MnCHOICES

Lead Agencies Webinar

March 27, 2012

MnCHOICES Webinar Agenda

Overview
Pam Erkel and Jake Priester

Policy
Nancy Jurgensen

Application
Kristi Grunewald

Training and Certification
Cathy Griffin

Quality Management/Quality Assurances
Jolene Kohn

MnCHOICES Demonstration
Nancy Jurgensen
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MnCHOICES
What is the Context for Change?

Minnesota Department of Human Services
Mission:

Working with many others, help people meet their basic needs so they can live in dignity and achieve their highest potential

MnCHOICES
What is the Context for Change?

Continuing Care Administration (CCA) Mission

• Improve the dignity, health & independence of the people we serve

CCA Values

• Choice & independence for the people we serve
• Stewardship
• Self-determination, personal responsibility
• Integrity
• Diversity
• Partnerships, collaboration
• Accountability, sustainability
What is our Transformational Goal?

Create & manage innovative, cost-effective services that:

- Put individual’s needs & goals before programs
- Create solutions that leverage community-based resources
- Drive toward & measure results for continuous improvement & cost savings

How Will We Achieve Our Goal?

<table>
<thead>
<tr>
<th>SUPPORT INDEPENDENCE</th>
<th>BUILD A SUSTAINABLE SYSTEM</th>
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</thead>
<tbody>
<tr>
<td>Value abilities, respect needs, empower choice</td>
<td>Leverage partnerships, collaboration, community resources to achieve best results</td>
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<tr>
<td>Engage individuals in planning toward their goals</td>
<td>Support system-wide coordination, continuous quality improvement</td>
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<tr>
<td>Connect individuals to resources to bring their plans to life</td>
<td>Use technology-based tools that work across systems to support consistency, efficiency</td>
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What is MnCHOICES?

A uniform assessment process that focuses on individual needs, drives efficiency and supports choice

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<th>SUPPORT INDEPENDENCE</th>
<th>BUILD A SUSTAINABLE SYSTEM</th>
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<tbody>
<tr>
<td>Take a comprehensive look at individual’s needs, preferences &amp; abilities</td>
<td>Simplify management, delivery &amp; monitoring of assessments</td>
</tr>
<tr>
<td>Promote equity across populations &amp; geographic areas</td>
<td>Create statewide consistency for assessment results</td>
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<tr>
<td>Provide access to more support options</td>
<td>Streamline payment process</td>
</tr>
<tr>
<td>Ensure consistency in eligibility</td>
<td>Introduce state-certified assessors for uniformity in determining eligibility &amp; levels of care</td>
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What is Our Strategy for Change?

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<tr>
<th>Policy</th>
<th>Application</th>
<th>Training &amp; Certification</th>
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</thead>
<tbody>
<tr>
<td>Policies &amp; processes governing roles, responsibilities, conduct of, and payment for assessments</td>
<td>Fully vetted and tested web-based assessment application, with on- &amp; offline functionality</td>
<td>Statewide certification requirements &amp; corresponding training to transition to new web-based application</td>
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Quality Assurance

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What are the Policies?

• Created new role of Certified Assessor (CA)
  • Meet professional qualifications and experience
  • Complete certification process
  • Recertification every 3 years

• Developed uniform timelines for assessment and support plan development
  • Conduct assessment within 20 calendar days after initial intake contact
  • Provide Community Support Plan (CSP) to assessed person within 40 calendar days of the assessment
What are the Policies?

• County where individual is located at time of assessment is responsible for completing assessment and support plan development process
  • LTCC: No change for age 65+
  • LTCC: No change
  • DD: A change
  • PCA: No change
  • PDN: A change

What are County & Tribe Assurances?

1. Perform administrative functions
   • Assessment and support plan development
   • Level of care determination
   • Program and service eligibility
   • Service authorization
   • Quality management

2. Provide access to assessment process
   • Assessments to all regardless of financial status

What are County & Tribe Assurances?

3. Assure adequate number of certified assessors
   a. Either role of CA or CM
   b. Both roles of CA & CM but not for same individual
   c. Both roles as CA & CM for same individual

Assure separation of CA and CM functions

If contracting with providers outside of lead agency:

• The provider can conduct assessments (certified) or case management services but not both
• Managed Care Organizations (MCOs) are exempt from the requirement above
What are County & Tribe Assurances?

4. Develop certified assessor multidisciplinary team
   - PHNs, SWs and other professionals

5. Provide resources for technology
   - Use web-based assessment application
   - Meet technology requirements

6. Conduct quality assurance and monitoring activities
   - Complete quality audits
   - Collect client satisfaction data

What are MCO Assurances?

1. Provide information about and access to community-based alternatives in a timely manner
   - Provide Certificate of Coverage (COC) annually

2. Perform administrative functions
   - Determine level of care, service eligibility, and service authorization in a timely and consistent manner
   - Assure an adequate number of qualified staff to perform administrative functions
   - Adhere to administrative requirements

What are MCO Assurances?

3. Assure assessors are certified according to DHS standards
   - Assessors complete certified assessor training and certification process

4. Maintain home and community-based services and PCA and PDN assessments in MnCHOICES
   - Enter assessment data into MMIS
   - Report annual care plan audit to DHS
What are MCO Assurances?

5. Obtain member feedback about services including case management
   • Conduct Consumer Assessment of Health Plan Survey annually
   • Collect client satisfaction data

6. Provide appropriate and cost-effective services
   • Consider acute, primary and preventative needs

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How is the Technology Going to Work?

• Decision made in March 2011 by the Chief Enterprise Architect to change technology platforms and to integrate with SSIS

• Many benefits to that decision
  • Counties did not want another new system
  • They would have a single sign on to MnCHOICES and SSIS
  • MnCHOICES could leverage the existing workflow and functionality of SSIS
  • We could utilize the MnCHOICES prototype done in Silverlight
How is the Technology Going to Work?

- Once decision made to change platforms, extensive review undertaken to determine the best approach to leveraging SSIS
- Determined the best solution was to centralize functionality needed for MnCHOICES. Benefits of this approach:
  - Allows us to build the functionality once and make it available for all users whether they use SSIS or not
  - Counties can choose whether they want public health staff to use SSIS or not

How is MnCHOICES Being Tested?

- First Implementer project – the MnCHOICES testing component
- Objectives
  - Obtain input from lead agencies
  - Ensure reliable, fully-tested, thoroughly-vetted assessment application
- Participants – 21 lead agencies: 14 counties; 2 Tribes; 5 health plans

What was Alpha Testing?

- Testing of assessment prototype by First Implementer lead agencies
- Purpose
  - Examine question categorization; response options
  - Confirm logical flow of questions
  - Assess ease of navigation
- About 100 Alpha test participants – future certified assessors
- Feedback electronically submitted in Alpha model
- Completed in December 2011
What did we Learn from Alpha Testing?

- Received over 4000 individual responses
  - Positive and concerned comments
  - Suggestions and recommendations
- Follow-up to Alpha testing
  - Systematic review of the Alpha feedback
  - Incorporate insights and suggestions into next iteration of MnCHOICES application – the Beta model

What is Beta Testing?

- In-the-field testing of the second (final) prototype
- Purpose
  - Test eligibility rules
  - Test offline functionality
  - Assure inter-rater reliability and inter-tool compatibility
  - Assess workflow
- Participants
  - First Implementer lead agencies
  - Staff who conduct or need access to assessments
    - Assessors, intake, supervisors, etc.

What is Beta Testing?

- Beta 1 testing
  - Assessment and Assessment Summary
  - Test the rules for:
    - Program eligibility
    - Level of Care
    - Case Mix
    - Number of PCA hours
  - Summer 2012
What is Beta Testing?

• Beta 2 testing
  • Test the Offline functionality
  • Download the assessment and information before going out in the field
  • Perform the assessment in the field
  • Run the eligibility and program rules in the field
  • Upload the results once reconnected
  • Fall 2012

What is Beta Testing?

• Beta 3 testing
  • Test the Workflow
  • Assignment
  • Transfers
  • Test the integration with SSIS
  • First quarter 2013

What is Included in the Initial Release?

• Assessment
• PDN Services assessments will not be included in first release
  • Continue with current process with home care agencies completing PDN assessment with authorization by DHS contractor
  • Propose PDN services statute changes in 2013
• Assessment Summary
• Workflow (Automated functionality to enhance the process)
  • Assignment
  • Transfers
• Integration with SSIS
What is Included in the Initial Release?

- Auto-filled document that maps the assessment to the LTC and DD Screening Documents to assist with entry into MMIS
- Lead Agencies must continue to manually enter the DD/LTC Screening Documents and the Service Agreement into MMIS
- Paper Standardized Community Support Plan (CSP)
- Paper Standardized Coordinated Service and Support Plan (CSSP)
- Implementation: Spring of 2013

What will be Included in the 2nd Release?

- Automated Community Support Plan (CSP)
- Automated Coordinated Service and Support Plan (CSSP)
- Integration with the new Rate Setting application for disability waiver services

What will be Included in the 2nd Release?

- Integration with provider information (Mnhelp.info)
- Lead Agencies must continue to manually enter the DD/LTC Screening Documents and the Service Agreement into MMIS
- Implementation Date: Fall of 2013
What will be Included in Future Releases?

• Automate the population of the MMIS Screening Document and Service Agreement
• Additional functionality and enhancements

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MnCAT (Certification and Training)
Why?

• Sets an expectation for the same basic knowledge, skills and ability that will:
  • Demonstrate best practices
  • Utilize a person-centered assessment and support planning process
  • Promote home and community-based services through support planning

[Minnesota Statutes 256B.0911, subdivision 2b(a)]
MnCAT (Certification and Training)  
**Why?**

- Sets an expectation for the same basic knowledge, skills and ability that will:
  - Support more **consistent** assessment and service planning across counties
  - Result in more **equitable access** to the right service delivered at the right time in the right way statewide

[Minnesota Statutes 256B.0911, subdivision 2b(a)]

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MnCAT (Certification and Training)  
**Who?**

- Bachelor’s degree
  - Social work
  - Nursing - licensed RN with public health certification
  - Closely related field
- At least 1 year experience
  - or
- Licensed RN
- At least 2 years experience
  - [Minnesota Statutes 256B.0911, subdivision 2b(b)]

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MnCAT (Certification and Training)  
**When?**

- At least **six months** to complete MnCAT
  - [Minnesota Statutes 256B.0911, subdivision 2.c]
  - Note: this language is proposed language
- Target for completion is **July 1, 2012**

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MnCAT (Certification and Training) What?

Recertification

Step 3

Step 2

Step 1

Credential + Experience

MnCAT (Certification and Training) How?

- Lead Agency declares individual is qualified candidate
  - DHS will provide tools and guidance

**Step 1 – Foundation**

- Test out / Open book
- Utilize education materials on MnCAT portal
- Estimated time: Depends
  - One hour or under
  - More time if need to read/review materials

MnCAT (Certification and Training) How?

**Step 2 – Principles**

- Complete required training via eLearning program
  - Seven Courses
    - Introduction to MnCAT
    - MnCHOICES Principles and Practice: The Person-Centered Approach
    - Intake, Assessment and Support Plan Process
    - Effective Communication Skills
    - MnCHOICES Interview Skills
    - MnCHOICES Interview Outcomes
    - Summary/Putting It All Together
- Pass course competency tests on Courses 2-6
- Estimated time: 6-8 hours
MnCAT (Certification and Training) How?

• Step 3 – Application
  • Complete training
    • Computer labs / Train the Trainer / Guide Books
    • On-line and off-line
    • Intake / Assessment / Community Support Plan
    • Demonstrate proficiency
    • Estimated time: 4-6 hours + new releases

Ta-Duh!

MnCAT (Certification and Training) How?

• Step 4 – Professional Development
  • Recertification every three years [Minn. Stat. 256B.0911, Subd. 2c.]
    • Participate in and document related education/activities
    • List of topic areas related to MnCHOICES process
    • Meaningful to deepen knowledge and skills
    • Self-education, DHS or other training, conference sessions, etc.
    • Participation on professional boards, work groups, preparing and presenting on related topics

MnCAT (Certification and Training) How?

• Lead Agency reviews and confirms
• Estimated time: 36 hours every three years
  • Licensed social worker or RN
• Estimated time: 60 hours every three years
  • Non-licensed social worker
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What is Quality Management?

Quality Management: A set of business activities:

• **Designing** the long-term care, community support system to achieve desired, good outcomes (policy, processes, tools, implementation, funding are all design)

• **Discovering** how, and how well the system is working, how well it is working for individuals, using measurement

• **Remediation** of things found that don’t measure up
  • This includes strategies for fixing the system, and for fixing things for individuals
  • Continuously improving through redesign, based on evidence. This includes improving your quality management as a “business” as well
What Do We Mean by Quality?

- Lots of different definitions of quality. One that works well is:
  
  "The right service, for the right person, at the right time, in the right place, for the right price, with the right outcome"

- There are also different ways to define right and reflect values, changing environments, interest groups, stakeholder input into design

- Person-centered, self-directed, accountable, sustainable, equitable, accessible: these are all desired features of our systems design

What are Quality Assurances?

- There are other aspects of systems design that DHS and lead agencies are required to demonstrate to funders, regulators, legislators

- Assurances represent the basic required performance expectations of a system. CMS uses assurances to oversee states’ use of Medicaid, including HCBS programs

- DHS uses assurances to oversee the delegated roles that lead agencies play in Minnesota, in particular around those areas of systems implementation that overlap with federal assurances

What is a Quality Architecture?

**Quality Architecture**: A comprehensive and coordinated quality management system for home and community-based services that relies on evidence for oversight and improvement, and that ensures that assurances can be met.

**MnCHOICES** is one of several initiatives that will be integrated under a quality architecture, including the Rate System, Provider Standards, consumer surveys, performance measurement, etc.
How Will MnCHOICES Contribute to Quality Management and Assurance?

MnCHOICES will contribute to quality management and quality assurance in several ways:

• Improves important processes and decision-making related to eligibility and access to services
• Establishes the need for services planned and delivered to individuals
• Demonstrates attention to risk management at an individual level
• Provides a data set that will be used for other quality assessment, quality assurance purposes: consumer satisfaction, purchase of services, provider measures

How Will MnCHOICES Contribute to Quality Management and Assurance?

MnCHOICES will also contribute to quality management and quality assurance by:

• Automating some quality assurances using data that drives the software, including business rules that help establish eligibility, budgets, service criteria
• Provides a more extensive data set that will be used for other quality assessment, quality assurance purposes: consumer satisfaction, reports, purchase of services, provider measures, performance measurement

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What Does the Application Look Like & How Does it Work?

- Demonstration of application
- Features
  - My Dashboard
  - About MnCHOICES
  - Settings
  - Intake
  - Domains
    - Purpose
    - Groups
    - Questions, answers, comments and referrals
  - Assessment Summary

Questions?

How to Engage with MnCHOICES

Please access the MnCHOICES website:
www.dhs.state.mn.us/mnchoices