

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

This is the text version of Disability-Competent Care Webinar Roundtable Series: Training in Disability-Competent Care and Supports – “Building Partnerships between Health Care (Plans and Providers) and Community-based Organizations”, which contains the same information as the slide presentation and was prepared to meet 508 compliance standards.

Slide 1

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

Building Partnerships between Health Care (Plans and Providers) and Community-based Organizations
April 1st, 2014

[Images] This slide contains the official logo of Resources for Integrated Care: Resources for Plans and Providers for Medicare-Medicaid Integration. This slide contains three stock photos from Lewin Group of people living with disabilities. This slide contains a link to the website for Resources for Integrated Care: www.ResourcesForIntegratedcare.com

Slide 2

*If your slides are not advancing, please press F5 to refresh

[Images] This slide contains a number in the lower right hand corner of the slide to indicate that this is the second slide in the presentation. This slide contains a screen shot of the online page that webinar participants use to interact during the presentation, with highlighted boxes to indicate where participants participate in the group chat and where they can download the slide deck. This slide contains the official logo of Resources for Integrated Care. This slide contains a link to the website for Resources for Integrated Care: www.ResourcesForIntegratedcare.com

Slide 3

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:
<https://www.resourcesforintegratedcare.com/>

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Slide 4

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

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Slide 5

Agenda and Learning Objectives

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

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Slide 6

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

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Slide 7

Introductions

Moderator

Christopher Duff

Disability Policy and Practice Consultant

Presenters

Yomi Wrong

ADA Manager, Palo Alto Medical Foundation

David Nolan

Chief Performance Officer, Alameda Alliance Health Plan

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Slide 8

Integrated Care Requires the Strengths of Each Partner

CBOs bring:

- Cultural competency, such as community needs and person-centered values
- 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

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Slide 9

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

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Slide 10

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

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Slide 11

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

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Slide 12

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

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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

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Slide 14

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

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Slide 15

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

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Audience Questions and Discussion

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Slide 17

Speakers

Moderator

Christopher Duff
Disability Policy and Practice Consultant

Presenters

Yomi Wrong
ADA Manager, Palo Alto Medical Foundation

David Nolan
Chief Performance Officer, Alameda Alliance Health Plan

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Slide 18

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

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Slide 19

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

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Slide 20

Resources and 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

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Slide 21

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

Sign up for our E-Alerts to receive updates!

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Disability-Competent Care Self-Assessment Tool

Disability-Competent Care Self-Assessment Tool available online at:
<http://www.ResourcesForIntegratedCare.com/>

[Images] This slide contains a screenshot of the Disability-Competent Care Self-Assessment Tool that is available at the Resources for Integrated Care website. This slide contains a number in the lower right hand corner of the slide to indicate that this is the twenty second slide in the presentation. This slide contains the official logo of Resources for Integrated Care. This slide contains a link to the website for Resources for Integrated Care:
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Slide 23

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

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