

LTSS Innovator Agent report

Summary of activities

MOU development: The group began developing guidance for the 2016-2017 MOUs between APD/AAA and CCOs regarding coordination of care for LTSS consumers. A workgroup has been formed to take a deeper look at the existing MOU domains to ensure they reflect current priorities and activities for APD and CCO coordination.

Data needs: The group has been engaging in ongoing discussions around creating a more sustainable and reliable process of obtaining and disseminating data about shared APD/CCO consumers. This data is the cornerstone of identifying high needs consumers for care coordination.

Demonstrating value: The group has been developing more formal methods, strategies and tactics to demonstrate the value the LTSS IA role has brought to DHS and to health care transformation in Oregon. The work has included development of an elevator speech, creation of metrics to illustrate progress in achieving MOU agreements, and regular activity reports to leadership and stakeholders.

Consumer story

Consumer reengages in community after asking integrated care team for help with broken stairs

In Central Oregon, Integrated Care Management (ICM) meetings are held monthly to coordinate care for clients in common between APD and the local CCO. One client who attended an ICM had felt overwhelmed trying to navigate all of his benefits, provider communications and doctor's orders; ICM offered resolution by putting all of his supports into the same room. The client also shared that he had been very isolated because he couldn't navigate his rickety stairs outside his home. The member care team offered solutions to engage the client within the community while he waited for the solution and construction of a ramp. His caregiver, when asked about the impacts of ICM, stated, "I can't keep him in the house, his mobility has increased, he is excited to go out in the community and his depression is minimal." The communication links established through ICM allows for consistent relationship between the member, social and medical providers.

Statewide activities

- Interdisciplinary care teams met with fifteen of sixteen CCOs to coordinate care for high needs LTSS consumers.
- Health promotions activity is increasing for all LTSS IAs regardless of whether they work for APD or AAAs. All agents have been working on evidence-based health promotion program activities with local partners.

Regional activities

Sarah Ballini-Ross, Oregon Cascades West Council of Governments and Lane County Council of Governments

- Participated at the Healthy Aging, Health Brain Initiative meeting in Portland, and followed up with a meeting with Benton County Health Department about infusing Healthy Aging concepts into their Community Health Improvement Plan.
- Assisted in developing an evaluation plan for existing self-management programs.
- Coordinated Inter-disciplinary Care Coordination Conferences for seven Medicaid LTSS clients.

Liz Bardon, Rogue Valley Council of Governments

- Hosted kickoff meeting for Transitions to Home, a community-wide project in Roseburg that will focus on consumers who are transitioning home from a higher level of care and interagency collaboration of services so consumers will not return to a higher level of care prematurely. We will work to identify any gaps or duplication of services to consumers and develop a clearer structure for communication and coordination of services between agencies and consumers.
- Met with Asante Rogue River Medical Center behavioral health unit leader, representatives from Jackson Care Connect and AC and the Living Well program team to explore opportunity to introduce Living Well chronic condition self-management workshops to patients prior to discharge.

Lavinia Goto, Northwest Senior and Disability Services

- Helped to resolve a Non-Emergent Medical Transportation issue in Clatskanie involving an AFH, 30 residents, the CCO, and the contracted NEMT provider. Involved meeting with all the residents, documenting their complaints, and sharing with all parties. The residents now report that their needs are now being met.
- Helped to establish Living Well Classes in Columbia County. Two Diabetes Self-Management Classes were held and completed in October with very positive feedback from the participants
- Partnered with two other LTSS-IA to meet with Care Oregon because they have connections with the CCOs in all of our areas of responsibilities. Discussion was around standardizing approaches to identifying cases for the IDT. Meeting was called by Jan McManus
- Established a protocol with Salem Clinic (50 providers) to make referrals to the Otago Program (a home exercise program).
- Conducted a 4-day Leader training of Chronic Disease Self-Management Program with reps from Marion, Polk, Yamhill, and Multnomah Counties.

Jan McManus, Multnomah County Aging, Disability and Veterans Services

- Formed an Inter-disciplinary Implementation Team to work on improving access to Medicaid programs that support seniors and adults with mental and/or behavioral health disabilities to live independently in the community;
- Held a very successful Aging, Disability and Health Networks Summit in Washington County
- Co-facilitated Inter-disciplinary Care Coordination Conferences for 6 Medicaid LTSS clients

Jill Sipes, APD Districts 10 and 11

- Klamath Transitions team working closely with Cascade Health Alliance to increase collaborations for safe transitions.
- Klamath APD and Cascade Health Alliance began care coordination meetings for complex clients in common, developed and implemented a process to include community health workers, primary care providers, behavioral health providers, APD case management and CCO case management teams.
- Klamath APD facilitates a local community committee for implementation of Living Well Series for both Chronic Illness and Diabetes self-management, this group meets monthly and has convened several diverse organizations; APD, public health, sky lakes medical center, Klamath tribes, area agency on aging, senior center, Klamath regional health equity, OSU Extension, community health workers and CCO Cascade Health Alliance.

- Pacific Source Community Solutions and APD in Central Oregon continue collaborating through Integrated Care Management meetings and monthly supervisory meetings; APD hosted a meeting to link the SSP and CW programs with the CCO leadership to support expansion of ICM activities for all clients in common with DHS