

# March 2020 Stakeholder Meeting- Assessment and Support Plan Updates

March 4 & 5, 2020

# Our Mission

**Improving** health care access and outcomes  
for the **people** we serve  
while demonstrating sound stewardship of  
financial **resources**

# Agenda

- Introductions
- Update on Needs Based Criteria & Assessment Process
- Pilot Progress & Input
- Review of Draft Comprehensive Assessment Updates
- Review of Draft Support Plan Updates
- Level of Care Update
- Next Steps

# Update on Needs Based Criteria & Assessment Process

# Pilot Progress and Updates

# Assessment & Support Plan (A/SP) Pilot Overview

- 3 phases:
  - Comprehensive Assessment pilot
  - Support Plan pilot
  - Time Study pilot
- Goal to allow case managers to progressively build competence so that the Time Study will be an accurate reflection of what will occur when the process is implemented
- 23 case managers
  - More thorough feedback and targeted focus groups
  - Started with 24, one case manager left agency prior to Support Plan pilot

# Phase 1: Comprehensive Assessment Pilot

- Includes all items (previous only had items needed for LOC and reliability analyses or could potentially inform resource allocation)
- **Training:**
  - Web-enabled automation training occurred on January 3 & 6, 2020
  - In-person trainings on the assessment contents and flow occurred January 7-10 in Denver, Colorado Springs, and Montrose
- **Pilot Dates:** Day of training through January 24, 2020
- **Data Collection:** Targeted 46 assessments, 39 completed
  - Each case manager tasked with completing 2 Comprehensive Assessments
  - Challenges with case manager availability and participant recruitment

# Phase 2: Support Plan Pilot

- Case managers conducted both the Comprehensive Assessment and Support Plan with each participant.
- **Training:** In-person trainings on the assessment contents and flow occurred January 27-30 in Denver, Colorado Springs, and Montrose
- **Pilot Dates:** Day of training through February 21
- **Data Collection:** Targeted 69 assessments, 68 completed
  - Each case manager tasked with completing 3 A/SPs

# Phase 3: Time Study Pilot

- **Purpose:** Allow the Department to obtain an estimate for how long it takes to complete the A/SP process
  - Will be used to inform case manager rates for the A/SP
- **Training:** Web-enabled training will occur on April 6
- **Pilot Dates:** April 6 through May 15
- **Data Collection:** Targeting 102 assessments
  - Each case manager tasked with completing 4 A/SPs with specified pilot population. Populations include:
    - Adults with IDD
    - Children with IDD
    - Non-IDD Children
    - Adults with Physical Disabilities
    - Individuals with Mental Health conditions
    - Older Adults

# Automation Update

- Assessment was automated in Aerial's Care & Case Management system January 1, 2020 and Support Plan on January 26, 2020
  - Assessment automation went relatively smoothly, Support Plan more challenging
- Have hit a few bumps:
  - Timeliness of Aerial automation
    - Department leadership have played an important role in meeting deadlines
  - DXC/Medecision responsiveness to issues and updates
    - Issues identified during pre-Support Plan testing not resolved at conclusion of pilot
- Case managers have been very understanding and have been adapting very well to the challenges

# Obtaining Case Manager Feedback

- Held five bi-weekly check-in meetings with case managers
  - Have obtained a tremendous amount of feedback, addressed several issues, and made numerous changes to the A/SP as a result of these meetings
- Help Desk has been receiving daily feedback from case managers on improving the A/SP process throughout the pilots
- Included a text field at the end of each module for case managers to provide feedback immediately after completing the module

# Obtaining Participant Feedback

- Case managers have regularly been sharing participant input
- Pilot consent forms identify participants willing to participate in compensated follow-up interviews and/or focus groups
  - Are currently working to conduct phone follow-up interviews to obtain feedback about the A/SP process
  - Will be hosting in-person focus groups to discuss participant handbook in the Spring

# Draft Comprehensive Assessment Updates

# Overview

- Department, HCBS Strategies, and automation team have been diligently working to incorporate feedback from stakeholders (e.g., reliability discussions), case managers, and participants into the Assessment and Support Planning process
- Have posted the updated modules and Support Plan to the blog at: <http://coassessment.blogspot.com/>

# Discussion Setup

- On 2/27 Department sent email request to stakeholders to review the updated versions of the modules and Support Plan prior to the meetings
- Today and tomorrow, we will only review items that have been added, updated, or removed
- Need to obtain and incorporate input by 3/6 to automate the changes prior to the Time Study pilot
- Refer to the handout “Summary of Module Changes” for this discussion

# Update on Adult LOC

# Follow-up Meetings with Case Managers

- Discussed 5 participants with schizophrenia who no longer met LOC with new assessment items w/ CMs
  - Case managers agreed they should have been scored differently on the executive functioning item - this would allow them to meet LOC
  - Updates to LOC were not needed, however training on coding executive functioning needs to be enhanced
    - The ARC-Arapahoe Douglas has shared an executive functioning training resource geared towards children. The Department and the University will be exploring additional resources and incorporating into the ongoing training
- Contacted the new case manager of the single individual with IDD who may not meet LOC after reviewing 100.2 comments
  - CM provided information that confirmed the participant would meet LOC if the new items scored correctly
- Department will need to be diligent about verifying that all participants who no longer meet LOC are scored correctly during phase-in

# Next Steps

# Next Steps for the A/SP

- Incorporate your feedback and share with the automation vendor by Friday, March 6
- Test the automated updates prior to the Time Study pilot
- Conduct Time Study pilot training on April 6
- Conclude Time Study pilot on May 15
- Develop time study report to inform the Department's updates to the rate setting methodology and caseload expectations

# Next Steps for LOC

- NF-LOC discussions during our April meeting
  - Updates to LOC model for children
  - Will present case studies of participants no longer meeting LOC using new assessment items
    - Develop a broader picture of the individual
    - Discuss if/what changes need to be made to LOC and/or training
- H-LOC eligibility for individuals on the CLLI waiver

# Next Stakeholder Meetings

- Wednesday, April 15 from 1-4p
  - Discuss Children NF-LOC
- Thursday, April 16 from 9a-12p
  - Discuss Hospital LOC