



HCBS STRATEGIES, INC.

Improving Home and Community Based Systems

www.hcbs.info 410-366-HCBS (4227)

info@hcbs.info

Stakeholder Meeting 2: Person Centered System

10.29.2014	In-person
Note taker	Andrew Cieslinski
Attendees	Tim Cortez, Brittani Trujillo, Kelly Wilson, Chandra Matthews, Donna Zwierzynsk, Pat Cook, Erin Fisher, Dyann Walt, Jane Hammes, Jamie Martin, Tim O'Neil, David Bolin, Jose Torres-Vega, Charlene Willey, Aileen McGinley, Tyler Deines, Sarah Avrin, Carrie Schllinger, Heather Jones, Julie Farrar
Overview	
<ul style="list-style-type: none"> • Information already summarized in the presentation is not repeated in the notes. The notes primarily capture stakeholders' feedback and input. • Pat Cook pointed out that on Slide 16, there needs to be a better definition of what constitutes a significant change in consumer circumstances. This could include an interim plan for acute needs. • Despite the numerous changes CMS requires around person-centered systems, there are no requirements from CMS to change the services that are provided. • Jose Torres-Vega said that CMS requiring a plan for each individual goes against person-centeredness and consumer direction. Steve Lutzky said that this may be mitigated by providing assurances for the consumer to sign off on that a discussion about the plan had occurred and the consumer did not wish to pursue the plan further. <ul style="list-style-type: none"> ◦ Shirley York said that the guidelines of the Department will be very important in standardizing these processes. • Tim O'Neil said that a single voice around all the person-centered components will be very important. This will include the vendor/contractors approach and the Departments strong guidance. He said that they have been working and training with Michael Smull's organization for the last two years and they applaud the effort undertaken by the Department and offered to provide any assistance moving forward. • Chandra Matthews said that on Slide 19, she would also like to note that adding staff will be an important component of supporting the Case Management infrastructure. • Pat Cook said that she hopes this new system will reduce the number of times an individual has to tell their story. In her senior market, she said individuals are interviewed and asked the same questions each time they move facilities or go to the hospital, and eventually they give up answering. <ul style="list-style-type: none"> ◦ She would like to be able to have some manner to update only relevant information as individual changes occur. • Jose asked whether the need for multiple assessment for one population would be reduced, such as elderly care having to go through assessments for change of care. David Bolin said that the federal issues, such as MDS and OASIS, have to be done, but effecting change and reducing the number of local tools will be very important. <ul style="list-style-type: none"> ◦ Steve Lutzky said that some of the CARE items may be able to be used under OASIS and MDS so that the individual does not need to answer them multiple times. • For Slide 23, Tim Cortez said that the Department has been able to speak with the Council on Quality and Leadership and have been able to learn more about the way states evaluate their providers. He said they will be interested in learning more about how to add person-centeredness to the survey process. <ul style="list-style-type: none"> ◦ Charlene Willey asked how the Department would plan to enforce the person-centered requirements, and Tim said that this would be further investigated as the process moves forward. • Pat Cook asked whether this would be a high cost initially or long term cost increases. Steve Lutzky and Tim Cortez said that there will most likely be high costs for training initially, but eventually there may be cost savings as person-centered plans are used to identify alternate community services. <ul style="list-style-type: none"> ◦ Steve Lutzky responded to a concern about people desiring a conservative system by stating that the person-centered system could also be sold by making the case that the system will empower families, consumers, and others to access and direct services. • Tim Cortez said that he is looking into securing resources to work more with stakeholders to develop a concrete person-centered planning process and eventually develop a five year plan for implementation. <ul style="list-style-type: none"> ◦ Julie Farrar said that she wanted special attention paid to employment for individuals with developmental disabilities throughout the person centered plan process development. <ul style="list-style-type: none"> ▪ Tim Cortez said that a big effort across the nation is including individuals with disabilities to develop training for other individuals with disabilities. Pat Cook said that this would be important to do across populations. ▪ Pat Cook suggested also advocating that adding employment will allow individuals to contribute even more to the greater community, and that this will help sell these efforts to the legislature. ◦ Julie also said that training all staff about person-centeredness will be crucial, and part of this should be placing them in the shoes of the individual who is applying for services. • Charlene Willey also said that enforcement will be a crucial piece. The Department needs to ensure that there is follow-up with the system change requirements. 	

Meeting Minutes

- The group agreed that the person-centeredness analysis and approach outlined in the memo were appropriate and seemed to be providing sufficient guidance for the Department moving forward.
- There were comments that this process has already taken so long and that it will take a lot more energy to continue to approve. Pat Cook said that they need to ensure that the process, starting with the vision statement, needs to be prioritized so that the momentum is not lost. Steve Lutzky said that often times the first steps in bringing about systems change are the most difficult, and since CO has already introduced the person-centered culture shift, the next steps may be less burdensome.