

Care Partnership

One Care Implementation Council Meeting

June 11, 2019



Improving care for people with disabilities and chronic health needs



CCA's Care Model



Andrea and Bernie

- **Member Needs and Preferences**
- **Care Partner Relationships**

	Andrea	Bernie
Care Partner Relationships	<ul style="list-style-type: none">• Relationship and engagement with current care partner is not meeting her needs• Wants to request care partner change but is afraid of getting a worse care partner• Operational challenges (e.g., reauthorization of PCA was late)	<ul style="list-style-type: none">• Liked previous care partner and in person visits and prefers coaching for independence• Relationship and engagement with current care partner is not meeting his needs

Care Partnership Quality

- **Monitoring quality**
 - Quarterly care partner check-ins, Competency – monitored by Manager
 - Engagement reporting and ensuring consistency – new platform
 - Member engagement and satisfaction
 - CAHPS
 - CCA member surveys
 - Member Voices
 - Consumer Advisory Committees
- **Addressing complaints and concerns**
 - Member complaints are documented as grievances and investigated
 - Resolutions are tailored to the individual member and situation

Accessing Services

Members can work with their care partner to obtain services, supplies and equipment to support their care plan goals.

	Andrea	Bernie
Services	<ul style="list-style-type: none">• PCA (needs nitrile gloves)• DME: wheelchair• Transportation: medical and non-medical	<ul style="list-style-type: none">• Bought himself a walker and cane• Transportation: medical and non-medical