

April 1st, 2014

Disability-Competent Care Webinar Roundtable Series: Training in Disability- Competent Care and Supports

Building Partnerships between Health Care (Plans & Providers) and Community-based Organizations



Slides

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Building Partnerships between Health Care (Plans & Providers) and Community-based Organizations



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Resource List

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Overview

- This is the seventh session of an eight-part “Disability-Competent Care Webinar Roundtable Series”
- Each session will be interactive (e.g., polls and interactive chat functions), with 20 minutes of presenter-led discussion, followed by 40 minutes of presenter and participant discussions
- Video replay and slide presentation are available after each session at:

<http://www.ResourcesForIntegratedCare.com/>

Disability-Competent Care Webinar Roundtable Series

What We Will Explore in This Series

- Unique experiences of adults with disabilities and their needs and expectations
- Provision of specific components of Disability-Competent Care and supports
- Approaches to being person-centered in care and interactions
- Achieving the Triple Aim goals of improving the health and participant experience of health care delivery while controlling costs in their work with adults with disabilities

Agenda

- Review the unique competencies of (1) health plans and providers, and (2) community-based organizations
- Discuss the cultural and operational differences between the two types of organizations
- Learn from the experiences of two such organizations as they partner
- Audience questions

Learning Objectives

- Understand the cultural differences between medical and community-based entities
- Understand key components in building relationships between health plans and LTSS providers
- Learn strategies to facilitate collaboration and communication between care coordinators among medical and LTSS providers

Setting the Context

- Integrated models of care and financing require new partnerships – plans, health care providers, and Community-Based Organizations (CBO)
- Health plans and providers have different missions, values and cultures than CBOs
 - Health plans and providers operate from a medical model
 - CBOs operate from an independent living model
- This presentation will explore the experiences of a CBO and a Health Plan (HP) in Northern California

Introductions

Moderator

Christopher Duff
Disability Policy & Practice
Consultant

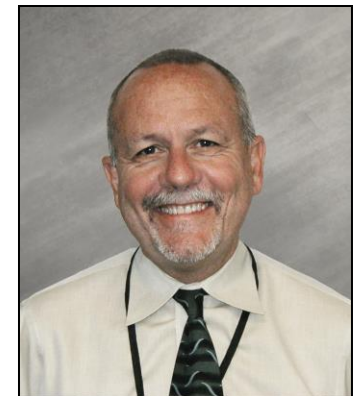


Presenters:

Yomi Wrong
ADA Manager,
Palo Alto Medical Foundation;
Former Exec. Dir. of CIL Berkley, CA



David Nolan
Chief Performance Officer,
Alameda Alliance Health Plan



Integrated Care Requires the Strengths of Each Partner

CBOs bring:

- Cultural competency, such as community needs and values and person-centered
- Consumer protections for Long-term Services and Supports (LTSS) – Personal Attendant Services (PAS), Adult Day Health and Transitions

HPs and providers bring:

- Cost-effectiveness through care management
- Quality and accountability - improving health outcomes

Partnership Brings Benefits to All

- Advocacy
 - Coalition building
 - Political strength
- Integration of care and services
 - Increased flexibility and broader understanding of LTSS
 - Better care coordination
- Rebalancing
 - Shift to community-based services: de-institutionalization for diversion

Successful partnerships can improve participant satisfaction and positively influence outcomes

Creating Engagement – From the CBO Perspective

- Learn the health plan’s systems, challenges and opportunities
 - Understand the health plan objectives
 - Bring value to the plan and their members
 - Learn the provider realities

- Establish meaningful stakeholder involvement

- Consumers and advocates participate in LTSS
 - Planning
 - Execution
 - Monitoring

Creating Engagement – From the CBO Perspective

- Develop good business relations
 - Leadership
 - Accountability
 - Transparency

- Consider strategic partnerships
 - Aging and disability resource centers (ADRC)
 - Grants / projects: e.g. healthcare innovations grant

Developing a Model Partnership – Innovation Grant

A collaboration between:

- Center for Independent Living, Inc.
- Lifelong Clinic (a Federally Qualified Health Center)
- Alameda Alliance for Health, local health plan

Objectives of the collaboration:

- Integrate care and encourage healthy behavior among the clinic's 3,250 Seniors and Persons with Disabilities (SPD) who are eligible for Medicare and Medicaid
- Create jobs
- Reduce costs

Challenges in Building a Plan– CBO Contract

- Using common language for consistency of values and services
 - Focus on functional necessity (versus medical necessity), standards, and expectations
- Communicate value (brand, affinities, competency) of each entity
 - What can you offer exclusively or collectively as part of a partnership?
- Clarify scope, responsibilities, accountabilities, and deliverables
 - Is it logical? - Do the services and reimbursement rates make sense?
 - Is it doable? - Capacity to do the work or build business acumen
 - Does it pull you from your core mission? - Beware of mission creep and other pitfalls

Operationalizing the Contract

- Create capacity
 - Billing
 - Staff development
 - HIPPA compliance
 - Managing sub-contracts and partnerships

- Measure outcomes and program evaluation
 - Reporting tools
 - Open communication
 - Transparency

- Make adjustments
 - Reimbursement
 - Scope revision

Summary

- Through partnering, health plans, health care providers and CBOs can together better meet the needs of adults with disabilities
- To start a constructive partnership, the parties need to individually identify their competencies and needs for partnering
- Such a partnership requires a commitment from all levels of the organization, with executive leadership and sponsorship
- Traditional provider contracts used by health plans lack the shared values and specificity needed to support collaborations with CBOs

Audience Questions and Discussion

Send Us Your Feedback

Help us diversify our series content and address current Disability-Competent Care training needs – your input is essential!

Please contact us with your suggestions at

RIC@Lewin.com

What We'd Like from You:

- How best to target future Disability-Competent Care webinars to health care providers and plans involved in all levels of the health care delivery process
- Feedback on these topics as well as ideas for other topics to explore in webinars and additional resources related to Disability-Competent Care

Thank You for Attending



- For more information contact:
 - Christopher Duff at cduff@DPInstitute.org
 - Yomi Wrong at wrongy@pamf.org
 - David Nolan at DNolan@AlamedaAlliance.org
 - Jessie Micholuk at RIC@lewin.com
 - Kerry Branick at kerry.branick@cms.hhs.gov

Resources & References

- Pricing Guide: A Resource for Community-Based Organizations to Value and Price Services

http://www.thescanfoundation.org/sites/thescanfoundation.org/files/tsf_pricing_guide-9-17-13.pdf

- Health Care & Community-Based Organizations: A Win-Win Partnership

<http://www.ncoa.org/improve-health/center-for-healthy-aging/content-library/health-care-and.html?print=t>

- Overview of Preparing Community-Based Organizations for Successful Health Care Partnerships

http://www.thescanfoundation.org/sites/thescanfoundation.org/files/track_3_victor_tabbush_handout_scan_class_brief_meta_analysis_080112.pdf

Resources for Integrated Care Website

We encourage you to explore www.ResourcesforIntegratedCare.com for a wide array of resources related to integrating care for Medicare-Medicaid enrollees:

Resources

- Assessment tools
- Concept guides
- Topic-specific briefs
- Educational webinars

Topic Areas

- Disability-Competent Care
- Self-Management Support
- Integrating Primary Care in Behavioral Health
- Care Coordination Workforce Development
- Navigation Services

Stakeholders

- State Medicaid Agencies
- Health Plans
- Long-Term Services and Supports Providers
- Behavioral Health Providers

Individuals with...

- Intellectual and developmental disabilities
- Physical disabilities
- Serious mental illness

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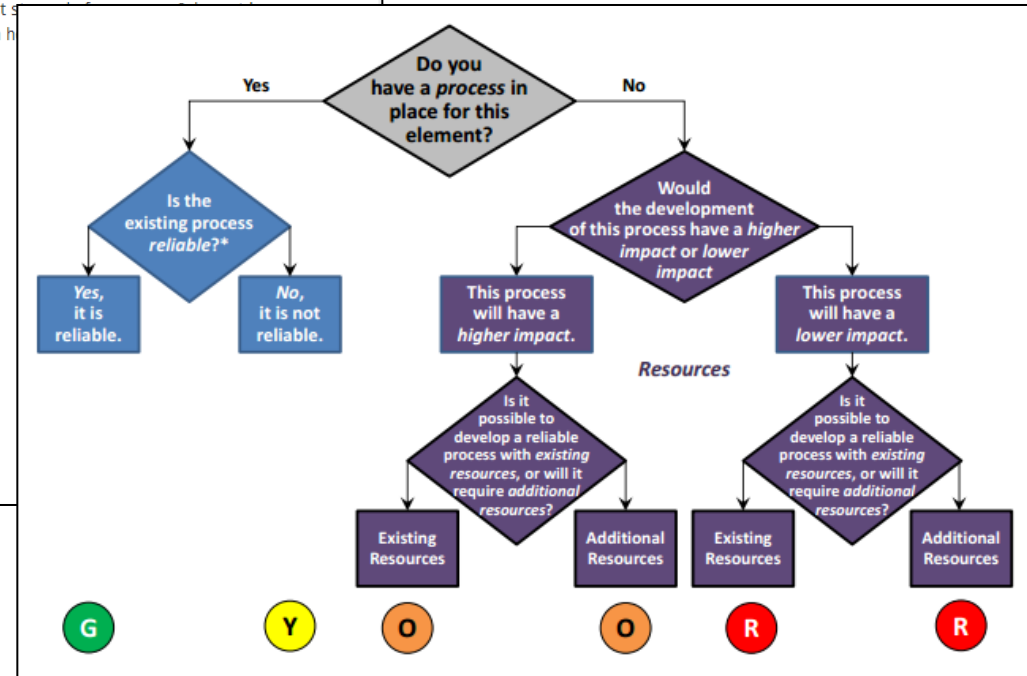
Disability-Competent Care Self-Assessment Tool

Introduction	1. Relational-Based Care Management	2. Highly Responsive Primary Care	3. Comprehensive Long-Term Services and Supports	Appendix A	Results	Forum
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1. Relational-Based Care Management

Participant-centered care is based on the recognition that the participant is not merely a passive recipient of medical care, but rather the primary source for defining care goals and needs. This type of care requires cultivating a relationship with the participant, seeing him or her as a whole person with hopes and preferences, and recognizing that the participant is oftentimes the best person to make choices. Participant-centered planning of care goals and needs is also the concept of the dignity of risk, which holds that participants have the right to make choices even if they are inconsistent with the recommendation of the IDT.

- ▶ 1.1. Participant-Centered Practice
- ▶ 1.2. Eliminating Medical and Institutional Bias
- ▶ 1.3. Interdisciplinary Team
- ▶ 1.4. Assessment
- ▶ 1.5. Individualized Plan of Care
- ▶ 1.6. Individualized Plan of Care Oversight and Coordination
- ▶ 1.7. Transitions
- ▶ 1.8. Tailoring Services and Supports
- ▶ 1.9. Advance Directives
- ▶ 1.10. Allocation of Care Management and Services



Disability-Competent Care Self-Assessment Tool available online at:
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Next Webinar

Disability-Competent Care Webinar Roundtable Series:
Training in Disability-Competent Care and Supports

Integrating Behavior Health Competency with DCC teams and IPC's

Tuesday April 8th, 2014
2:00 - 3:00PM EST