

Quality Managed Long-Term Services and Supports Requires Consumer Engagement

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*National Consumer Voice for Quality Long-Term Care
National Conference*

*October 2013
Arlington, VA*

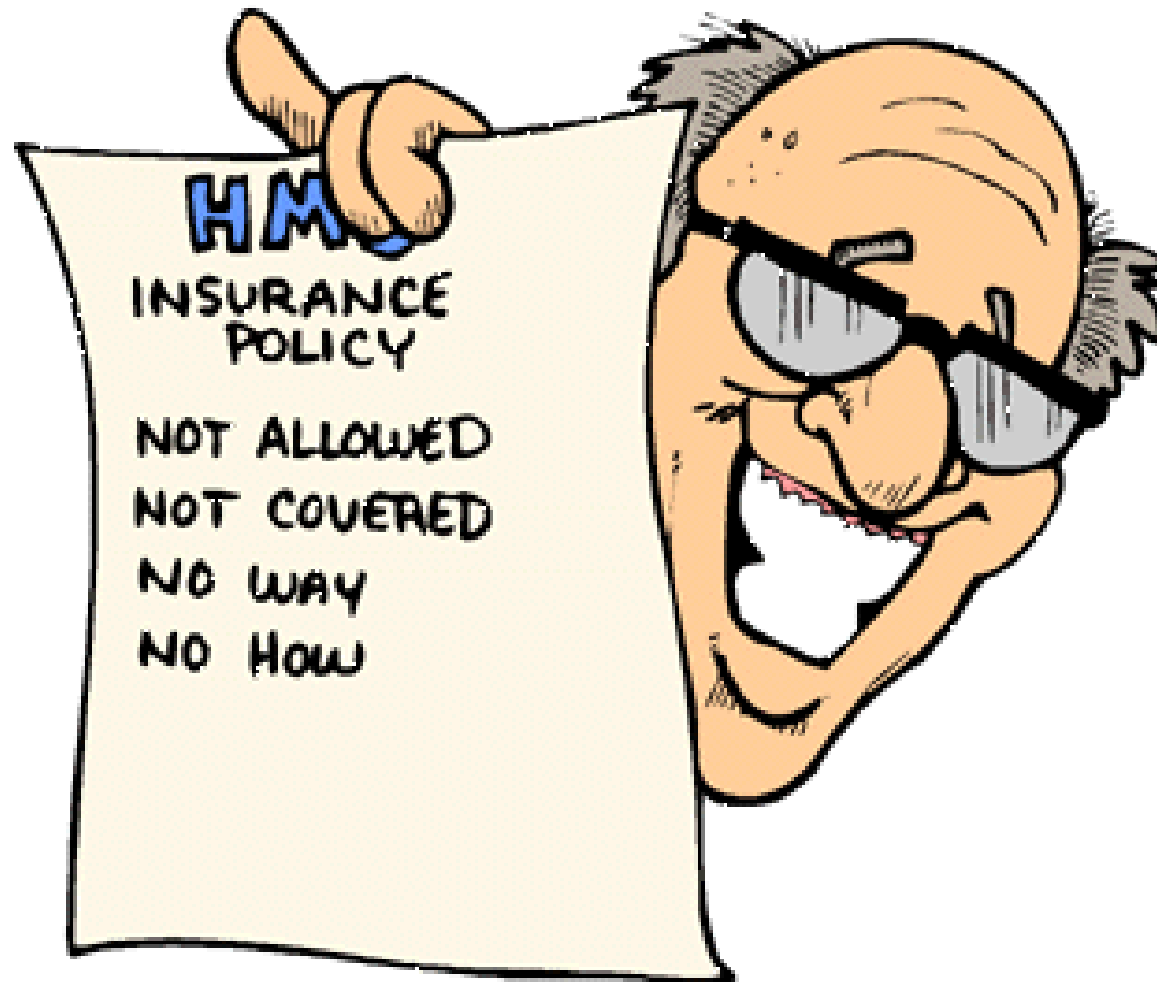
About Community Catalyst

- Non-profit health care advocacy organization
- Network of advocates in 40+ states
- Building advocacy infrastructure
- Leading broad-based issue campaigns
- New initiative: Voices for Better Health

PRESENTATION AGENDA

1. Consumer concerns
2. Consumer engagement
 - a. Venues
 - b. Removing barriers
3. Resources

The Risk – Managing Money not Care



Benefits and Risks

Opportunity to improve Medicaid

- Expand access to services
- Improve quality and coordination
- Improve efficiency

Bottom Line:
Enhanced quality of life

Potential problems

- Cut services
- Disrupt care
- Lose expertise
- Expand overhead costs

Bottom Line:
Harm to consumer, constricted life

Risks are Real

Finn Bullers' plight

- **Severe muscular dystrophy**
- **Relies on respirator**
- **Needs help with all ADLs**
- **State-approved service cut: From 24 hours to 8 hours a day**

Finn Bullers is not giving up! He and other advocates are speaking out.

Consumer Priorities

- Enrollment choices
- Broad benefits
- Robust networks
- Integration of LTSS
- Promotion of HCBS
- Consumer protection
- Consumer direction
- Quality
- Care coordination
- Cultural competence

Person-Centered Framework

- Maximize access and choice
 - Of plans, services, providers, settings
 - Cultural and linguistic competency
- Ensure continuity of care
 - Involve existing quality providers
 - Provide 1 year transition
- Promote independent living
 - Going beyond ADA/Olmstead compliance
 - Supporting active participation in life
 - Consumer-directed option

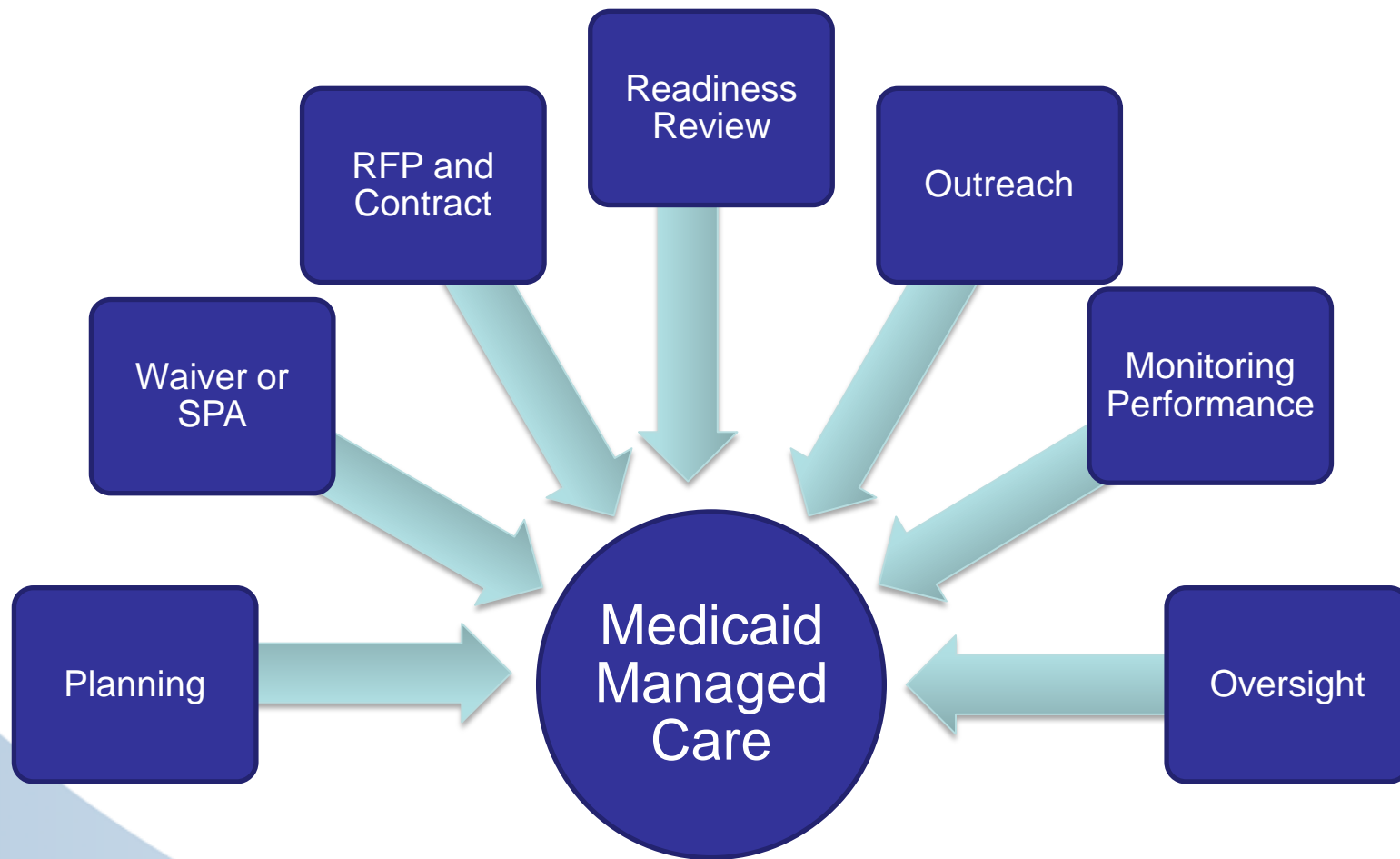
Assess Program Using Checklist

How Consumer Focused is Your State's LTSS?

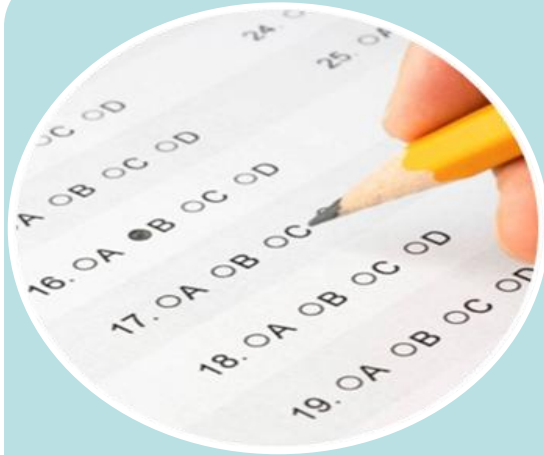
- Is there stakeholder engagement?
- Are there consumer protections?
- Are there enhanced HCBS?
- Does it use person-centered processes?
- Is there strong oversight?

http://www.communitycatalyst.org/doc_store/publications/checklist-consumer-focused-mltss.pdf

Engage Consumers At Every Turn



Use a Ladder of Engagement



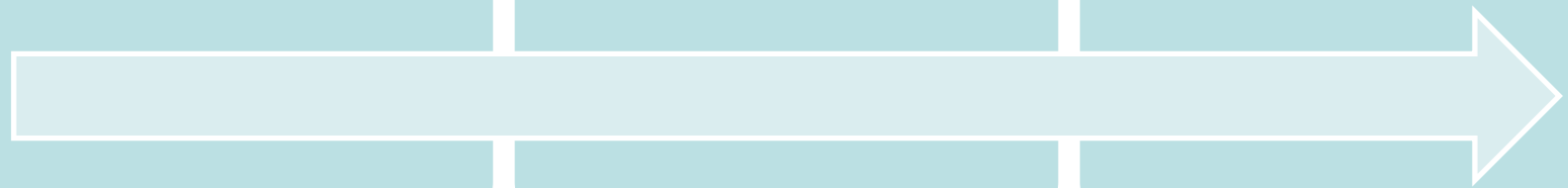
Surveys,
evaluations



Town hall
meetings,
focus
groups



Oversight
boards,
workgroups



Remove Barriers to Engagement

- Ensure accessibility, culturally and linguistic competence
- Offer supports to facilitate participation
 - Transportation
 - Interpreters
 - Compensation
 - Training
- Measure and improve effectiveness through quality improvement process

Resources

- Putting Consumers First: Promising Practices for Medicaid Managed Long-Term Services and Supports
- A Seat at the Table: Consumer Engagement Strategies Essential to the Success of State Dual Eligible Demonstration Projects –
- Checklist: How Consumer-Focused Are Your State's Medicaid Managed Long-Term Services and Supports?

Resources

- Community Catalyst
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- Alice Dembner
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Thank You

