



# **No Wrong Door System of Access to LTSS for all Populations and all Payers**

## **Continuous Quality Improvement**

*NWD Planning Grantees Monthly Webinar*  
March 11, 2015, 3PM ET

# Agenda

1. **Welcome and Agenda Overview**
2. Introduction to Continuous Quality Improvement
3. Learning From Peers
  - Oregon, Connecticut, Wisconsin
4. NWD System Management Tool
5. Themes Across January 3-Year Plan Submissions
6. April Reporting
7. Next Steps and Closing

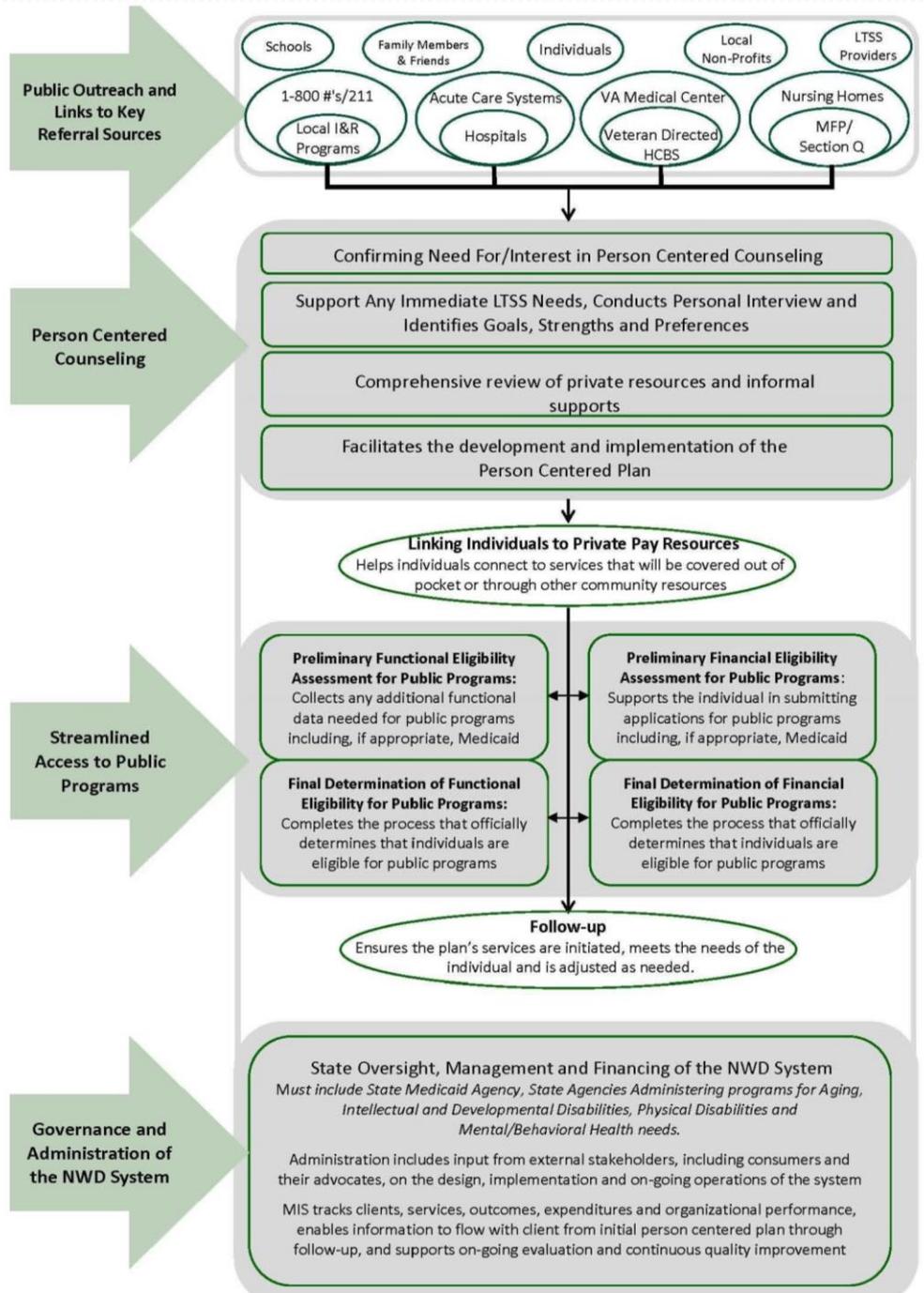
# Reminders

- We want to capture your attendance—if you have others in the room with you, please send their name(s) or the total # of participants via WebEx’s chat feature or to [Chris.Ragsdale@acl.hhs.gov](mailto:Chris.Ragsdale@acl.hhs.gov)
- Use WebEx’s chat feature if you have questions for federal partners or for other states.
- Post-Webinar survey—we need your feedback!

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# NWD System Vision



State Governance and  
Administration

Public Outreach and  
Coordination with  
Key Referral Sources

NWD  
System  
Functions

Person Centered  
Counseling

Streamlined Access to  
Public LTSS Programs

# **Vision for Continuous Quality Improvement**

**The NWD System's Continuous Quality Improvement (CQI) process actively seeks input and feedback from the many different customers who use or interact with the NWD System by utilizing evaluations, survey information and existing data systems.**

# Continuous Quality Improvement

- Targets individuals and their families, system partners, advocates, providers and professionals in the health and LTSS systems
- Involves rapid cycle improvement to optimize the performance of the NWD System
- Includes performance goals and indicators related to the NWD System's key aims that the NWD governing body can use to measure quality over time

# Example Performance Measures

- Visibility on the extent to which the public is aware of the existence and functions of the NWD System
- Trust on the part of the public in the objectivity, reliability, and comprehensiveness of the assistance available from the NWD System
- Ease of access including reductions in the amount of time and level of frustration and confusion individuals and their families experience in trying to access LTSS
- Accessibility of physical locations and accessibility and ADA 508 compliance of all written materials

# Example Performance Measures

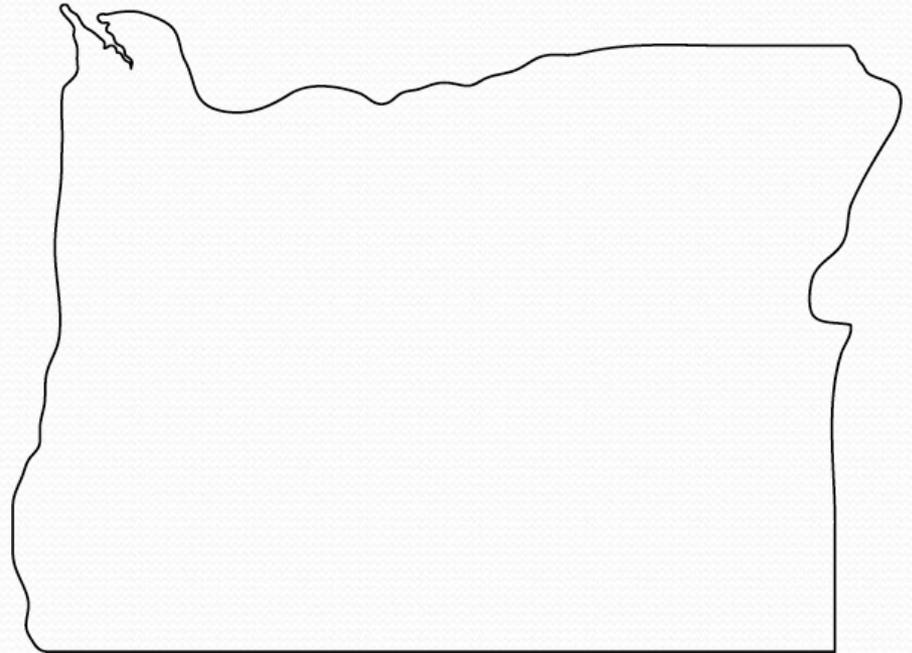
- Responsiveness to the needs, preferences, and unique circumstances of individuals, including feedback from individuals as it relates to the outcomes of their interaction with the NWD System
- Efficiency and effectiveness including reductions in duplicative intake, screening, and eligibility determination processes for state administered programs, increases in the number of people who are diverted to more appropriate and less costly forms of support, and the ability of the NWD System to help the state in the rebalancing of its LTSS system

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# Oregon

Elizabeth O'Neill  
Oregon State Unit on  
Aging



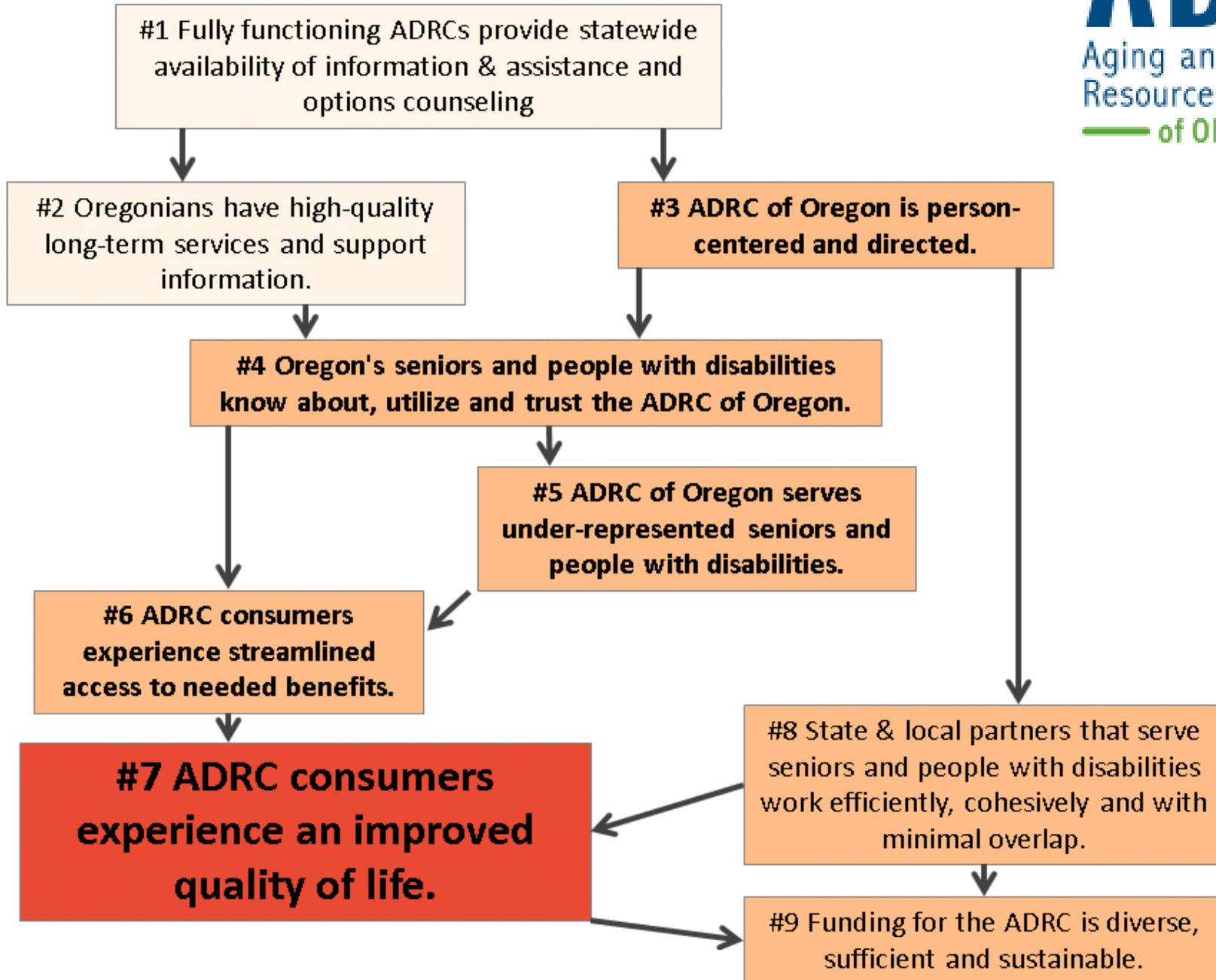
# ADRC of Oregon Consumer-Driven Evaluation

Oregon State Unit on Aging



**Elizabeth O'Neill, MPP**  
Evaluation & Quality Assurance  
[Elizabeth.a.ONeill@state.or.us](mailto:Elizabeth.a.ONeill@state.or.us)

# Oregon's Evaluation Framework



# Example of Oregon's Evaluation Framework

## ADRC of Oregon is person-centered and directed.

	Target	Year 1	Year 2	Primary entity
State Advisory Committee consists of majority ADRC consumers	45%	61% ▲	33% ▼	SUA
ADRCs that meet consumer representation standards on advisory councils	9	5 ▼	7 ▼	ADRCs
Options Counselors who have confidence they supported consumer self-determination		76%	82%	SUA & ADRCs
Consumers report that they would recommend the ADRC	90%	90% ▲	89% ▼	SUA & ADRCs
Consumers report ADRC person helped them explore choices available to them	85%	84% ▼	85%	ADRCs
Consumers report having control in making decisions about what they would do next	85%	78% ▼	81% ▼	ADRCs
Consumers who report that the ADRC person considered their opinions before recommending services	85%	88% ▲	89% ▲	ADRCs

# Oregon's Evaluation Data

- **Annual Consumer Satisfaction Survey**
- **Capacity survey to ADRC sites**
- Memorandums of Understanding
- Target population utilization
- Staff satisfaction surveys
- Workgroup metrics



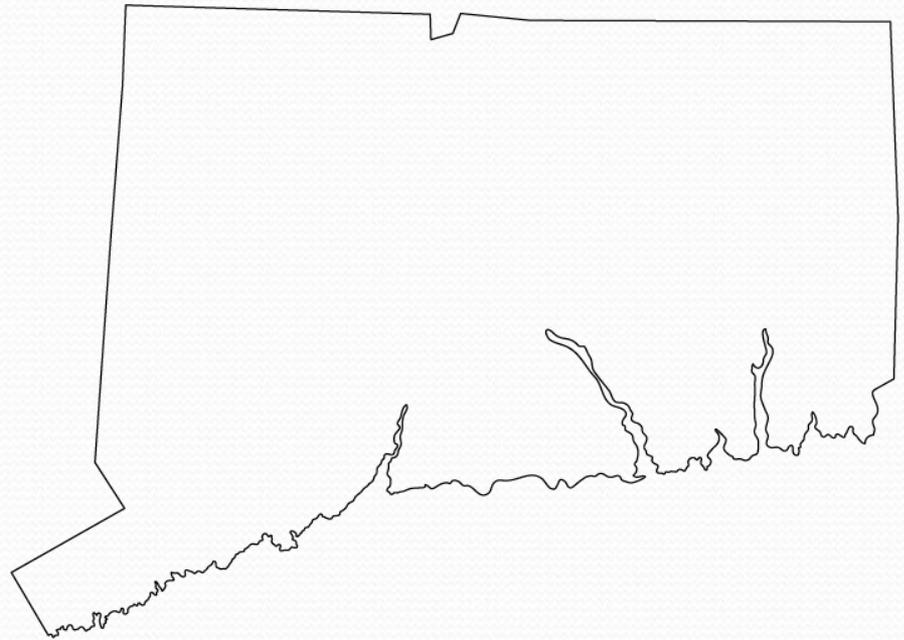
# About the ADRC of Oregon Consumer Satisfaction Survey

- Measures adherence to consumer-based standards
- Conducted annually in partnership with a university; consistent data from 2011
- Consumers selected through stratified sample
- Provides detailed feedback on outreach, I&/A, Options Counseling decision support and client-perceived outcomes, streamlined public assistance and consumer recommendations.

# Connecticut

Dawn Lambert

Connecticut Division of  
Health Services  
Rebalancing Initiatives





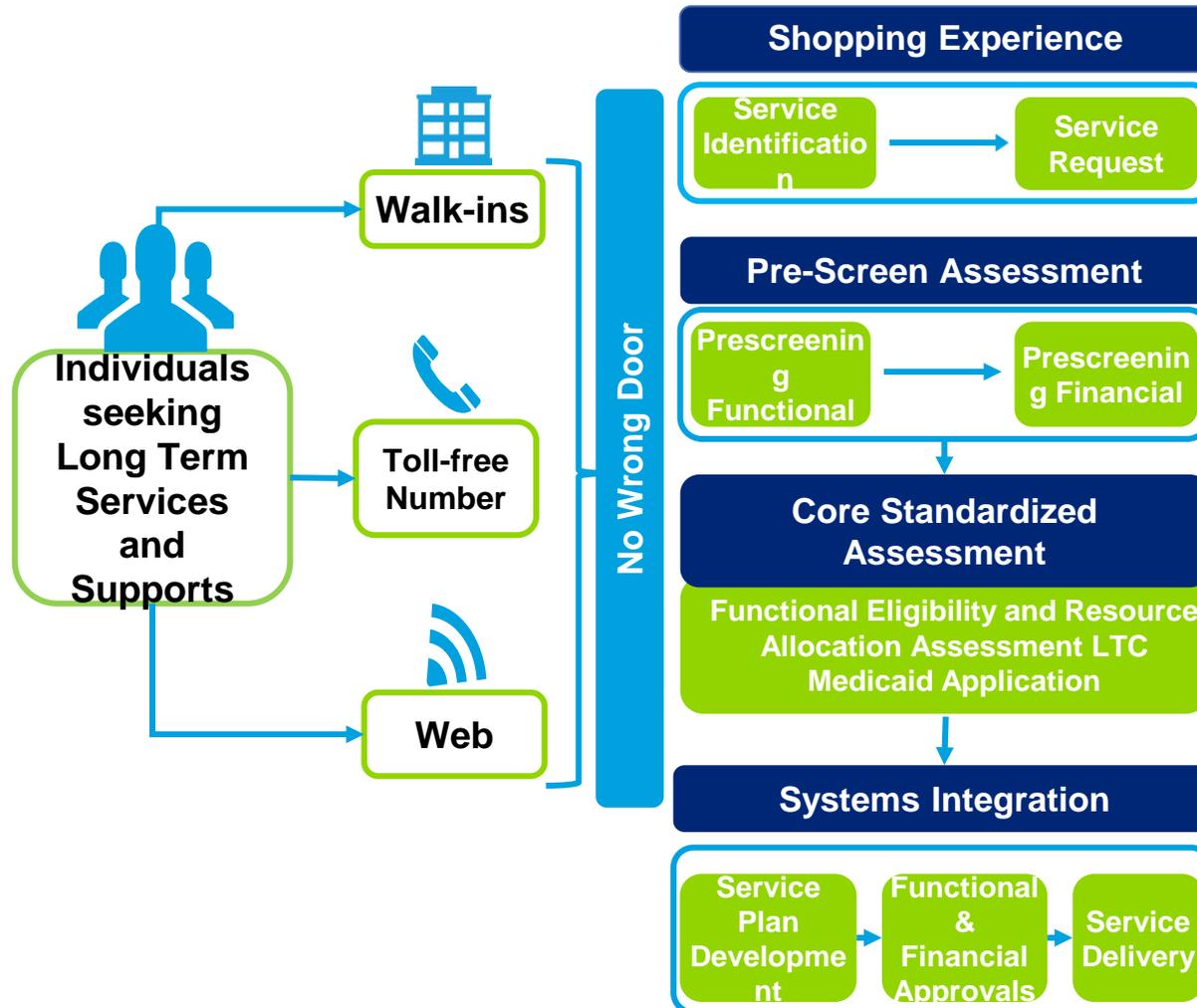
# Department of Social Services Division of Health Services Rebalancing Initiatives

*Administration on Community Living Webinar  
Streamlining Access to Services  
March 11, 2015*



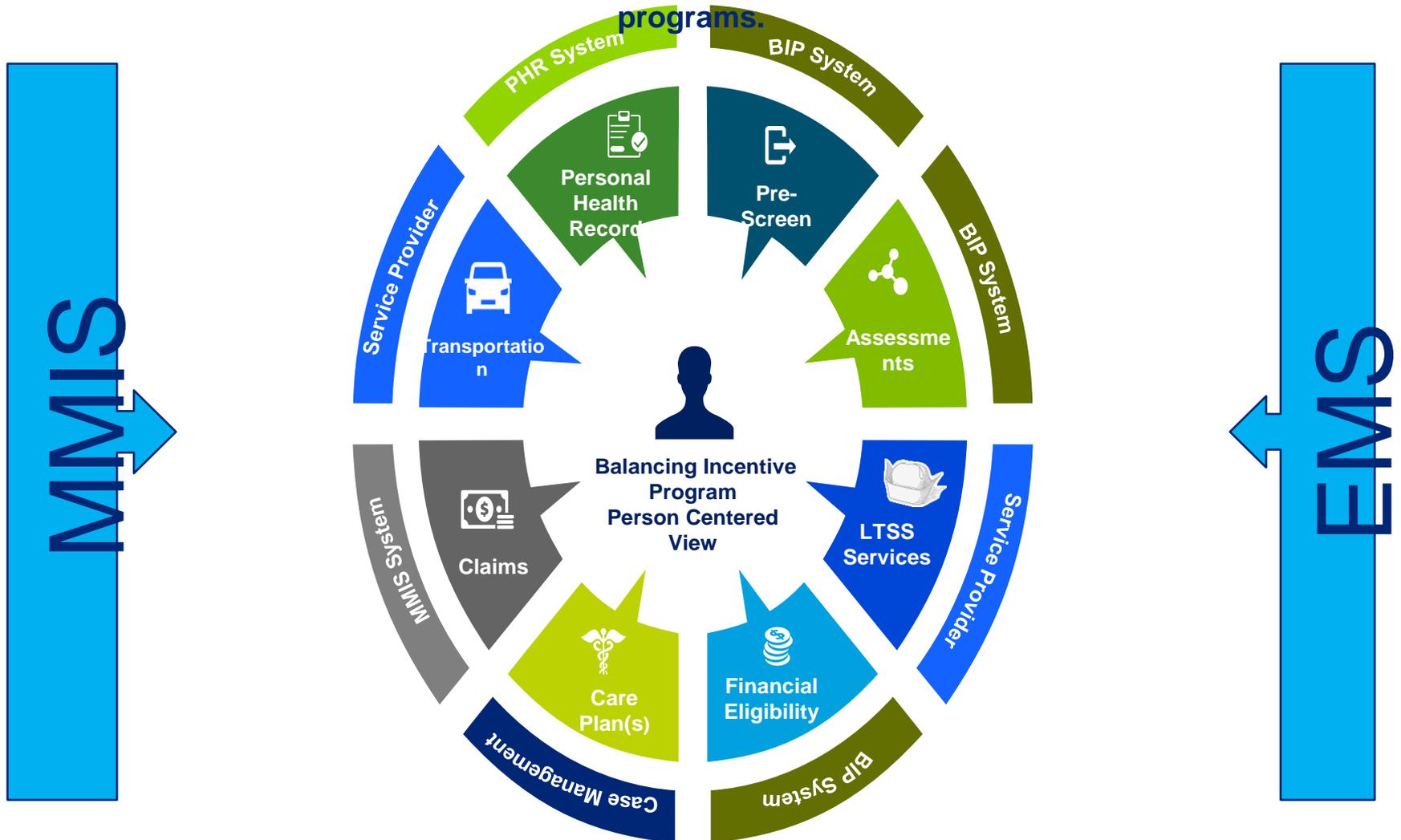
# Balancing Incentive Program Vision

*Connecticut's Balancing Incentive Program vision includes implementing a No Wrong Door approach, a Core Standardized Assessment instrument, and integrating systems to increase access and efficiency in providing long term services and supports.*



# Balancing Incentive Program – A Person Centered View

The Connecticut Balancing Incentive Program (BIP) is a person centered system allowing Consumers and their circle of support to have access to information and services across multiple LTSS Agencies and programs.



# Features and Benefits of CT's System

System Feature	Benefit
Arrange for non-emergency transportation	Just enter time for pick up and select from 'My Physicians' to place electronic request
View Dental, Medical and other benefit statements	Empowers people with information including denials
Personal Health Record	Empowers people with electronic storage of health records and opportunity to share as appropriate
Connect to Services	Supports electronic requests and confirmation of services
Assessments and care plans	Provides electronic storage and access to assessments, summaries and care plans
Prescreen	Predictive model to streamline access to services and assist with electronic navigation
Financial and Functional Progress Indicator	Provides electronic status updates from application received to delivery of service

# Funding Streams

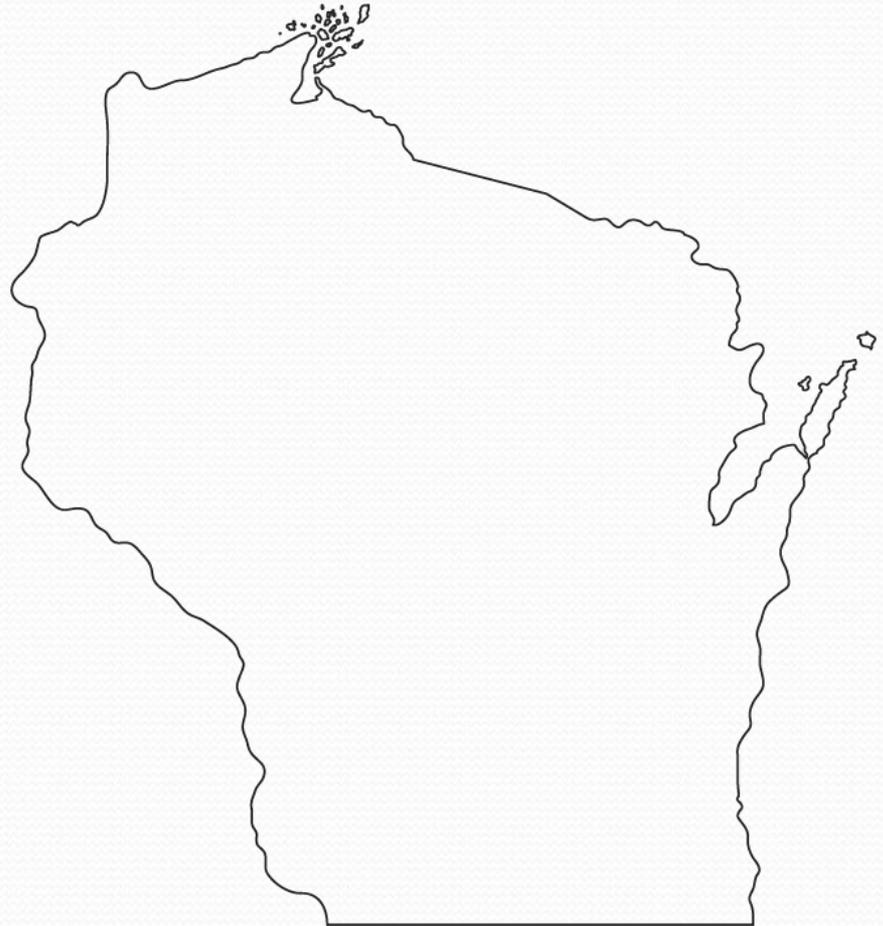
- Balancing Incentive Payment
- TEFT
- Advanced Planning Document



# Wisconsin

Maurine Strickland

Wisconsin Bureau of Aging  
and Disability Resources



# Staff Orientation

- History
- Options Counseling Process
- Practice

# Customer Service Driven Research

- Analytic Insight
- 5000+ customer interviews

# Customer Service Driven Methodology

- Customer focus groups
- ADRC director and staff focus groups
- Questionnaire development and testing
- Survey implantation
- Analysis
- Sharing results

# Results impact practice

- Incorporate key findings into training
- Use information as focus for QI projects

# Future Quality Tools

- Feedback
  - ▶ Observation
  - ▶ Documentation
- Coaching Training

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# Purpose of the NWD System Management Tool

- Consistent, streamlined and coordinated statewide tool to support NWD System governance and administration.
- Reduce burden on local and state staff and offers a level of support infrastructure to states.
- Platform will enable real-time assessment of NWD System development.

# Management Tool Topic Areas

## State Governance and Administration

Coverage Area, Funding received for and spent on NWD activities

## Public Outreach and Coordination with Key Referral Sources

Statewide toll-free number & website, formal relationships & partnerships

## NWD System Functions

## Person Centered Counseling

Staff Capacity,  
Individuals Served

## Streamlined Access to Public LTSS Programs

Medicaid, Medicare, VHA Social Security Administration and Other non-Medicaid Federal and State Funded LTSS Programs

# NWD System Management Tool

## What it is:

- Web-based system for organizations that support the NWD System
- Data entry, output and analytics
- Long-term goal of replacement of the Semi-Annual Reporting Tool (SART)

## What it is not:

- A client tracking system
- An Information & Referral Database
- Measuring client outcomes

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# January 3-Year Plan Submissions

Strengths	Considerations
Engaging state level stakeholders	Importance of engaging local level stakeholders
Integration with other state level initiatives (e.g. BIP, Gubernatorial programs)	Aim is to fully imbed the NWD System
Consulting with subject matter experts	Contractual procurement can delay work plans
Intentions to elicit feedback from stakeholders as a continual process	Choose a process that will elicit truly meaningful and informed feedback

# January 3-Year Plan Submissions

Strengths	Considerations
Involvement of individuals who use LTSS	Equip consumers with the resources and tools to be able to be involved
Focus on private pay	This includes reaching and serving individuals with income to spend on LTSS-- developing Fee For Service models can be part of this strategy, but is not the only way.
Methods for strategic planning	PATH, LEAN, and SWAT are all good examples

# January 3-Year Plan Submissions

## Areas for Growth:

- Greater local level stakeholder and partner engagement, particularly I/DD and behavioral health
- Increased person centeredness in Mission and Vision
- More focus on serving all payers in Mission and Vision

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# April Reporting

- **Step One:** Review the (1) “NWD Mission and Vision” and (2) “NWD Stakeholder Engagement” sections of your Draft 3-Year Plans
  - ▶ January sections will prepopulate
  - ▶ Change if desired/needed
- **Step Two:** Develop the (3) “NWD Assessment” section of your Draft 3-Year Plan
  - ▶ See guidance that was shared earlier this week
  - ▶ Contact your Project Officer and Technical Assistance Lead if you have questions

# **(Reminder) No Wrong Door Assessment Section Include**

- What assessment process did you use to identify your NWD system's strengths, weaknesses, opportunities and barriers?
- How were stakeholders involved in the assessment?
- What are your assessed strengths, weaknesses, opportunities and barriers?

# April Reporting

- **Step Three:** Save and submit all 3 sections using the Online 3-Year Plan Template
  - ▶ Contact [Chris.Ragsdale@acl.hhs.gov](mailto:Chris.Ragsdale@acl.hhs.gov) if you need assistance
- **Step Four:** Download a PDF of your Draft 3-Year Plan and submit to Grant Solutions by April 30

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# Next Steps

- Key Dates to Keep in Mind
  - ▶ Grantee Webinars
    - ❑ 2<sup>nd</sup> Wednesday of each month at 3PM
    - ❑ No Call in April (Due to Submission Requirement)
  - ▶ Reporting Deliverable Due Dates
    - ❑ April
    - ❑ September
- Reach out to project officers and Lewin technical assistance leads if you need further support or have questions
- Post-Webinar Survey!