Quality Managed Long-Term Services and Supports Requires Consumer Engagement

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Community Catalyst

National Consumer Voice for Quality Long-Term Care
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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

HMO
INSURANCE POLICY
NOT ALLOWED
NOT COVERED
NO WAY
NO HOW
Opportunity to improve Medicaid

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

Potential problems

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

Bottom Line: Enhanced quality of life

Bottom Line: Harm to consumer, constricted life
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
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?

Engage Consumers At Every Turn

RFP and Contract

Waiver or SPA

Planning

Readiness Review

Outreach

Monitoring Performance

Oversight

Medicaid Managed Care
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
• 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?
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Thank You