

Implementation Council 2013 Year in Review

December 20, 2013

Overview

- ▶ Council Charge
- ▶ Meetings and Subcommittees
- ▶ Covered Topics and Speakers
- ▶ Process Improvements
- ▶ Policy Improvements
- ▶ Additional Motions
- ▶ Plans for 2014

Council Charge

- ▶ Convened by the Executive Office of Human Services (EOHHS) to operate during the Duals Demonstration.
- ▶ The Implementation Council will play a key role in
 - ▶ monitoring access to health care and compliance with the Americans with Disabilities Act (ADA),
 - ▶ tracking quality of services,
 - ▶ providing support and input to EOHHS, and
 - ▶ promoting accountability and transparency.
- ▶ The roles and responsibilities will likely include
 - ▶ advising EOHHS,
 - ▶ soliciting input from stakeholders,
 - ▶ examining One Care plan quality,
 - ▶ reviewing issues raised through the grievances and appeals process and ombudsperson reports,
 - ▶ examining access to services (medical, behavioral health, and LTSS), and
 - ▶ participating in the development of public education and outreach campaigns.

Meetings and Subcommittees

- ▶ **12 Implementation Council Meetings**
- ▶ **5 Subcommittee Meetings**
 - ▶ Continuity of Care, Access to Providers and Monitoring and Transparency
 - ▶ Cultural Competency, Population Specific Quality Metrics
 - ▶ Long Term Services and Supports
- ▶ **4 Work Groups**
 - ▶ By-Laws and Charter
 - ▶ Council Priorities
 - ▶ Early Indicators Project
 - ▶ Provider Strategy

Covered Topics and Speakers

- ▶ Engaged MassHealth in timely conversations about
 - ▶ Ombudsman
 - ▶ Outreach strategy
 - ▶ Financing and payment methodology
 - ▶ Auto Enrollment
 - ▶ Rating categories
 - ▶ Early Indicators
 - ▶ Quality
 - ▶ Training
 - ▶ Early enrollment feedback
- ▶ Assisted with development of outreach and public awareness materials
- ▶ Heard from multiple academic and community leaders
 - ▶ BD Group
 - ▶ Dr. Lisa Iezzoni, Mongan Institute for Health Policy
 - ▶ Roxanne Reddington-Wilde

Process Improvements

- ▶ Elected chair and co-chairs
- ▶ Developed Charter and By-Laws
- ▶ Fully-funded with Implementation Funding for up to 30 meetings
- ▶ Council participation at MassHealth Open Meetings
- ▶ Commitment to including public comments at meetings

Policy Improvements

1. Ombudsman unit criteria, including presence outside of state government
2. Improved payment methodology
3. Phased process for auto-enrollment – beginning with C1
4. Refinements to rating categories C2 and C3
5. Development of Early Indicators





Additional Carried Motions

Refer to Approved Motions document , (#) = Motion number

- ▶ **Functional Status (5)**
 - ▶ Concerns with existing tools for measuring functional status
- ▶ **Behavioral Health (23)**
 - ▶ Concerns with electronic health records and sharing psychiatric information with providers without consent
- ▶ **Training (24)**
 - ▶ Ensuring that individuals conducting assessments receive training on cultural competency and how to interview in a sensitive and appropriate manner
- ▶ **Wages and benefits (25)**
 - ▶ Concerns with average wages and benefits for Home Care Agency workers
- ▶ **Use of Support Service Providers (SSP) (27)**
 - ▶ Ensuring coverage of SSPs for people who need the service in their care plan



Additional Carried Motions (continued)

Refer to Approved Motions document , (#) = Motion number

- ▶ **Sexual orientation and gender identity (28)**
 - ▶ Ensure questions on these topics are added to the assessment
- ▶ **Independent Living – Long Term Services and Supports (IL-LTSS) Coordinator (30-32)**
 - ▶ Ensure availability for individuals with very high behavioral health needs
 - ▶ Ensure enrollees understand the role before deciding to decline or keep an IL-LTSS Coordinator on the care team
 - ▶ Allow the IL-LTSS Coordinator to complete the LTSS portion of the assessment during the first 180 days for the first year of the demonstration (for individuals in C1 and C2A)
- ▶ **Determine Council Priorities (33)**

Plans for 2014

- ▶ Development of 2013 Annual Report
- ▶ Development of Council priorities and work plan
 - ▶ Build a robust LTSS system that is conflict free
 - ▶ Fully integrating a conflict free role for peers with lived experience in One Care
 - ▶ Collect LGBTQ information
 - ▶ Respond to results of Early Indicators
 - ▶ Monitor impact of current financing on enrollee care
 - ▶ Strategize on ways to address barriers to single case agreements with providers
 - ▶ Other

Plans for 2014 (continued)

- ▶ **Hear from community members**
 - ▶ Community Health Worker
 - ▶ Homelessness expert
 - ▶ Community Health Center expert
 - ▶ Addiction recovery community
 - ▶ Others?

Thank you for your participation!

- ▶ Suzann Bedrosian
- ▶ Bruce Bird, The Collaborative: ABH-MA, ADDP & The Provider's Council
- ▶ Ted Chelmow, Consumer Quality Initiatives
- ▶ Myiesha Demery
- ▶ Joe Finn
- ▶ Anne Fracht
- ▶ Rebecca Gutman, I 199SEIU
- ▶ Dennis Heaphy, *Chair*
- ▶ Audrey Higbee, Center for Human Development
- ▶ Denise Karuth
- ▶ Jeff Keilson, Advocates Inc.
- ▶ David Matteodo, MA Association for Behavioral Health Systems
- ▶ Dan McHale, Massachusetts Hospital Association
- ▶ Dale Mitchell, Ethos
- ▶ Vivian Nunez
- ▶ Jorge Pagan-Ramos
- ▶ Olivia Richard
- ▶ Bob Rousseau, Transformation Center/Fellowship Health
- ▶ Peter Tallas, TMed Holdings, Inc. d/b/a Charm Medical Supply
- ▶ Howard Trachtman, *Co-chair*
- ▶ Florette Willis, *Co-chair*