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DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

Division of Developmental Disabilities

Fox Run – 2<sup>nd</sup> floor training room “A”

2540 Wrangle Hill Rd

Bear, DE 19701

Final

Meeting September 8, 2015

Minutes

Commission Member (s) Present: Senator Bethany Hall-Long; Vicki Givens; Patricia Dailey Lewis, Esquire; Karen Gallagher; Lisa Furber; and Yrene Waldron (teleconferenced).

Commission Member (s) Absent: Kyle Hodges; Amy Milligan and Melissa VanNeerden. Lisa Barchi (DAG) was also not in attendance.

Others Present: Margaret Bailey; Quinesha Harris, DHCI; Barbara Bass, Aide to Karen Gallagher; Dawn Moore, Governor Bacon; Kathleen Dougherty, DMMA; Paula Victoria, Highmark; Debbie Peckeraro, Highmark; Terry Thomas, Highmark; Diana Rappa Kesser, Highmark; Sheryl O’Neill, Highmark, Chris Oakes, DSAAPD; Sue Shevlin, Cadia Renaissance; Suzie Tadlock, GBHC; Staci Marvel, DMMA and Jill McCoy, DSAAPD.

1. Call to order

The meeting was called to order at 9:43 AM by DNHRQAC member, Senator Bethany Hall-Long.

2. Approval of the Minutes for the meeting of:

July 14, 2015 meeting minutes were approved as written.

3. Discussion of:

Highmark Health Options

Highmark Health Options staff attending the DNHRQAC meeting of September 8, 2015 and provided an overview of services.

Highmark Delaware partnered with Gateway Health (serves PA, OH, WVA & DE) to facilitate the provision of benefits under the Delaware Health Options Medicaid program effective January 1, 2015. Highmark’s Wilmington Office includes: Provider Contracting and Relations; Care Management; Utilization Management; Plan Administration; and Member Advocacy and Outreach.

In home & community-based services, memberships are as follows: 1,150 NCC, 260 Kent and 496 Sussex. With that said, roughly 700 of the members receive services in a nursing home or assisted living facility in Delaware.

Terry Thomas, Director of Health Services, Long Term Support Services provided information to Commission members. The Long Term Support Services (LTSS) Case Management Unit:

- Helps members maintain or improve physical/behavioral health status or function
- Enable member’s health, safety and welfare
- Integrates model or coordination (medical and social)

- Addresses physical and behavioral functional (ADL and IADL) and psychosocial needs
- Coordinates all medical services for elderly and disabled
- Maximizes member independence
- Ensures members remain Medicaid eligible/facilitates redetermination process (as needed)

The LTSS Unit provides choice and opportunity for members to voice how they receive care, in a less restrictive setting.

There is an initial in-person assessment visit to develop a care plan. Additionally Highmark Health Options keeps in mind the desire/ability for members to transition safely into the community, and review the nursing facility's Care Plan and supplement, if necessary. Case management is on-going.

Staff also conducts semi-annual (in-person) visits, participates in case conferences (with NF staff); and provides additional visits/telephonic contacts, as needed.

#### LTSS Organization and Staffing:

Prior to being hired, all staff must complete a TB test and background check (including drug screening). LTSS Case Managers are either RN's or Social workers. RN licensure is verified. Staff: 32 Case Managers, 2 clerks, 3 supervisors, 1 manager, and 1 Director. All staff receives general orientation and specific LTSS training (3 weeks).

Diana Rapa Kessler, Director of Care Management, provided an overview of the LTSS Care Management Center which focuses on:

- Resource Coordinators who assist members with appointment scheduling and connecting them to community programs
- Clinical Care Coordinators who optimize health and help prevent disease progression

#### The Care Management Unit:

- Contacts member selected or preferred providers regarding availability
- Creates authorizations
- Transmits authorization to providers within 2-3days
- Contacts member to assure start of service

Support Center: (844)325-6258 or supportcenter@highmarkhealthoptions.com.

Sheryl O'Neill, Director of Clinical and Service Quality, provided an overview to Commission members about the QA Units scope which aligns with the state (DE) contract and Highmark's Quality Management Strategy:

- Performance Measures for medical, behavioral health, and LTSS
- Healthcare Effectiveness Data and Information Set (HEDIS)
- Child and Adult Core Set
- Quality Management Strategy-Measures

- Performance Improvement Projects
- Clinical Practice Guidelines
- Preventive Health Guidelines
- Peer Review Process
- Critical Incident Reporting and a Management System
- Member and Provider Satisfaction Surveys
- Medical Record Keeping and Documentation standards and monitoring
- Patient Safety activities related to clinical care and services provided to members

There was mention that Highmark Health Options is interested in providing oral health education, as it plays a large role in a person's overall health. Ms. Bailey shared that Division of Public Health is also working on oral health/dental education (Delaware Oral Health Coalition) and will connect Highmark staff with Dr. McClure's Office. Senator Hall-Long has been the primary sponsor (past several years) to amend Title 31 of the Delaware Code relating to preventative and urgent dental care for Medicaid recipients.

#### Aging and Disability Resource Center (ADRC)

Chris Oakes and Jill McCoy provided an update regarding the Delaware Aging and Disability Resource Center to Commission members.

The ADRC is a one-stop access point of information and services for older persons and adults with physical disabilities throughout the State. ADRC is currently in its fifth year of the grant. In 2016, a new IT Management System will be added.

The Call Center has 4 staff members located at Milford & University Plaza (each).

Calls Plus located in Lafayette, LA answers calls after hours, weekends and holidays.

January – August 2015 there were 21k ADRC inquiries. Calls Plus received two thousand calls: 900 referrals for service, 400 APS and 250 Options Counseling.

A question was raised about Adult Protective Services – after normal business hours. Ms. Bailey will forward the letter Commission members submitted to DHSS Secretary Landgraf a few years back (Feb. 2012) and the response received regarding APS concerns.

ADRC contact information: phone: 1-800-223-9074 or email: [DelawareADRC@state.de.us](mailto:DelawareADRC@state.de.us)

#### 4. Old/New Business:

DNHRQAC FY 15 Annual Report – Ms. Bailey will forward a draft copy to commission members before the next meeting.

#### 5. Public Comment:

##### Residents Rights Rally

Ms. Bailey mentioned that the 14<sup>th</sup> Annual Residents Rights Rally will be held October 13, 2015 at the Modern Maturity Center (1:00-3:00 pm). This is an event to honor and celebrate long-term care/assisted

living citizens; to recognize their individuality; and reaffirm their rights as community members and citizens - including the right to have their voices heard regarding their care. Senator Hall –Long will be preparing a tribute. DHSS Ombudsman’s Office will be hosting this event themed: CARE Matters (Choice, Accountability, Rights, and Empowerment).

6. Next meeting will be **Tuesday January 12, 2016 @ 9:30 AM. The meeting location: Legislative Hall 2<sup>nd</sup> floor Senate Chambers: 411 Legislative Ave Dover, DE 19901.**

7. Adjournment

The meeting was adjourned at 11:39 AM by Senator Bethany Hall-Long.

Attachments: July 14, 2015 meeting minutes draft  
September 8, 2015 meeting agenda  
Highmark Health Options handouts  
2016 DNHRQAC meeting schedule draft