



Commonwealth Coordinated Care Program Evaluation Update

Stakeholder Advisory Committee
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Overview

- **CY 2014 Care Coordination Observations**
- **CY 2014 LTSS Enrollee Focus Groups**
- **New Evaluation Report - *Notes from the Field* (March 2015)**
- **LTSS Beneficiary Surveys**
- **Next Steps**
- **Questions, Comments, or Concerns**



Observations in CCC Evaluation

- Purpose is to observe delivery of CCC services by care coordinators to develop a more holistic understanding of the program
- Data collection consists of note taking while observing care coordinators interacting with enrollees with LTSS and/or BH needs, family members, and providers
 - Supplemented with unstructured interviews of care coordinators and reviews of the technical/non-technical literature on care coordination



Summary of CCC Observation Activity (CY 2014)

- Conducted 11 observations between June and December 2014, representing 20 care coordinator – enrollee and/or family member/provider encounters
 - Observations of EDCCD, Nursing Facility, & Community Well enrollees in the Tidewater & Central CCC Demonstration Regions
- In total, the observations lasted approximately 16.5 hours and generated 62 pages of typed notes for analysis



Overview of HRA Observations

Type	Health Risk Assessment (HRA)
EDCD Waiver	<p><u>Site: Enrollee Home Visit (N=3)</u></p> <ul style="list-style-type: none"> • Meetings Lasted 1 to 2.5 hours/enrollee • Care Coordinator Established Rapport with Enrollees, Families, & Caregivers & Identified Enrollee Needs & Goals for Care Plan • Care Coordinator Exchanged Information & Educated Participants about Health/Social Services & Enhanced Benefits • Coordinators Indicated Follow Up with Physicians/Service Facilitators
Nursing Facility	<p><u>Site: Facility Room Visit (N=11)</u></p> <ul style="list-style-type: none"> • Most Meetings Lasted around 5 minutes/enrollee • Enrollees Already Receiving 24/7 Care by Nursing Facility Staff • Care Coordinators Engaged Family Members through Verbal Permission & Had Limited Dialogue with Enrollees • Coordinators Obtained Information from Nursing & Social Work Staff on Enrollee Medication, Hospitalizations, & Height/Weight Records
Community Well	<p><u>Site: Clinic Examination Room (N=2)</u></p> <ul style="list-style-type: none"> • Meetings Lasted Approximately 30 minutes/enrollee • Care Coordinator & Provider Staff Conducted Team Assessments during Follow-Up Appointments & Engaged Enrollees in Dialogue about Preventive Care & Educating about Health/Social Services



Overview of ICT Observations

Type	Interdisciplinary Care Team (ICT)
<p>EDCD Waiver</p>	<p><u>Site: Physician Office (N=1)</u></p> <ul style="list-style-type: none"> • Meeting Lasted Approximately 15 Minutes & Involved Coordinator, Enrollee, & Specialist Physician • Coordinator Exhibited Rapport & Dialogue with Enrollee & Exchanged Information with Physician (<i>Reconciling Medication</i>)
<p>Nursing Facility</p>	<p><u>Site: Facility Conference Room (N=2)</u></p> <ul style="list-style-type: none"> • Meetings Lasted less than 10 minutes/enrollee & Involved Nursing/Social Work Staff Exchanging Limited Information with Coordinator on Lab Tests, Vaccines, and Health Needs • Meetings did not include Enrollees, Families, or Physicians • Apparent Limited Involvement of Coordinator in Care Planning
<p>Community Well</p>	<p><u>Site: Clinic Conference Room (N=1)</u></p> <ul style="list-style-type: none"> • Meeting Lasted Approximately 30 minutes/enrollee • Care Coordinator, Care Manager, & Social Worker worked with Enrollee to Resolve Housing Issue & Exchanged Information with Enrollee on Health/Social Services, & Care Plan • Care Coordinator, Care Manager, and Social Worker Indicated Follow up with Enrollee on Housing Issue



Focus Group Study Overview

- Purpose is to examine the early implementation of the CCC Program by soliciting accounts of experiences from beneficiaries with LTSS/BH needs and to identify areas for program improvement
- Partnered with VaCIL to recruit beneficiaries meeting certain criteria (receiving services from CILs assisting with project, enrolled in CCC for 3 months, and have experience working with a care coordinator, etc.)



Questions, Participants, and Analysis

- Questions covered CCC enrollment, program experience, care coordination, and areas for improvement
- 4 focus groups (2 in Tidewater and 2 in Central Region) consisting of 21 participants (15 beneficiaries and 6 family members/caregivers)
- Discussions audio recorded and transcribed verbatim generating 311 pages of transcripts for analysis



CCC Experience Themes Reported by Participants

- Learning About CCC Through a Confusing Landscape (*beneficiary experience*)
- Providers and Family Members Influencing Enrollment Decisions (*beneficiary experience*)
- LTSS Beneficiaries Recognizing CCC Value (*beneficiary experience*)
- Promoting CCC to Better Meet LTSS Beneficiary Needs (*program improvement*)
- Engaging in More Person-Centered Service Delivery (*program improvement*)



Notes from the Field (March 2015)

- Next evaluation report reviews activities that DMAS performed to implement the CCC Program as well as some of the main implementation successes achieved during CY 2014
 - Includes challenges encountered during implementation, the strategies used for overcoming them, and case studies illustrating delivery of care coordination services to beneficiaries
- Currently being reviewed by DMAS staff and will be posted online when finalized



CCC Enrollee Telephone Surveys

- Currently surveying EDCD Waiver participants enrolled in CCC Program to collect information on their medical care, personal care, demographics, and health status
- Also surveying EDCD Waiver participants who declined enrollment in CCC Program to collect information on DMAS enrollment materials, reasons for declining CCC participation, demographics, and health status



Next Steps

- Continue working with VaCIL and V4A to schedule additional focus groups with LTSS enrollees
- Continue interviewing BH/LTSS providers and observing MMP care coordination activities across demonstration regions in both institutional and community settings
- Complete CCC enrollee surveys by early summer and submit findings by September 30th
- Meet with evaluation advisory committee on June 10th



Questions, Comments, or Concerns

- ***THANK YOU!***
- For additional information on the CCC Evaluation, please contact:
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 - Or visit the **CCC Evaluation website**
http://www.dmas.virginia.gov/Content_pgs/ccc-eval.aspx