

Strengthening the Long-Term Care IH&CBS Process

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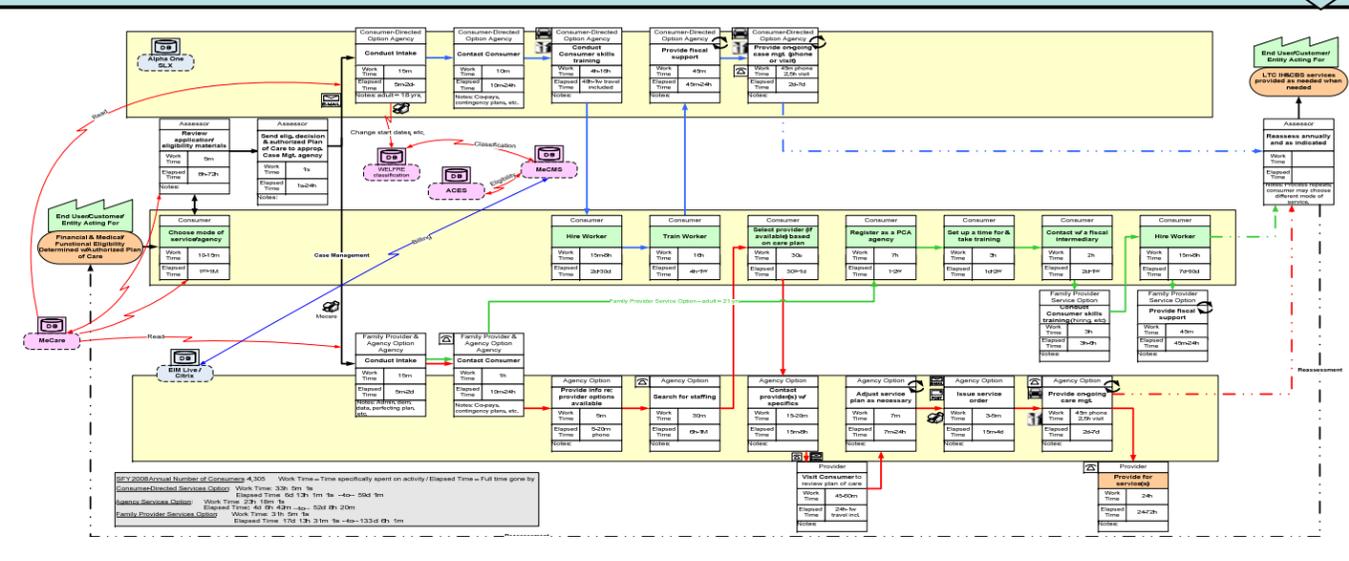
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Background

Long-Term Care (LTC) Services are provided for through the Maine Department of Health and Human Services for adults with long-term care service needs. These services encompass a broad variety including in-home and community-based care, nursing home care, assisted living, and day services.

This improvement process focuses on strengthening the provision of long-term care services provided in the home and community. It begins once medical and financial eligibility for long-term care services has been determined and a plan of care has been developed. It continues through the (ongoing) implementation of the service plan and periodic re-assessment as needed. Parallel LTC Eligibility process & Worker Task Force improvement projects are also underway and linked with this work. An accessible website has been established with information on the work of all three teams: <http://www.maine.gov/dhhs/reports/ltc-services-adults.shtml>

Current Process – October 2009 (larger size available on website)



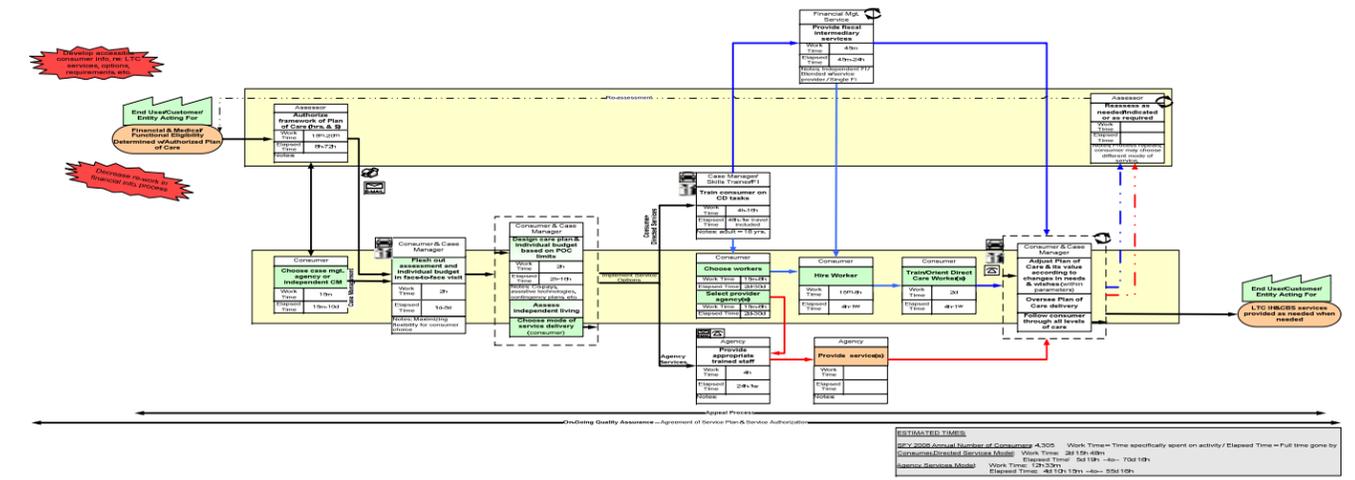
Goal

A sustainable, effective, innovative, and cost-efficient system of long-term care services that are consumer-driven, optimize individual choice and autonomy, and maximize physical health, mental health, functional well-being, and independence for adults with long-term care needs through the provision of high-quality services and supports in settings that reflect the needs and choices of consumers and that are delivered in the most flexible, innovative, and cost-effective manner. This service system emphasizes in-home and community support services that capitalize upon personal and family responsibility.

Analysis

- In-home & community support services have not been sufficiently available to many adults with long-term care needs, as evidenced by the waiting lists for home-based services & supports;
- Many adults with LTC needs are at risk of being or already have been placed in institutional settings, because in-home & community support services or funds to pay for these services haven't been available to them;
- In some instances, placement of adults with long-term care needs in institutional settings can result in emotional and social problems for these adults and their families;
- For many adults with long-term care needs, it is less costly for the State to provide in-home and community support services than it is to provide care in institutional settings;
- The majority of adults with long-term care needs have indicated a preference to remain in their own homes and in community settings rather than having their needs met in institutional settings; and
- For many adults with long-term care needs and their families, the process to identify and secure appropriate services is confusing and difficult to navigate; and
- The agencies and programs that provide the needed services lack the resources to serve persons waiting for services.

Proposed Future Process – November 2&10, 2009 VSM (larger size available on website)



Improvement Implementation Plan – November 16, 2009

CHANGE STRATEGY	RESPONSIBLE PERSON	DATE PLANNED
Promote equity and optimize consumer utilization by streamlining the LTC system into one structure that meets all LTC needs.	Diana, Jay, Leo, Brenda, Lorraine, Betsy, Heidi, David	12/15/09
Develop a simple & uniform self-directed model	Diana, & above & Sharon, Louise	12/15/09
Create standardized nomenclature of terms & names to increase consistency among programs and understanding for Wkrs & Consumers.	Diana, Helen	12/15/09
Balance the LTC system to develop adequate resources & system planning.	Brenda, Jay, Kate, Leo, Sharon, Betsy	12/31/09
Maximize the individualization & flexibility of the Plan of Care to assure appropriate and timely services.	Doreen, Sharon, Leo, Lorraine, Jay, Brenda, Mollie	3/15/10
Create & maximize flexibility in the planning and delivery of services	Doreen, Sharon, Leo, Lorraine, Jay, Helen, Brenda, Mollie	3/15/10
Maximize consumers' ability to make informed choices.	Louise, Lorraine, Brenda, Jay, OES, Helen, Betsy, Kate	5/30/10
Establish case/care management standards to maximize quality outcomes for consumer.	David, Doreen, Heidi, Jay, Mollie, Leo, Lorraine, Sharon	3/1/10
Enhance options for utilizing assistive technology in order to optimize consumer independence	Louise, Brenda, Jay, Leo	12/31/09
Improve value & respect for direct care workers	Diana, Helen, Susan, Louisa	12/31/09
Enhance availability of staff in order to implement Plan of Care	Kate, Susan, Louisa, Helen	12/15/09
Create strategy & standards for improving & assuring LTC workforce training in order to reach the highest levels of professionalism possible	Diana & Worker Task Force	12/31/09
Identify, develop, and implement Rule/Policy changes to accommodate the new LTC system and maximize efficiency and transparency.	Diana, Jay, Leo, Brenda, Lorraine, Betsy, Heidi, David	3/15/10
Design & establish an effective quality management strategy across funding streams & population groups to assure a high quality LTC service system.	Doreen, Louise, Susan, Kate, Heidi, Helen, Jay, Leo, Sharon	3/15/10 & 10/1/10

Follow-up

Change Strategy	Person Resp.	Planned Date
Establish & Implement a Management Plan for monitoring & assuring implementation of recommended improvements.	Diana Scully	Ongoing
Increase & Improve consumer/rep. education & participation	Cheryl Ring	9/1/09

LTC IH&CBS VSM Team, Core Members: Mollie Baldwin, Cathy Bouchard, Kate Bridges, Leo Delicata, Sharon Foerster, Brenda Gallant, David Goddu, Helen Hanson, Jay Hardy, Lorraine Lachapelle, Susan Linet, Doreen McDaniel, Louise Olsen, Kathryn Pears, Matthew Peterson, Vicki Purgavie, Betsy Sawyer-Manter. Diana Scully, VSM Manager & Muriel Littlefield, VSM Sponsor.