

# LTSS Innovator Agent report

## Summary of activities

The LTSS Innovator Agents are continuing to work on guidance for the 2016/2017 memoranda of understanding between APD/AAA and the CCOs in their regions. These MOUs describe how the parties will coordinate care for their shared population and how they will hold each other accountable for carrying out the agreements.

## Consumer story

### **Seniors are successfully losing weight and preventing diabetes**

Northwest Senior and Disability Services implemented the National Diabetes Prevention Program throughout its service area last spring. Two workshop leaders, called Lifestyle Coaches, shared these success stories:

“One participant in our class lost 28 pounds in 16 weeks! He did a tremendous job applying the skills learned in the class.”

“I just want to share my first major success story from my class! A 70 year old participant who was diagnosed pre-diabetic through his bloodwork has reached his seven percent weight loss goal and was just informed by his doctor that he is no longer pre-diabetic! Yeah!”

## Statewide activities

- Late fall was filled with education and networking activities for the LTSS innovator agents. The group attended OHA’s Health Equity Summit and Coordinated Care Model Summit. They also organized a joint training on mental health equity with the older adult behavioral health specialists.

## Regional activities

### **Sarah Ballini-Ross, Oregon Cascades West Council of Governments and Lane County Council of Governments. Benton, Lane, Lincoln, and Linn Counties**

- Assisted in facilitating a Health and Transportation Workshop led by Mark Fenton and hosted by OCWCOG, Linn County Health Department, and Benton County Health Department.
- Participated in Lane County/Trillium's Older Adult Behavioral Health Committee meeting.
- Coordinated eight interdisciplinary care conferences.

### **Liz Bardon, Rogue Valley Council of Governments. Coos, Curry, Douglas, Josephine and Jackson Counties**

- Presented MOU shared accountability report with APD District 8 management team and began planning strategies to better engage with two of the three local CCOs.
- Prepared and distributed progress report on Coleman Care Transitions program with AllCare CCO. Based on the recommendations in the report, implemented several rapid cycle improvement strategies to improve the closed loop referral process and timely and complete documentation.
- With Jackson Care Connect, began identifying high needs individuals for care coordination based on merged data of high risk CCO members receiving Medicaid LTSS.
- Facilitated a training session for Medicare case management nurses on Living Well and Coleman Care Transitions programs.

### **Lavinia Goto, Northwest Senior and Disability Services. Clatsop, Columbia, Marion, Polk, Tillamook, Yamhill Counties**

- Facilitated communication to end a dispute between the residents of an ALF in rural Columbia County and a locally contracted Non-Emergent Medical Transport. Involved interviewing all of the residents (11) who felt they had been treated unfairly, the NEMT contractors, the call center, and the CCO. At this time, the residents' concerns appear to have been addressed but we are continuing to monitor.
- Worked with the largest physician's clinic in the Salem area to develop a referral process to the Otago program. This involved three

presentations to different areas of specialty and population. Resulted in more than 40 referrals in one month.

- Met with three Older Adult Behavioral Health Specialists to plan a conference/training/webinar, “Responding to Behavioral Health Emergencies in Dementia.” The conference will take place in February in Astoria and will be broadcast to several different sites around the state. The hope is that all sites will conduct a breakout session co-facilitated by OABHS and LTSS IA at the end that will focus on local issues and how to overcome them.

**Jan McManus, Multnomah County Aging, Disability and Veterans Services. Clackamas, Multnomah and Washington Counties.**

- Developed, in concert with diverse colleagues, several pilot project proposals involving home sharing, proactive outreach to high risk Medicaid non-service clients, community care transitions, and home-delivered meal outreach. Several of these will be short-term Plan Do Study Act proposals to test approaches, measure outcomes, and inform longer term strategies to address these needs.
- Led meeting to plan a series of shared learning sessions with aging, disability, and health systems staff in Washington County. The impetus for these learning sessions came from participant input at the September Aging, Disability, Veterans, and Health Summit held in Washington County.
- Co-facilitated eight inter-disciplinary care coordination conferences.
- Working with local OABH teams to clarify decision-tree for various forms of inter-disciplinary care coordination taking place in Multnomah County and to develop needed inter-disciplinary care coordination resources in Washington and Clackamas counties
- Exploratory meetings with Providence Health Systems, Oregon Home Care Commission, emergency medical and fire/rescue services, Acumentra, AARP regarding opportunities for coordination and collaboration.

## **Jill Sipes, APD Districts 10 and 11. Crook, Deschutes, Jefferson, Klamath and Lake Counties**

- LTSS joined APD District 10 Manager to represent Aging and People with Disabilities at the consortium meeting supporting the implementation and ongoing work plan of the Senior Mental Health Specialists covering Deschutes, Crook and Jefferson counties; continued engagement in an advisory capacity for work involving behavioral health and the aging population from gaps analysis to key stakeholder coordination.
- Continued facilitating target referral for monthly Integrated Care Management meetings supported by APD LTSS engaging clients in common between Pacific Source Community Solutions and APD Long Term care; impacting member engagement in personalized care plans and coordination between medical and social systems.
- Facilitated outreach to engage local Community Health Workers in care coordination meetings for complex members in common with Sky Lakes Outpatient, this is the first target referral to integrate care coordination in Klamath County for APD; these two entities support member care teams involving behavioral health, medical providers and other key providers.
- Led care coordination around complex cases in Lake County to overcome barriers in access to care and continuity of care as many residents seek specialist treatment outside the county, joint work with the Intensive Coordinators at Eastern Oregon CCO.

The **Columbia Gorge/Clackamas** (APD Districts 9 and 15) and **Eastern Oregon** (APD Districts 12, 13 and 14) IA positions are currently vacant. Offices are covering care conferences in Districts 9, 13 & 14 and collaborating with a CCO RN care manager in District 12.