

BUILDING THE NEXT GENERATION HCBS DELIVERY SYSTEM:

BRAINSTORMING ABOUT FUTURE DIRECTIONS

Let's Try Something Different

- Disregard (temporarily) bureaucratic, political constraints
- Imagine an HCBS delivery network that supports everyone (including private pay)
- Present a draft model delivery network
 - Model is theoretical
 - Not tied to any state or other funder
 - Meant to stimulate a conversation about a better system



Speakers

- Presenter: Steven Lutzky, Ph.D. – HCBS Strategies
- Discussants:
 - *Damon Terzaghi – Senior Director of LTSS, NASUAD*
 - *Kari Benson - Director / Executive Director, Minnesota Department of Human Services, Aging and Adult Services Division / Minnesota Board on Aging*
 - *Bea Rector - Director, Home and Community Services Division, Washington State Department of Social and Health Services*



Steven Lutzky - Who am I

- Consultant – HCBS Strategies & The Lewin Group
 - *Conducted onsite review of HCBS operations in more than 1/2 the states*
 - *Business Process Perspective*
- CMS Division Director – Real Choice Systems Change, Money Follows the Person, Aging and Disability Resource Centers
- Oversaw Medicaid funded LTSS for DC

What is Business Process Analysis

- A **business process, aka a workflow**, is a collection of linked tasks which result in an action, such as the delivery of a service or product to a client
- **Business process modeling** graphically represents **business processes** or **workflows** to better understand what is working and what can be improved

Why a Business Process Analysis Approach is Important

- Identify and address the dead ends!
- Identify all the processes that contribute to a problem
- Model impact of potential solutions on other processes



Origins of the Theoretical HCBS Delivery Network

“All happy families are alike; each unhappy family is unhappy in its own way” – Tolstoy, Anna Karenina

- Mission of improving systems for supporting people with disabilities
- Recognition that there were common elements necessary to have an optimal system
- Years of discussions with state officials and others building systems



Objectives – Increase Control and Reduce Costs

Allow Participants to Receive Support to Avoid Going into an Institution

Help Participants:
-Be More Independent
-Achieve Personal Goals
-Have More Control Over Their Lives
-Feel Valued

Allow Participants to Spend Less By:
1. Only Paying for Workers When They Need Them
2. Sharing Workers
3. Hiring Self-Employed Workers

Reduce Avoidable Hospitalizations and Emergency Room Visits

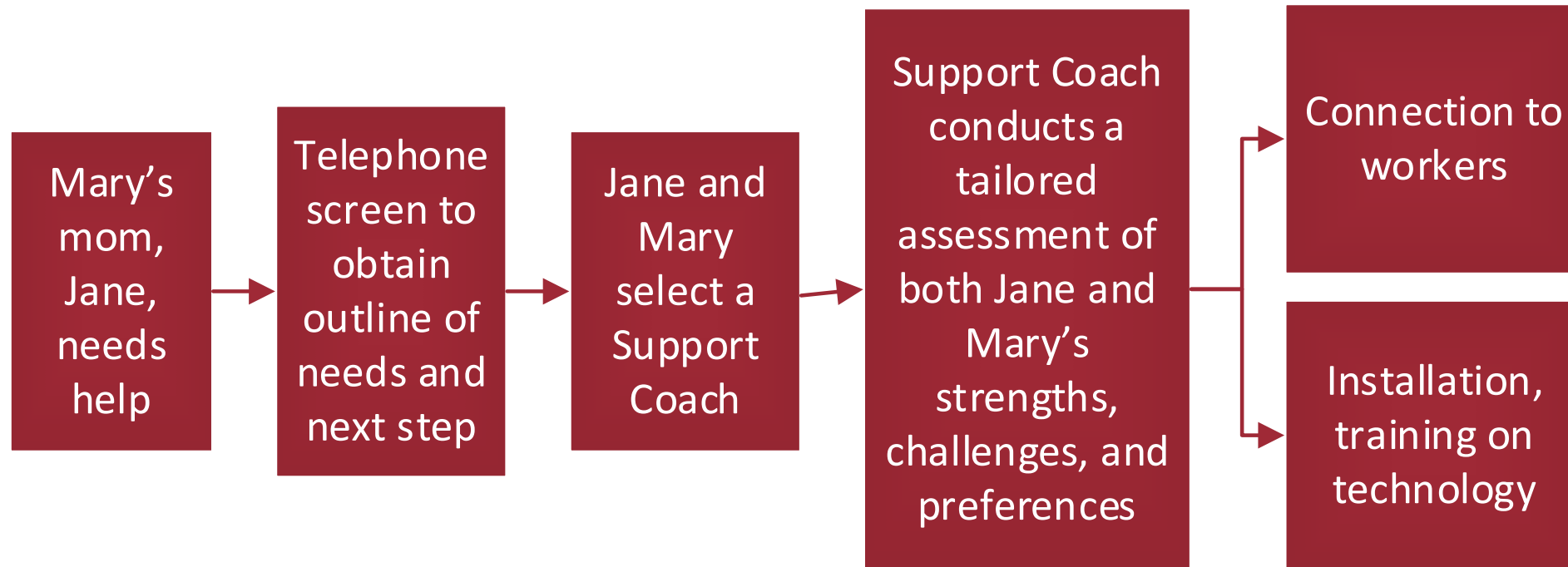


Major Components of the Network



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Possible Person-Flow Approach: Support Coach

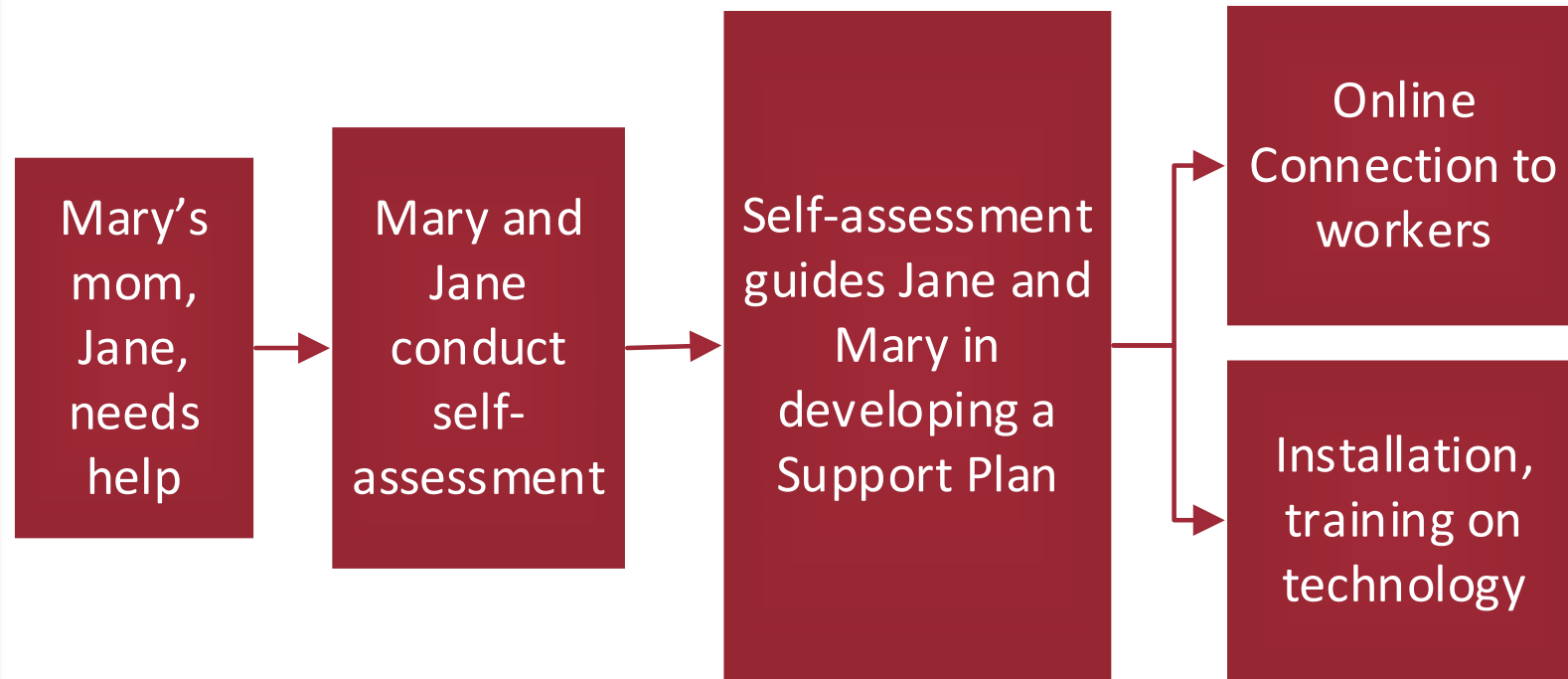


Jane receives regular schedule help

Support Coach checks in, answers questions, problem solves

Technology, Mary, Jane, or Support Coach may call for additional help through app

Possible Person-Flow Approach: Primarily App Assisted



Jane receives regular schedule help

Uses app to for questions, problem solving. Can obtain assistance from Support Coach as necessary

Technology, Mary, Jane, or may call for additional help through app



Understanding Participants' Needs and Preferences – Existing efforts that can be used as building blocks

- Efforts to standardize assessment tools/items nationally
 - *interRAI*
 - *CMS sponsored Functional Assessment Standardized Items (FASI)*
- Comprehensive Person-Centered Assessment Process
 - *MnCHOICES*
 - *Colorado*
- Emerging Electronic Verification Systems (EVV) that collect additional information about potential issues
 - *Skin breakdown, urinary tract infections, etc.*

Processes for Understanding Participants' Needs and Preferences

Tiered Assessment

Process

1. Minimal
2. Basic
3. Comprehensive

Domains

- Goals
- Preferences
- Functioning
- Health
- Behavior
- Environment

Mechanism to collect information about provision of services from participant/representative

Assessment Options

- Self-Assessment
- Social Worker
- Nurse
- Nurse/Social Worker

Have default tool, but ability to use tools required by certain payers (e.g., states, MCOs)

Mechanism to collect information from workers about participant (e.g., changes in health, etc.)

Matching Participants and Workers

Participants' Challenges

- Expense
- Need for a range of workers (Nurse, PCA, handyman, etc.)
- Help for only an hour or 2
- Help on short notice
- Complying with requirements of being an employer

Workers' Challenges

- Finding enough work
- Low pay
- Burnout from only providing personal care

Matching Workers & Participants – Possible Models from the Gig Economy

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



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High-Level Requirements for Matching Workers and Participants

Types of Workers

- Agency
- Self-Employed Workers
- Volunteers

Tiers of Workers

- Physicians
- Nurses
- CNAs
- Non-Credentialed personal care workers
- Chore workers/homemaker (cleaning)
- Handyman/Construction

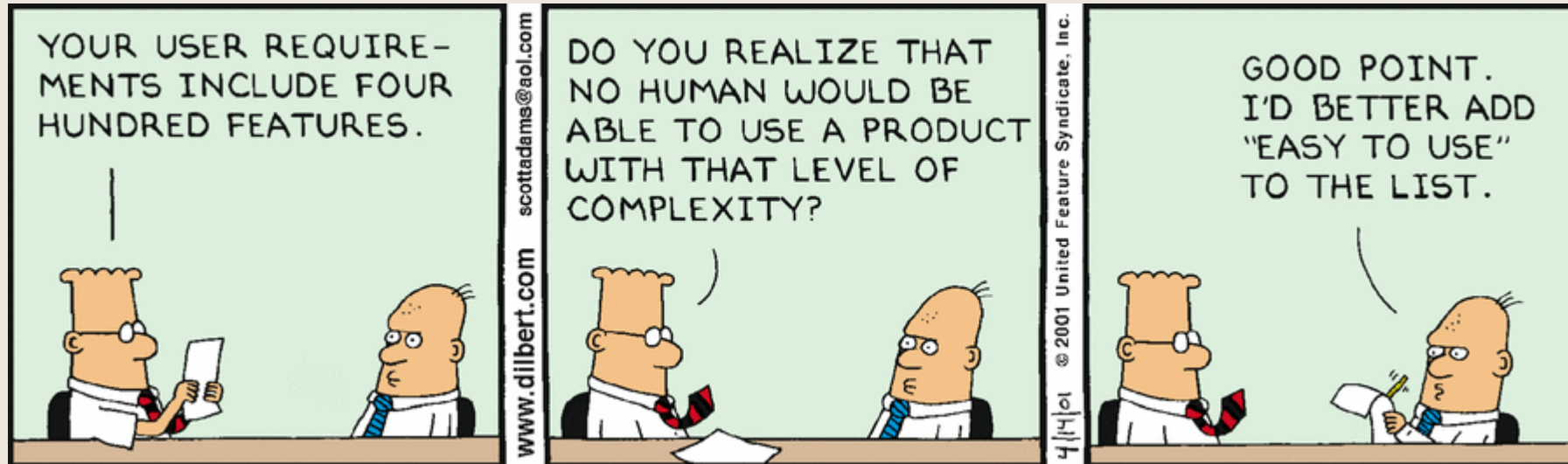
Participants can have multiple workers and workers can support multiple participants (including supporting multiple people in close proximity at the same time)

Schedule workers in advance and locate workers on an ad hoc basis

Brick and Mortar Facilities may be used to provide emergency back-up Or a Day Program

Fiscal Management Services for workers who are considered household employees

The Role of Technology in LTSS Continues to Evolve



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High-Level Design Requirements for Technology to Support Health, Safety, and Well-Being

Remote Monitoring

- Technology
- Personal Emergency Response Systems
- Cameras
- Sensors
- GPS Trackers

Medication Compliance

Assistive Technology

- Communication Devices
- Motorized Wheel Chairs

TeleHealth

- Wearable technology
- Scales
- Cameras (monitoring balance and gate, etc.)

Companionship

- Videocalls with family, friends, other older adults and people with disabilities and volunteers
- Artificial Intelligence

Potential Revenue Sources



Surcharges and Membership Fees on Transaction Matching Workers and Participants



Contracts with MCOs, States and Others to Reduce Costs



FFS Charges for Assessment, Support Plan Development, and Ongoing Care Management



Monetization of Data



Sales of Devices and Technology Maintenance Fees (e.g., remote monitoring fee)



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LET'S BRAINSTORM

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Discussion Topics

- What is useful in the draft model?
- What could be improved or enhanced?
- Potential extensions of the model
- Other Suggestions