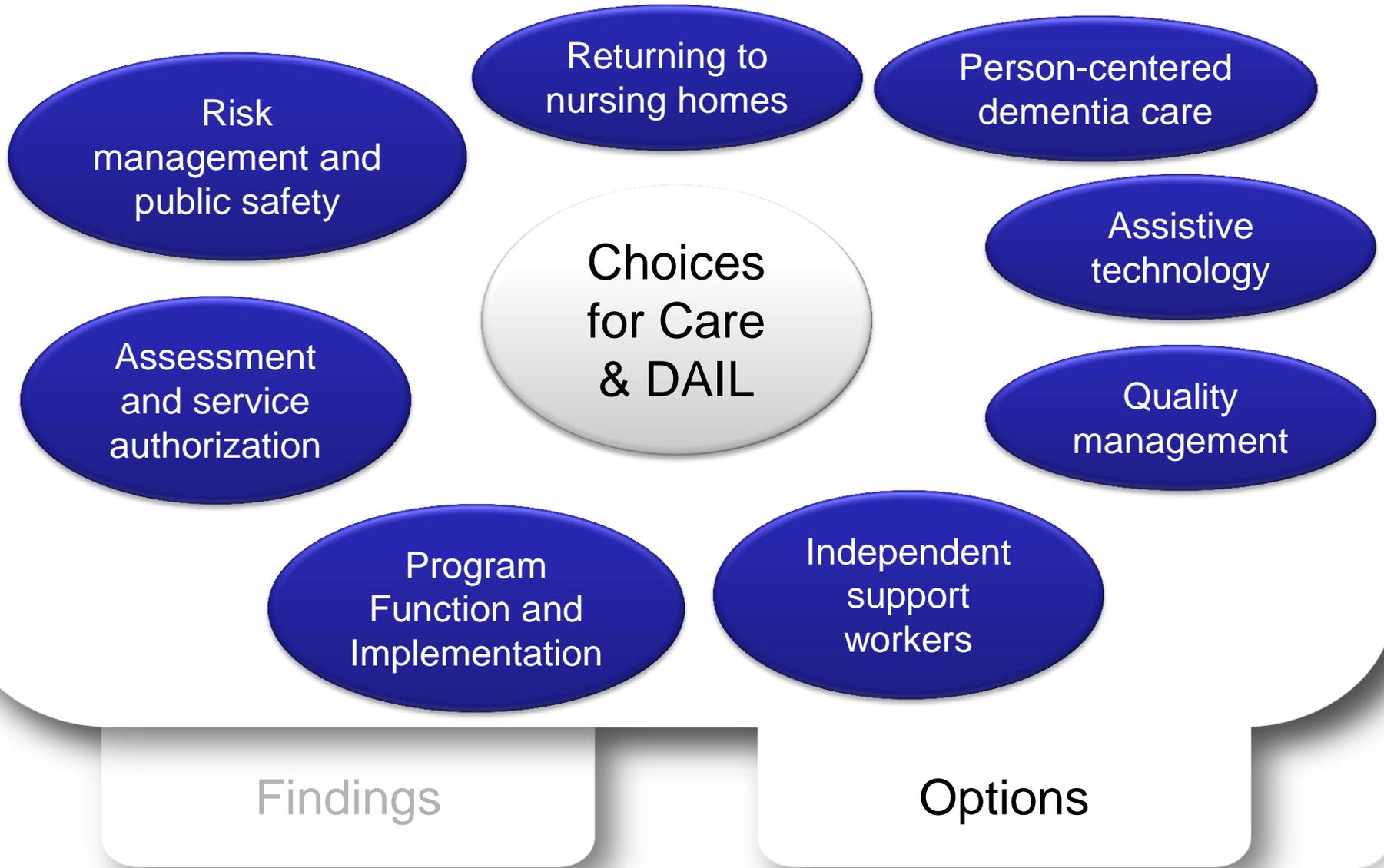
Create a spending goal that assures high utilization of funds without overspending.

Outcome #3: Create Flexibility.

Create a Moderate Needs Flexible Funding service option that includes a self-hire process utilizing ISO services through contracted entity, ARIS Solutions.

Outcome #4: People are satisfied

Policy Brief



Policy Brief

Returning to
nursing homes

- Review circumstances of people served in CFC who have left a nursing home to other settings and then returned to nursing home.
 - What led to the return?
 - What might have been done to avoid the return?

Findings

Options

Policy Brief

Person-
centered
dementia care

- Explore specific work plans which have contributed to improving care in a specific setting (ERC, adult day, people's own homes)
- Determine outcome and performance measures

Findings

Options

Policy Brief

Assistive
technology

- Explore additional technological approaches within community and facility settings that can complement and supplement staff support

Findings

Options

Policy Brief

- Review current quality management plan to identify opportunities for revision
- Consider better integration of RBA and/or consumer survey measures across different settings

Quality
Management

Findings

Options

Policy Brief

- How will collective bargaining impact CFC?
- Determine outcome and performance measures

Independent
support
workers

Findings

Options

Policy Brief

Program
Function and
Implementation

- Program Options
 - MNG Flexible Service Option, or
 - Adult Family Care
- Questions to consider:
 - How is implementation working out?
 - Is the program reaching the people who might want this service?
 - Are payment practices working out?
 - What are the results or outcomes?
 - What do consumers, workers, case managers, and provider agencies have to say?
 - What can the experience of other states tell DAIL about its programs?

Findings

Options

Policy Brief

Assessment
and service
authorization

- Explore and identify modifications to the assessment tool(s) used for CFC eligibility and service authorization
- Further consider person-centered planning practices

Findings

Options

Policy Brief

Risk management
and public safety

- Explore issues related to elder prisoners and prisoners with disabilities being released from incarceration who may be eligible for CFC

Findings

Options

Next Steps: Policy Brief Topics

- Exploring People returning to nursing homes feasibility
- How would you recommend the Evaluation Team gather information for this topic?
- Other preferred topics from list?
- Other new topics?



For More Information...

- Evaluation Reports
- Policy Briefs
- HCBS Consumer Surveys

Head over to.....

<http://ddas.vermont.gov/ddas-publications/publications-cfc/evaluation-reports-consumer-surveys/cfc-evaluation-rpts-consumer-surveys>