

February 11<sup>th</sup>, 2014

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

# Strategies to Stimulate and Support Participant Engagement



February 4<sup>th</sup>, 2014

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

## Strategies to Stimulate and Support Participant Engagement



www.ResourcesForIntegratedCare.com

Group Chat

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Resource List

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## Overview

- This is the second 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 and Learning Objectives

## Agenda

- Introductions
- Value of participant involvement
- Levels of participant involvement
- Examples of participant involvement
  - Inland Empire Health Plan
  - AXIS Healthcare
- Questions and discussion

## Learning Objectives

- Understand components of meaningful participant involvement
- Understand the benefits of participant and advocate engagement
- Strategies for participant involvement in the functioning of organizations (plan or provider)

# Introductions

## *Presenters*

Christopher Duff, Moderator  
Executive Director  
Disability Practice Institute



June Isaacson Kailes  
Disability Policy Consultant  
Associate Director, Center for Disability  
and Health Policy at Western University  
of Health Sciences, California



Ben Jauregui  
Disability Program Manager,  
Inland Empire Health Plan



# Levels of Participant Involvement

- National
- State
  - Advisory boards
  - Program stakeholder committees
- Individual health plan:
  - Governance
  - **Programmatic – our focus today**
  - Individual advocacy
- Direct provider

## Value of Participant Involvement

- Learn about the issues facing individuals with disabilities
- Provide input on strategies, priorities, tactics, policies, practices, and processes that serve persons with disabilities
- Provide feedback on and assist with problem solving to help an organization be more successful
- Enhance an organization's credibility and accountability within the persons with disabilities community
- Allow for the growth of disability advocates in understanding how an organization operates and continues to evolve; people with disabilities can be one of an organization's best and most articulate allies



## Experience with Participant Involvement

**Inland Empire Health Plan (IEHP)** has served persons with disabilities for over 10 years

In that time, IEHP has developed multiple strategies to engage persons with disabilities:

- Persons with Disabilities Workgroup (PDW)
- Public Policy Participation Committee
- IEHP Disabilities Collaborative
- Coordinated Care Initiative (CCI) Stakeholder Advisory Committee

## IEHP Persons with Disabilities Workgroup

- PDW membership
  - 20-30 seniors and people with disabilities
  - Diverse disabilities and ages
  - Community Based Organizations (CBOs), Independent Living Center (ILC) Directors or ILC advocates
  - Health plan directors/managers
- Participant requirements
  - Member for at least one year
  - Provide meaningful feedback
- Selection process
  - Committee scores applications 1 - 5
  - Questions, disabilities, interest in serving
  - Selection based on score and diversity of group

# IEHP Persons with Disabilities Workgroup

- PDW structure
  - Terms are one year
  - There is a two term limit
  - Five members are generally chosen for second term
  - Meetings are held quarterly
  - \$50 Stipend
- PDW – IEHP learned outcomes
  - Members use technology to access health information
  - Members like Newsletter articles and community resources
  - Health Risk Assessment – confidentiality concerns
  - Members want providers to understand disability
  - Transportation is a challenge for many

## Examples of Participant Involvement Strategies

- AXIS Healthcare started serving persons with disabilities in 1999
- Two key strategies proved to be the most successful and productive:
  1. Member Advisory Workgroup
  2. “How Are We Doing” Survey\*

\*Available for download at: <https://www.resourcesforintegratedcare.com/additional-resources-roundtable>

## Examples of Participant Involvement Strategies

- Member Advisory Workgroup – key differences from IEHP’s PDW
  - Meets monthly, open to any participant
  - First hour of each meeting is “open mic”
  - Attended by all senior management and new staff
- Benefits
  - Management familiarity with a range of participants
  - Timely identification of issues/concerns
  - Role modeling for new staff
  - Feedback on programmatic ideas and changes

## Examples of Participant Involvement Strategies

- “How Are We Doing” Survey
  - 13 questions: 10 scaled and two open-ended
  - Sent to participants three months after enrollment
  - Individual concerns addressed and summary results shared with staff and governance
  
- Benefits
  - Identification of issues early in engagement with the organization
  - Tracking performance of three - five key issues
  - Quick turnaround to assess programmatic changes

## Summary

- It makes good business sense to involve participants in the life and functioning of the organization
- Traditional approaches (quality measures, HEDIS surveys) must be augmented with concrete, close-to-the-ground strategies to learn how the participants are experiencing the services and programs being provided
- Involve management and executive staff
- Listen ... listen ... listen!

# 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](mailto: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](mailto:cduff@DPInstitute.org)
  - Ben Jauregui at [Jauregui-B@iehp.org](mailto:Jauregui-B@iehp.org)
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## Resources and References

- Best practices for meaningful consumer input in health care delivery models
  - [http://www.communitycatalyst.org/docstore/publications/meaningfulconsumerinput\\_healthcaredeliverymodels.pdf](http://www.communitycatalyst.org/docstore/publications/meaningfulconsumerinput_healthcaredeliverymodels.pdf)
- AXIS Healthcare: “How Are We Doing” survey
  - <https://www.resourcesforintegratedcare.com/sites/default/files/How%20Are%20We%20Doing%20AXIS%20Healthcare%20Survey.pdf>
- Kailes, J.I. Effectively Including People with Disabilities in Policy and Advisory Groups, Edition 2, 2012, published and distributed by the *Harris Family Center for Disability and Health Policy*
  - <http://www.hfcdhp.org>
  - <http://www.jik.com/Effectively-Including-People.pdf>

# Resources for Integrated Care Website

We encourage you to explore [www.ResourcesforIntegratedCare.com](http://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

**Sign up for our [E-Alerts](#) to receive updates!**

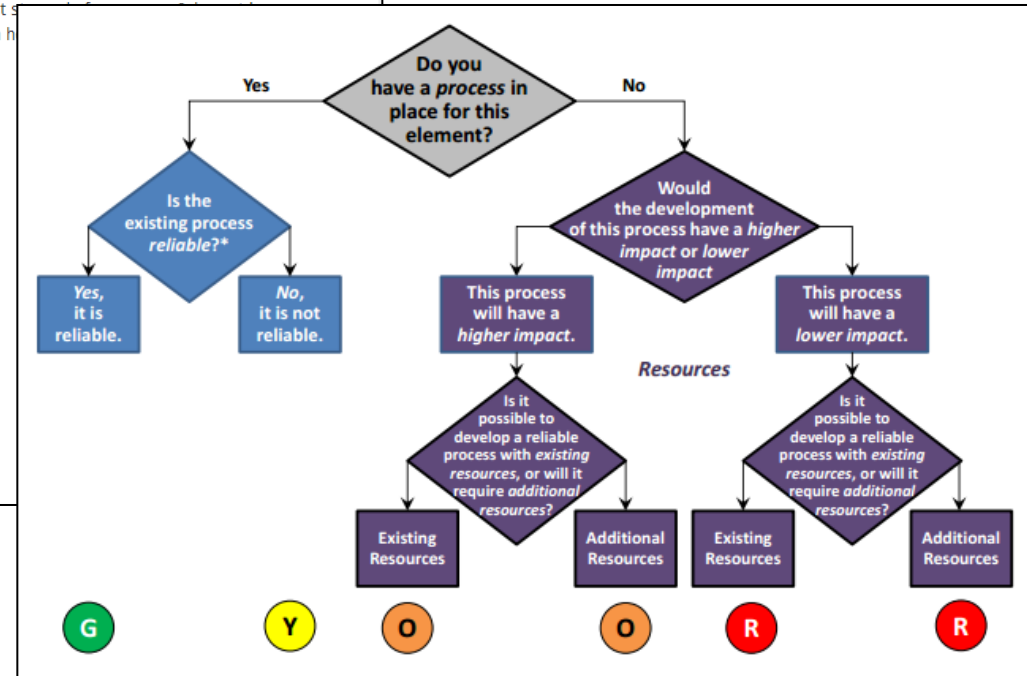
# Disability-Competent Care Self-Assessment Tool

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 about the participant-centered planning of care goals and needs. This 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:  
<http://www.ResourcesForIntegratedCare.com/>

# Community Catalyst



- Community Catalyst is working together with CMS to produce:
  - Tools that aim to help health plans engage dually eligible beneficiaries in governance and advisory councils
  - Tools and trainings for beneficiaries
- In April 2014, a webinar will be held to present these tools

Additional information can be found at: [www.CommunityCatalyst.org](http://www.CommunityCatalyst.org)

## Next Webinar

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

# **Mobility and Seating Assessments and Equipment Procurement**

Tuesday February 18<sup>th</sup>, 2014  
2:00-3:00PM EST