

One Care Implementation Council LTS Coordinator presentations

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January 9, 2018

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The Implementation Council's Goal

Provide MassHealth with specific recommendations to enhance the role of the LTS Coordinator

Today's Discussion: the December 12th LTS Coordinator Presentations

We will:

- Identify what is working well
- Identify opportunities for enhancement and best practices
- Make recommendations to MassHealth for consideration in future contracting with plans

LTS Coordinator: Meeting Expectations

- The role of the LTS Coordinator supports members:
 - non-medical (ex: helps with laundry access, advocates for placements to outside services, provides connections to social supports)
 - medical challenges (ex: problem solving decision to leave the hospital early)
- The One Care plans are flexible with providing the right “fit” between the member and the LTS Coordinator

Best Practices of LTS Coordinators

- Consumer control in Care Planning
- Relationship building by “meeting the consumer where they are”
- Assist consumers and the Care Team with communicating with one another
- Recognize that One Care members don't fit into neat boxes, i.e., provide individualized Person-Centered Care

More Best Practices

- LTS Coordinator is available and meets with and/or communicates with the member as requested by the member
- Regular meetings and communications between LTS Coordinator and Care Manager/Care Team is key for success of program
- Care is provided in a ***Culturally Competent*** manner

Areas of Potential Enhancement

- Clarify role and responsibilities of the LTS-Coordinator on the care team
 - Enhance integration of medical and LTSS services
 - Incorporate independent living philosophy and/or recovery model into the care plan and service delivery
- Establish more effective communication by LTS Coordinators with individuals who are homeless
- Ensure that all members have access to information and opportunity to make informed decisions regarding LTS Coordinator

Outstanding Issues

- One Care members need access to Recovery Coaches, Peer Specialists and Older Adult Peer Specialists
- Need to address high demand for workers in the social service field