LTSS Improvement Tool: WEBINAR #3

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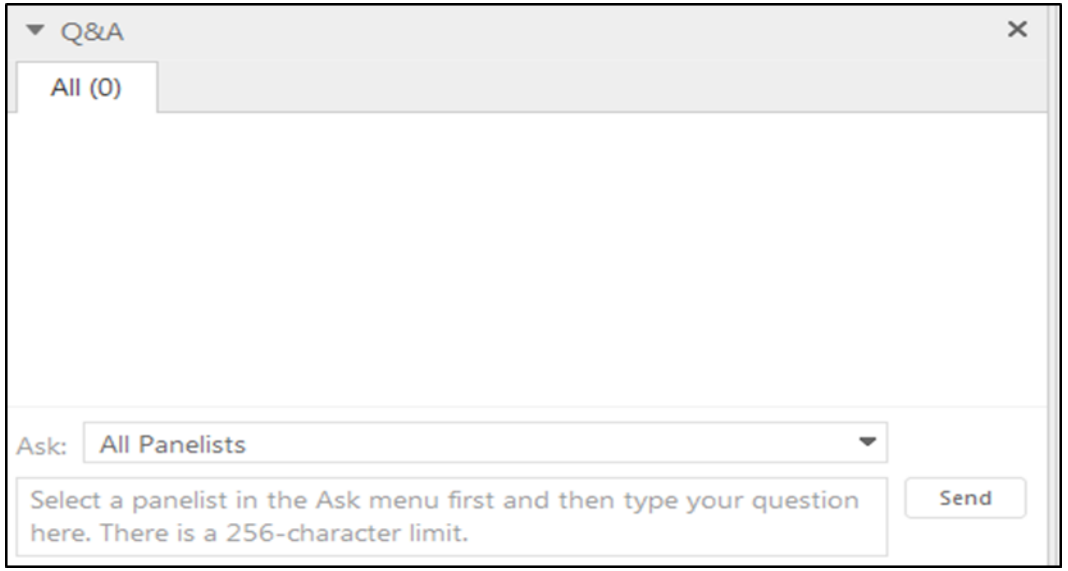
April 4, 2018

Housekeeping

All participants will be muted

Questions can be submitted through the WebEx Q&A panel

Training will be available on the [DSD training archive page.]



Learning Objectives

Webinar participants will:

- Learn about the LTSS Improvement Tool
- Participate in the demonstration of the tool
- Understand when and how this tool becomes a part of your work flow
- Review a summary of how lead agencies are using the tool
- Learn where to find resources for the tool and ongoing support
- Ask questions or share experiences with the tool

LTSS Improvement Tool: Background

LTSS Improvement Tool

The LTSS Improvement Tool is an essential part of quality oversight for DHS and lead agencies.

Data gathered will be used for required federal reporting , but the real value is in allowing us to measure how well our services help achieve outcomes that are important to people.

Case managers can use feedback (from older adults and people with disabilities who receive long-term services and supports) to address service quality and identify system and program-wide opportunities to improve services.

Vision

DHS will integrate evaluation data with other data produced through the assessment process, service authorization/utilization and surveys.

The goal is **to demonstrate changes made at the individual, organizational, and programmatic-level and promote person-centered services and supports** across HCBS programs and lead agencies (counties and tribal nations) in Minnesota.

Implementation: Phase I, II and III

The LTSS Improvement Tool focuses on a person's experience with services and service delivery.

- **Phase I**
  - **Person's evaluation of his or her Coordinated Service and Support Plan (CSSP)**
  - **Person's evaluation of his or her service provider**
- **Phase II** (planned for early 2019)
  - Case manager's evaluation of a person's Coordinated Service and Support Plan (CSSP)
  - Case manager's evaluation of the person's service provider
- **Phase III** (planned with launch of MnCHOICES Assessment 2.0)
  - Person's evaluation of his or her case manager

LTSS Improvement Tool: Phase I

Eligible Populations: Focus on HCBS Waivers

Phase I questions are required of people receiving services in the following programs.

- Alternative Care (AC)
- Elderly Waiver (EW) fee-for-service
- Community Alternative Care (CAC)
- Community Access for Disability Inclusion (CADI)
- Brain Injury (BI)
- Developmental Disabilities (DD)

State Plan services

At this time, certified assessors are not required to complete the LTSS Improvement Tool for people who receive only state plan services (e.g., only personal care assistance (PCA), only home care nursing, only skilled nursing visits).

CSSP Evaluation

- The link to the create an “LTSS Evaluation” will appear when the case manager closes a CSSP in the MnCHOICES Support Plan application. A case manager can click this link to generate the Phase I questions of the LTSS Improvement Tool.
- The questions in the tool are based on the person’s last closed CSSP.
  - Goals, dreams, and priorities
  - Decision-making
  - Living arrangement
  - Employment

Provider Evaluation

- **Services are selected from the person's last closed CSSP.** For a person who receives multiple services, the system will randomly select one service and an associated provider.
- If a person has a residential or day service in the CSSP, this will more likely be selected for evaluation than any other home and community-based services (e.g., chore services, homemaker).
- Most services provided under HCBS waiver programs are eligible for evaluation.
  - If a person does not have service(s) that are eligible for evaluation, a message is displayed in the LTSS Improvement Tool ("The services which this person has selected do not require an evaluation to be completed.")

LTSS Improvement Tool Demonstration

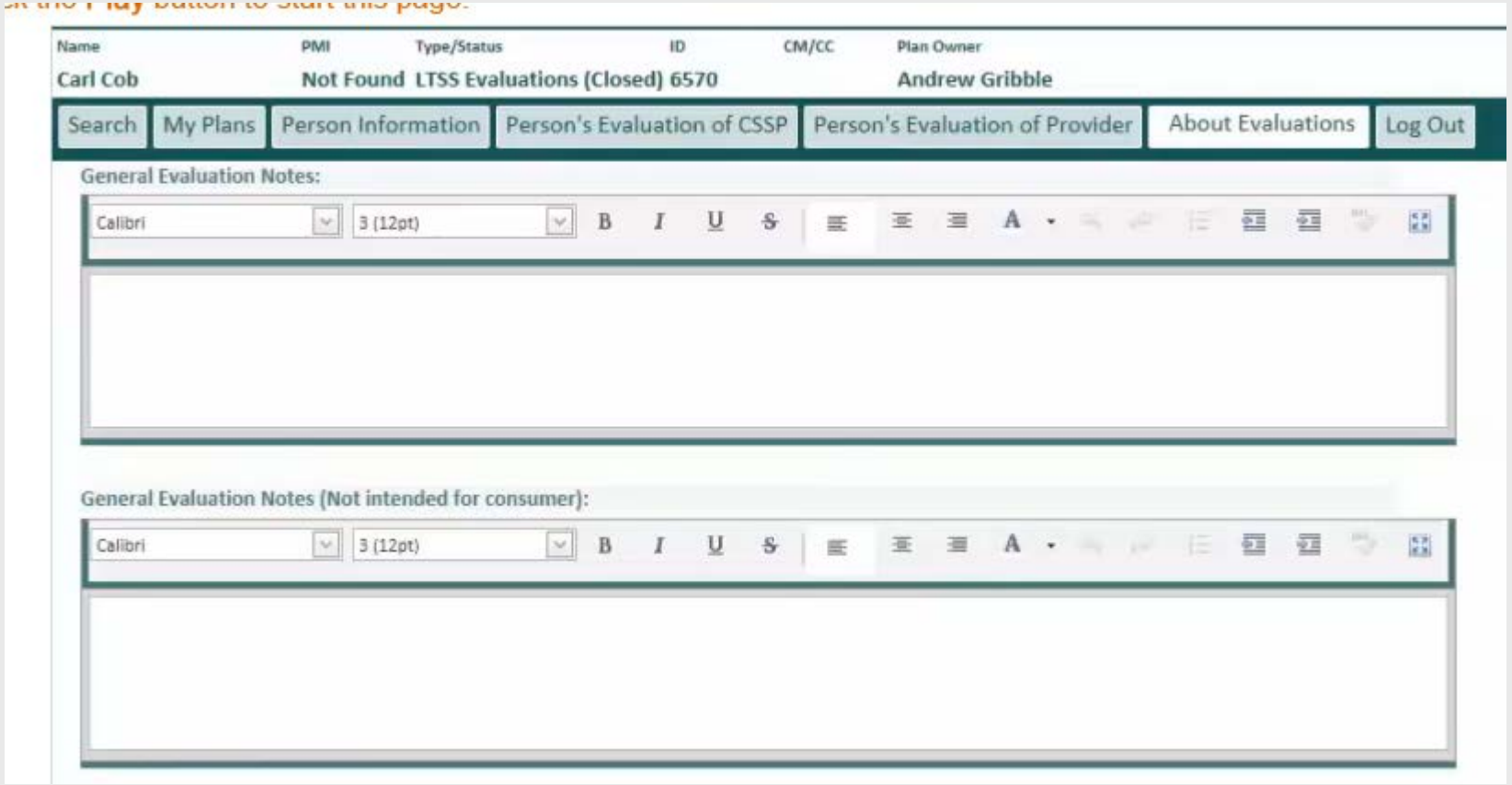
Save and Close Buttons

Save allows the user to add and edit information

Close captures the data and submits it into the database. No revisions can be made after a user chooses close

General Evaluations Notes

- **Abandoned Evaluations:** Document why an evaluation was abandoned
- Changes to CSSP based on the person's evaluation: note in this section what was learned and what was changed



Evaluation of the CSP

- Search Page: LTSS Evaluation choice at closed CSSP
- Choose tab
- Save & close buttons
- Demonstration: Morty Banks

Demonstration: Evaluation of the provider

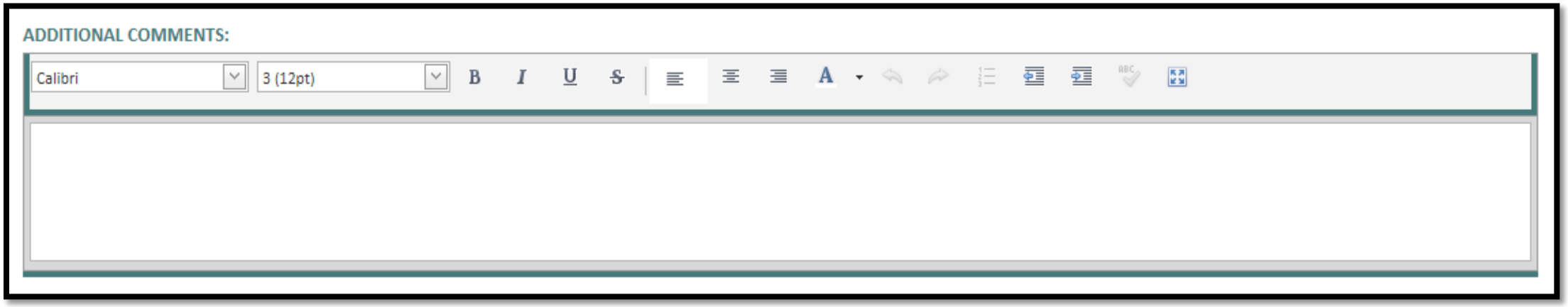
Support Plan will provide instructions

- Not applicable: No evaluation required (MTZ-SP Aaron Baker)
- The computer program chooses the provider and the evaluation type (MTZ-SP Morty Banks)

Offline option: ONLY use the eDoc number the computer application provides you

LTSS Improvement Tool: Using comment/text boxes

- A text box will not appear after every question.
- Some questions include follow-up or text boxes.
- Each evaluation includes a general text box that can be used to capture the person's additional comments.



LTSS Improvement Tool: Printing from MnSP

- There are two ways to print the LTSS Improvement Tool from the application
  - Click the “Preview All” to print all the evaluations that are tied to the LTSS Evaluations
  - Click the “Preview” to print each evaluation type

	ID	Type	Status	Create Date	Closed Date	Last Updated By	Last Update Date	Preview
⊟	7229	LTSS Evaluations	Open	12/12/2017			3/27/2018	Preview All

ID	Type	Status	Create Date	Closed Date	Last Updated By	Last Update Date	Preview	Abandon
43	Person's Evalution of Provider	Open	12/12/2017			12/12/2017	Preview	Abandon
44	Person's Evaluation of CSSP	Open	12/12/2017			12/12/2017	Preview	Abandon

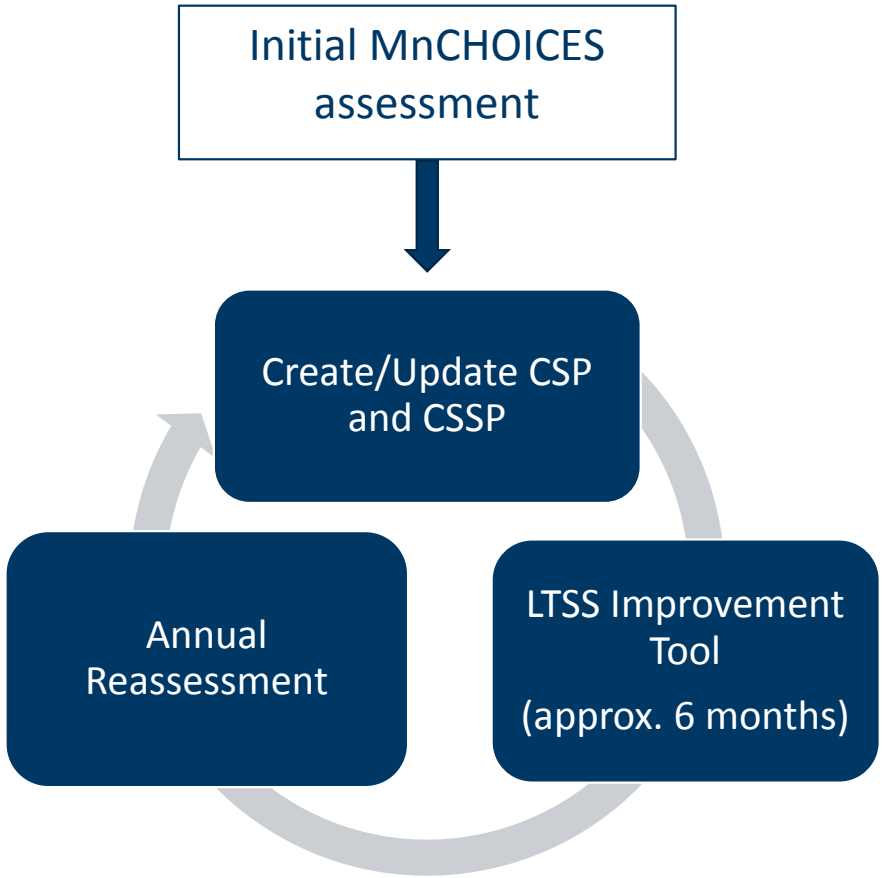
Offline Use –eDocs Version

eDocs Series -7611

The fillable form mirrors the evaluation questions in the MnCHOICES Support Plan application

- DHS -7611A
  - Person's evaluation of his or her CSSP
- DHS -7611B
  - Person's evaluation of his or her provider for day services
- DHS -7611C
  - Person's evaluation of his or her service provider for non-day or non-residential services
- DHS -7611D
  - Person's evaluation of his or her service provider for residential services

Workflow for HCBS Waivers



- The questions in the LTSS Improvement Tool are asked at the semi-annual visit for those who receive HCBS Waiver services.
- The case manager will ask these questions.

Overview:
Use of the LTSS Improvement Tool across Minnesota

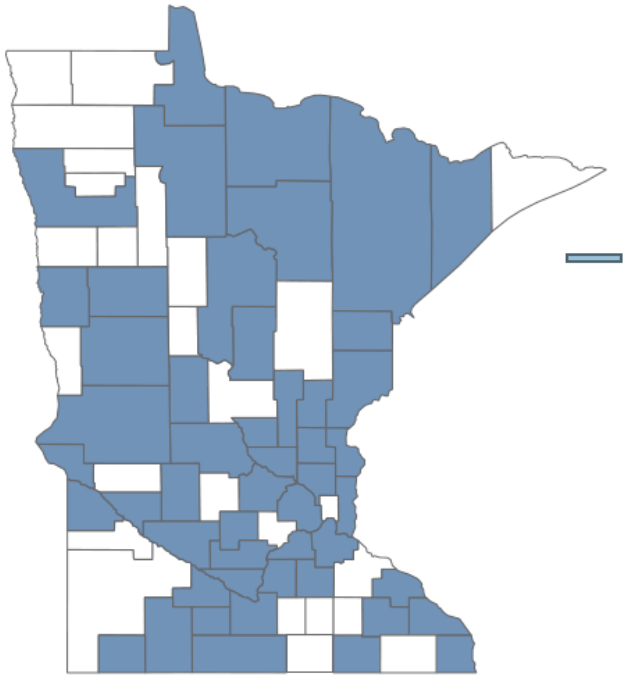
Use of LTSS Improvement Tool across MN

- To date, more than 51 lead agencies are using the LTSS Improvement Tool to gather feedback from HCBS beneficiaries.
- DHS has created a dashboard using Tableau to show the use of the tool by lead agencies.
- Demonstration of Tableau Dashboard

Tableau Dashboard: At-A-Glance

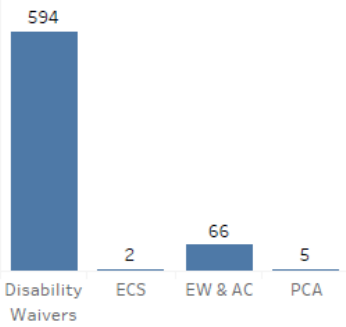
LTSS Improvement Tool Update (March 27, 2018)

Lead agencies have used the tool to talk to 621 people about their experiences by working on 1,262 LTSS Improvement Tools!



This map depicts the total number of individuals that have participated in the LTSS Improvement Tool

Tools Completed by Program



51 Lead agencies have used the Tool!

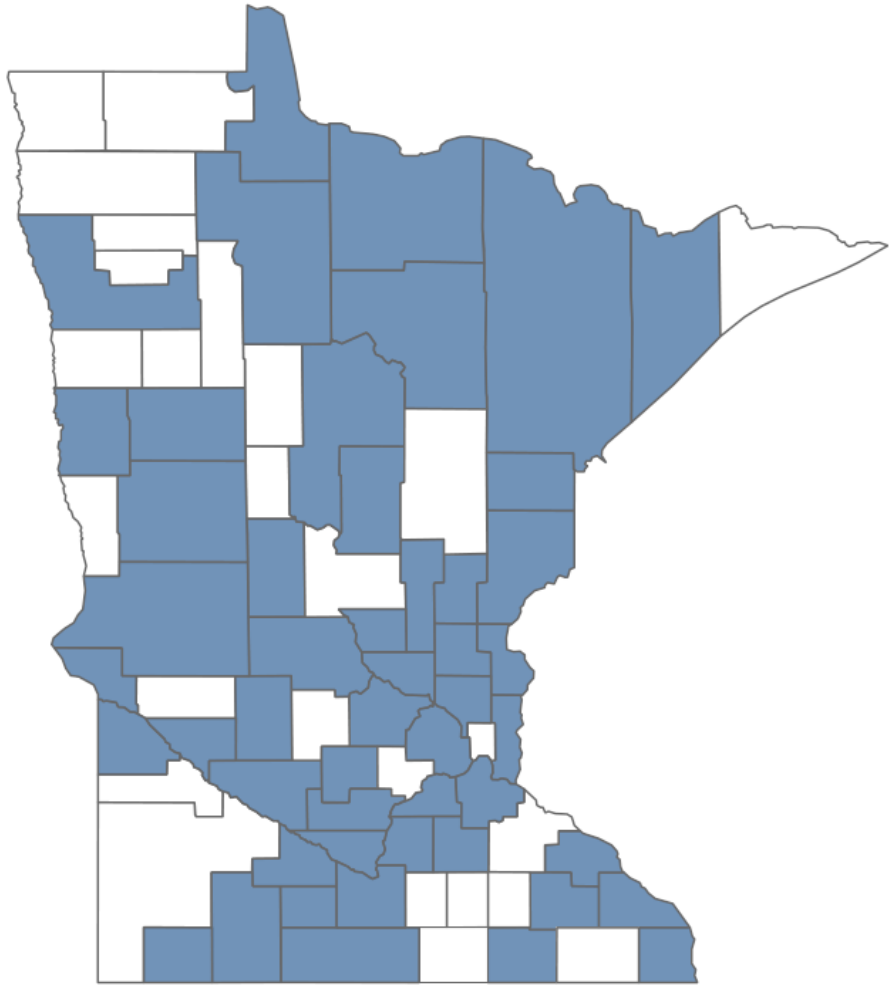
Completed Provider Evaluations

Foster Care/SLS	96
DT&H/Structured Day	52
PCA	43
CDCS	37
ILS	31
Homemaker	20
Customized Living	26
Prevocational Services	23
Adult Day	12
Home Delivered Meals	10
Personal Support/Compa..	5
In-Home Family Support	5
Home Care Nursing	4
Skilled Nursing	3
Respite	2
Positive Support	2
Home Health Aide	2
Supported Employment	1
Residential Care	1
Chore	1
Grand Total	376

Number of Tools, by Type and Status

	Survey Type		
Survey Status	CSSP	Providers	Grand Total
Abandoned	32	39	71
Completed	414	376	790
In Process	185	174	359
No Eligible Service		42	42
Grand Total	631	631	1,262

Tableau Dashboard: Use by Lead Agencies (March 2018)



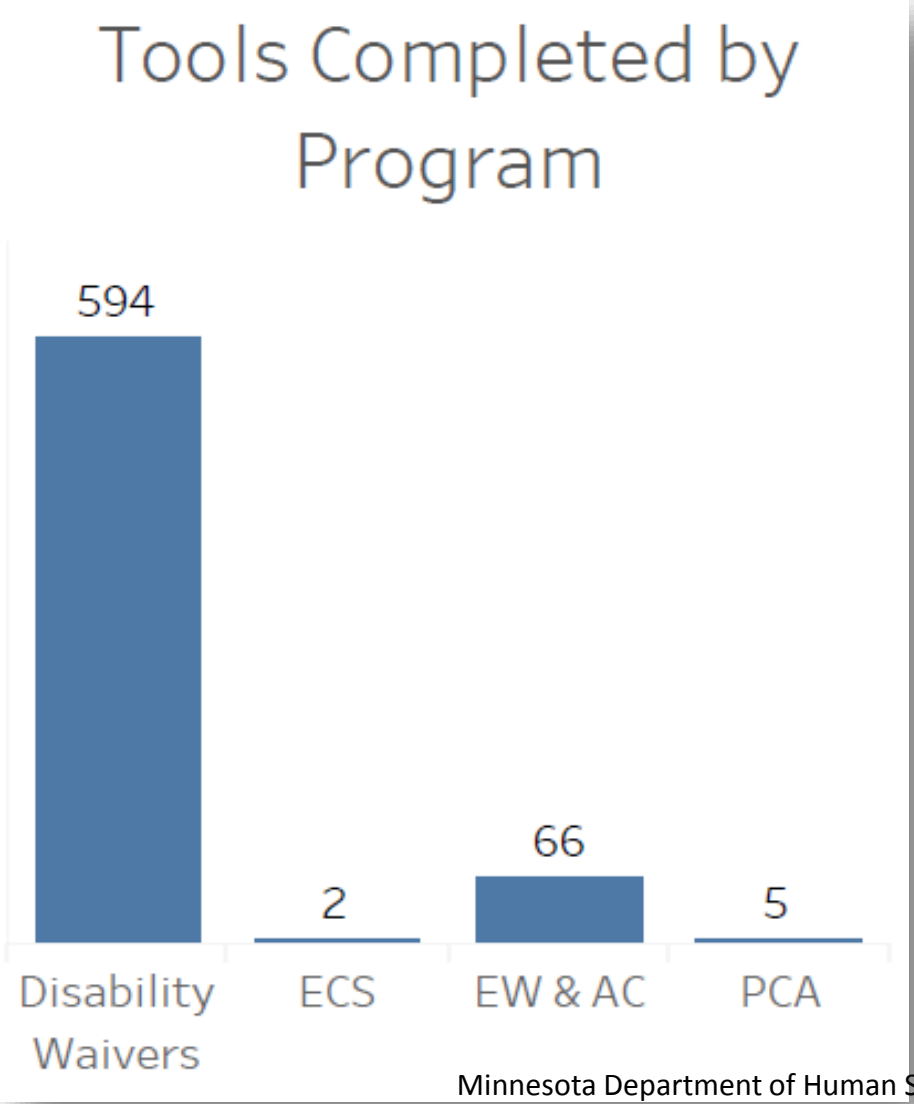
This map depicts the total number of individuals that have participated in the LTSS Improvement Tool

Summary

Over **51 lead agencies** have used the LTSS Improvement Tool to talk to **621 people** about their experiences with with home and community-based services.

Total: 1,262 evaluations

Tableau Dashboard: Use by Program (March 2018)



Summary

Most of the LTSS Improvement Tool evaluations are **completed for disability waivers (mainly CADI and DD)**.

Tableau Dashboard: Use by Evaluation Type (March 2018)

Number of Tools, by Type and Status

	Survey Type		
Survey Status	CSSP	Providers	Grand Total
Abandoned	32	39	71
Completed	414	376	790
In Process	185	174	359
No Eligible Service		42	42
Grand Total	631	631	1,262

Summary

Lead agencies have completed **414 evaluations of CSSP and 376 evaluations of service providers**.

There are 359 evaluations in process.

Tableau Dashboard: Service Provider Evaluations (March 2018)

Completed Provider Evaluations

Foster Care/SLS	96
DT&H/Structured Day	52
PCA	43
CDCS	37
ILS	31
Homemaker	20
Customized Living	26
Prevocational Services	23
Adult Day	12
Home Delivered Meals	10
Personal Support/Compa..	5
In-Home Family Support	5
Home Care Nursing	4
Skilled Nursing	3
Respite	2
Positive Support	2
Home Health Aide	2
Supported Employment	1
Residential Care	1
Chore	1
Grand Total	376

Summary

Lead agencies have completed **376 evaluations of service providers**.

Among these, the top five services that were evaluated are:

1. Foster Care/Supported Living Services
2. Day Training & Habilitation/Structured Day Services
3. Personal Care Assistance
4. Consumer Directed Community Supports
5. Independent Living Services

LTSS Improvement Tool: Summary

DHS will integrate this evaluation data with assessment and utilization data to:

- Remediate service delivery issues and revise the support plan
- Identify outcomes and degree to which services support outcomes that are important to people
- Document assurances needed for CMS
- Document Olmstead Plan measures
- Evaluate investments and inform policy decisions at DHS
- Support lead agencies on the quality of services for people served in that county (data will provide a level of detail counties have been requesting to monitor and improve services in their counties).

Resources for using the LTSS Improvement Tool

User Manual

Menu MnCHOICES Support Plan User Manual DEPARTMENT OF HUMAN SERVICES

HOME / EVALUATION OF CSSP

Evaluation of CSSP

Offline use

If you will not have internet access while conducting the evaluation, open the PDF version of form DHS-7611A from the DHS eDocs site. Click the Save a copy button and save the document on your computer. Use the saved version of the document during your meeting with the person, and

Based on my Experience

The symbol ⚠ indicates something that may not work as you might expect. We'll explain the issue, as well as any special procedures or workarounds.

You can also click the "Highlight all Based on my Experience tips" switch to highlight all of the items on the page.

Highlight all Based on my Experience tips

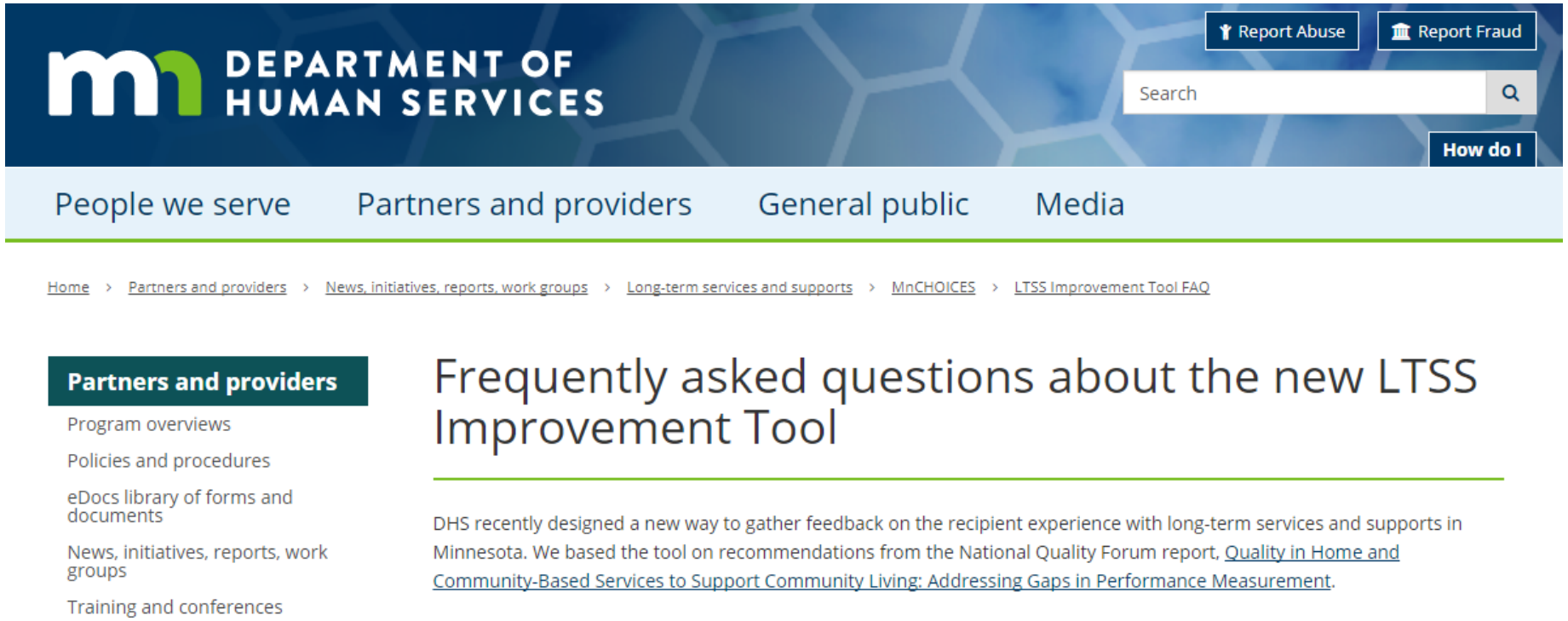
LTSS Improvement Tool-Training Modules

MNSP1000 Modules added to TrainLink:

- Introduction
- Opening the LTSS Evaluations
- Person's Evaluation of the CSSP
- Person's Evaluation of Provider
- About Evaluations

FAQ Webpage

- Frequently Asked Questions



Guided LTSS Improvement Tool

- DHS created a guided LTSS Improvement Tool to accompany the CSSP and service provider evaluations. This includes:
  - Instructions for case managers
  - Introduction
  - Context for why specific questions are asked
  - Guidance for follow-up to questions and recording comments
- Demonstration:
  - Person's Evaluation of Service Provider--Residential Services

Ongoing Support

- MnCHOICES Office Hours
  - Monthly conference call hosted by DHS
- MnCHOICES Mentor Alliance (MMA) meeting
  - Meetings are held on a quarterly basis
- DSD Response Center
  - If you have questions, contact the MnCHOICES help desk:
  - Use the DHS-6979 Help Desk Contact Form
  - Send a message to dhs.mnhelp@state.mn.us

Questions or Comments

Thank you for attending the webinar!

Thank You !

For questions, please contact:

dsd.responsecenter@state.mn.us