



## **Action 2012:**

### **KDOA's Priorities and Plan for 2011 – 2012**

The Kansas Department on Aging's mission is to foster an environment which; promotes security, dignity and independence, while providing the right care, at the right time, in a place called home.

#### **Purpose of Action 2012:**

Action 2012 represents a significant commitment of Kansas Department on Aging staff and stakeholder time in establishing priorities and monitoring results through periodic program review. Action 2012 identifies strategies to meet core service responsibilities; it is intended to change over time according to available resources, experience, data analysis, and evolving needs. Action 2012 is not a contractual statement of guaranteed services, results, expenditures, or consumer rights.

#### **Priorities:**

1. Increase the amount of communication between the agency and its stakeholders and increase the quantity and quality of communications to seniors, providers and advocacy groups.
2. Improve the quality and performance of community programs. KDOA will continue to re-balance nursing home and community care to prevent premature placement in nursing homes through an effective and supportive community aging network.
3. Promote excellence in the health care and living conditions of Kansas nursing home residents through the application of federal and state regulatory standards in a consistent manner that encourages innovation and improves collaboration between KDOA, providers, and residents of adult care homes.
4. Making person-centered care, which is a movement to transform nursing homes from an institutional model of care to one where elders drive their own lives, to be the standard for nursing homes and the expectation for consumers.
5. Serve Kansans in need with a transformed, fiscally sustainable Medicaid program that provides high-quality, holistic care and promotes personal responsibility.

## Priority 1: Communication Reform

KDOA seeks to significantly increase the amount of communication between the agency and its stakeholders and increase the quantity and quality of communications to seniors, providers and advocacy groups.

1. Create a culture of customer service, leadership development and information sharing within KDOA.
  - a. Create a leadership development program for KDOA staff.
  - b. Sustain a secondary leadership program with supervisors and directors throughout the year.
  - c. Provide customer service training to all employees who interact with providers and seniors.
2. Develop tools to assist seniors and their families make informed and educated choices about long-term care and supports options.
  - a. Develop, with input from a workgroup, a nursing home report card and satisfaction survey tool.
    - i. Group will consider adding specialty unity results for places like memory care centers.
  - b. Create comprehensive online database with up-to-date report card results, survey results, staffing levels and ownership of adult care homes.
  - c. Implementation of the Aging and Disability Resource Centers to serve as one-stop-shop for information, assistance and options counseling.
  - d. Create resources that are accessible to all Kansans that promote, explain and increase expectations of person-centered Care for all consumers.
  - e. Redesign website to provide better access to information for all Kansans.
3. Become the largest source for aging and related information in Kansas.
  - a. Create resources for a wide array of demographics, including baby boomers that are beginning to retire.
  - b. Increase communication with the public and incorporate preventative care and positive stories about aging.
  - c. Work with AAAs on a volunteer connection to connect the community to senior groups and increase involvement.
  - d. Effectively use the website and social media tools to engage Kansans in seniors' lives.
  - e. Become an ambassador for aging services careers and spread the message that older Kansans and aging services are critical contributors to our state and local economies.
4. Increase communication between KDOA and stakeholders and improve communication between stakeholders.
  - a. Facilitate stakeholder coordination meetings to increase knowledge and partnerships between stakeholders.

*The Kansas Department on Aging's mission is to foster an environment which; promotes security, dignity and independence, while providing the right care, at the right time, in a place called home.*

- b. Utilize the website, social media tools, meetings, conference calls and workgroups, when necessary, to increase the quality and timeliness of all KDOA information to stakeholders and the public.
  - c. Create a workgroup in 2012 to standardize language and eliminate antiquated, counterproductive terminology from aging services.
5. Improve communications with residents and providers of adult care homes in Kansas.
- a. Improve collaboration between Survey and Certification Commission (SCC) and providers.
    - i. Hold occasional “open door forums” to share recent activity, and create opportunities to provide answers to provider and resident questions.
    - ii. Include providers as it reviews regulations for each licensure category.
    - iii. Participate in work groups to develop guidance around challenging regulatory compliance issues.
  - b. Improve communication between providers and surveyors.
    - i. Utilize a post-survey evaluation tool as baseline measurement. Improved communication will result in greater positive completion of tool.
    - ii. Conduct 2 statewide surveyor trainings on communication.
    - iii. Mandatory surveyor participation in 2 joint surveyor/provider trainings.
    - iv. Commissioner, Director, and Regional Managers of the survey and certification commission will be made available to participate with Regional Managers in provider sponsored “regional roundtable discussions.”
  - c. Improve communication with residents of adult care homes in Kansas.
    - i. When possible, meet with resident councils, residents and family members when making site visits.
    - ii. Include residents, family members and resident councils, when appropriate, in communications.
  - d. Convene a memory care work group that will study the best practices of special care units in adult care homes and disseminate information.

## **Priority 2: Community Programs Reform**

KDOA seeks to improve the quality and performance of community programs. KDOA will continue to re-balance nursing home and community care to prevent premature placement in nursing homes through an effective and supportive community aging network.

1. Rework nutrition programs to increase the nutritional, social, and healthy lifestyles of individuals within integrated settings.
  - a. Meet with Area Agency on Aging Directors in the fall of 2011 for planning.
  - b. Meet with other stakeholders in communities in October and November of 2011 for brainstorming.
  - c. Consider all alternatives for congregate sites and seek ideas from local communities.
  - d. Develop a workgroup to plan for and implement changes.
  - e. Establish a draft plan for review by January 2012.

*The Kansas Department on Aging's mission is to foster an environment which; promotes security, dignity and independence, while providing the right care, at the right time, in a place called home.*

2. Analyze all grant programs and follow through with their evidenced based goals and objectives.
  - a. Evaluate each grant and review for evidence based goals and objectives by October 1, 2011. Grants include ADRC, MFP, CTO, HDG, SMP, SHICK, LSR and any other grant awarded.
  - b. Meet with partners for each grant in August and September of 2011 to review timelines and objectives.
  - c. Contact partners by telephone or in person for monthly reports and updates.
  - d. Grant managers to provide a monthly report to grant partners.
  - e. Partner with stakeholders in the development of grants applications.
3. Ensure the CARE program serves as an assessment to provide customers individualized information on long-term care options, determine appropriate placements in long-term care communities and collect data regarding individuals being assessed for possible nursing facility placement.
  - a. Review current data and program.
  - b. Develop a workgroup of state, AAA and hospital staff in August of 2011 to determine changes needed in the CARE program.
  - c. Have a draft plan ready for review by the end of 2011.
4. Increase effectiveness of the Home and Community Based Services Frail Elderly Waiver.
  - a. Evaluate Case Management services and provide a report of findings.
  - b. Closely monitor and monitor effectiveness September and October 2011 HCBS/FE waiver changes.
  - c. Evaluate POC approvals done at field level with random reviews conducted by KDOA.
  - d. Review and evaluate effectiveness of tele-health services implemented in 2011.
  - e. Review and evaluate the effectiveness of the electronic visit verification system.
  - f. Review of monthly reports with AAA's and CME's.
  - g. Provide a report detailing services and satisfaction of services.
  - h. Review of diversion reports.
  - i. Work with SRS and KDHE on Veteran's benefits awareness.
5. Integrate the PACE program with the aging network.
  - a. Provide education to Area Agencies on Aging case managers, nursing homes and other long term care partners to ensure they are familiar with and understand the PACE program.
  - b. Establish quarterly meetings with the PACE providers and partners to increase and enhance communication.
  - c. Develop a monthly report of referrals to the PACE program and the source of referrals Evaluate PACE and the need for potential expansion.
  - d. Discuss ideas and options for expansion of PACE in rural Kansas providing a recommendation by December of 2012.
6. Establish mechanism to address mental health services in the long term services and supports system.

*The Kansas Department on Aging's mission is to foster an environment which; promotes security, dignity and independence, while providing the right care, at the right time, in a place called home.*

- a. Establish and develop a workgroup with Community Mental Health Centers and Area Agencies on Aging and other community partners to address unmet mental health needs.
  - b. Begin meeting in October of 2011.
  - c. Introduce mental health partners and services into the ADRC system.
7. Develop a system that will effectively integrate with law enforcement, ombudsmen, regulatory oversight systems and providers to prevent and successfully investigate and intervene in suspected cases of abuse, neglect and exploitation.
- a. Develop APS workgroup in August 2011.
  - b. Consider expansion of ombudsmen program into community setting.

### **Priority 3: KDOA Survey and Certification Reform**

KDOA will promote excellence in the health care and living conditions of Kansas nursing home residents through the application of federal and state regulatory standards in a consistent manner that encourages innovation and improves collaboration between KDOA, providers, and residents of adult care homes.

1. Partner with CMS to develop innovative approaches to regulatory oversight of adult care homes.
  - a. Submit a written proposal to CMS with initiatives for improving the QIS process, and the state's ability to meet current performance measures.
  - b. Will develop and pursue, in conjunction with CMS, alternative remedies for poor performing adult care homes.
2. Improve consistency in the execution of annual resurveys of adult care homes.
  - a. Develop concise quarterly report measuring consistency within and between regions.
  - b. Conduct 5 regional trainings on targeted areas.
  - c. SC Director will conduct developmental meetings in each of 5 survey regions.
3. Review and Revise IDR process to improve the efficacy of the process.
  - a. Encourage panel to provide summary explanation clarifying their reasons when deficiencies are upheld.
  - b. Direct providers toward resources available in correction of upheld deficiency.
4. Increase survey effectiveness in improving resident outcomes.
  - a. Focus training and remedies on systems improvement.
  - b. Utilize LTC Consulting Division to provide education on quality assurance and improvement practices.
  - c. Develop, or compile QI tools for frequently cited deficiencies.
  - d. Implement policies for heightened involvement between KDOA, BACHA, providers, board of directors, owners, with regard to non-compliant facilities.
5. Increase the effectiveness of the nursing home and abuse, neglect and exploitation hotline.

*The Kansas Department on Aging's mission is to foster an environment which; promotes security, dignity and independence, while providing the right care, at the right time, in a place called home.*

- a. Develop training materials to comply with Elder Justice Act.
  - b. Conduct routine audit of caller wait times.
  - c. Develop measure to expand availability of ANE/Complaint Hotline.
6. Encourage development and construction of adult care homes designed on values of person centered care.
- a. Promulgate a regulatory process that minimizes complexity and confusion in the development of adult care homes.
  - b. Identify and address regulatory barriers for nursing homes to convert to less restrictive and more cost effective service delivery settings.
  - c. Partner with the Kansas Veteran's Affairs director to enhance long-term care system improvements.
  - d. Convene a memory care work group that will study the best practices of special care units in adult care homes and disseminate information. This work group will also look at the regulations of special care units.

#### **Priority 4: Person Centered Care**

KDOA seeks for person-centered care, which is a movement to transform nursing homes from an institutional model of care to one where elders drive their own lives, to be the standard for nursing homes and the expectation for consumers.

1. Revise the PEAK program to create a continuum for providers that encourages constant self-evaluation, provides true incentives for continuous improvement, and objectively recognizes those homes that have achieved major milestones in the pursuit of person-centered care.
2. Elevate consumer awareness to a point that person-centered care is an expectation for most individuals seeking long-term care services and supports.

#### **Priority 5: Re-shaping the Medicaid Program for Kansas Seniors**

KDOA seeks to serve Kansans in need with a transformed, fiscally sustainable Medicaid program that provides high-quality, holistic care and promotes personal responsibility.

1. Improve quality care and services and achieve savings by integrating and coordinating chronic care through a holistic approach, across multiple settings, focused on outcomes.
2. Align financial incentives to focus on outcomes and prevent premature placement in nursing homes.
3. Utilize HCBS more effectively for seniors most at risk for premature nursing home placement by developing initiatives to expand network access, utilize technology and promote personal and community responsibility.

*The Kansas Department on Aging's mission is to foster an environment which; promotes security, dignity and independence, while providing the right care, at the right time, in a place called home.*

4. Improve Medicaid administrative efficiencies by developing initiatives related to Medicaid eligibility, administrative simplification and program integrity.
5. Develop initiatives for incentives to effectively lower nursing facility supply capacity to build community-based services capacity and lower the state's nursing home caseload.
6. Create systems to re-balance institutional and community care to prevent premature placement in nursing homes.
7. Create infrastructure for better long-term care and supports delivery in rural and frontier parts of Kansas.

(The Medicaid reform section of Action 2012 will be further developed following the conclusion of the Medicaid reform public stakeholder process.)