



**DEPARTMENT OF
HUMAN SERVICES**

SNP Stakeholder Meeting for Seniors and People with Disabilities in Managed Care
June 4, 2018

Gretchen Ulbee | Manager | Special Needs Purchasing, DHS

SNP Stakeholder Meeting Welcome and Agenda Topics

1. Welcome and introductions – Gretchen Ulbee, DHS
2. National Core Indicators – Julie Angert, DHS
3. Performance Improvement Project for 2018 (Opioids) – Sterling Kowalski, DHS
4. PCA-Home Care Transitions – Gretchen Ulbee, DHS
5. SNBC RFP & 2019 Contracts – Gretchen Ulbee, DHS
6. Nursing Home and Assisted Living Closures – Sue Kvendru, DHS
7. Dual Demo Update – Sue Kvendru - Special Needs Purchasing, DHS
8. Summary of Action It and Next Meeting – Gretchen Ulbee, DHS

Julie Angert – Research Scientist, Aging and Adult Services

National Core Indicators

National Core Indicators Agenda

- Background about NCI and NCI-AD
- Results for older adults
- How we are using the results

Background about NCI and NCI-AD

NCI Surveys

Survey	People Surveyed	Method
Aging and Disabilities	Older adults and adults with a physical disability	Face-to-face interview
Adult Consumer	Adults with I/DD	Face-to-face interview
Adult Family Survey	Families of adults with I/DD living with family	Mailed survey
Family/Guardian Survey	Families or guardians of adults with I/DD not living with family	Mailed survey
Child Family Survey	Families of children with I/DD living with family	Mailed survey

What is the NCI-AD?

- One of 21 states collaborating with NASUAD and HSRI
- Face-to-face survey
- Focuses on older adults and adults with physical disabilities receiving services
- Gathers feedback directly from service recipients to help assess quality of life, service satisfaction, and outcomes of service recipients
- More information about the NCI-AD available online at [NCI-AD.org](https://www.nci-ad.org)

Minnesota NCI-AD project

- First round of NCI-AD completed in 2016
- Second round with older adults going on now
- Independent organization hired to conduct and collect data (Vital Research)
- Interview translated into Spanish, Somali, Hmong and Russian
- 45 minute face-to-face interviews, asking approximately 100 questions

Current Minnesota NCI-AD project details online at VitalResearch.com/Minnesota/NCI/

Why do we do the NCI-AD?

Results used to

- Evaluate service satisfaction, quality of life and community engagement
- Strengthen LTSS policy by informing quality assurance activities
- Provide standard set of performance and outcome measures across services and populations

When do we do the NCI-AD?

Plan includes two sampling strategies

Year	Populations	Total Completed Interviews
FY16	A. Older adults	A. Up to 2,400
	B. Adults with disabilities	B. Up to 2,400
FY17	A. Adults with disabilities	A. 400
FY18	A. Older adults	A. Up to 2,400
	B. Adults with disabilities	B. Up to 2,400
FY19	A. Adults with disabilities	A. 400

How do we choose people to participate?

Older Adults

- Program
- Health Plan
- Race and Ethnicity

People with Physical Disabilities

- Region
- Race and Ethnicity

Results for Older Adults

Health Plans

- Also called MLTSS
- Includes Elderly Waiver
- 7 Health Plans
- 1224 people surveyed

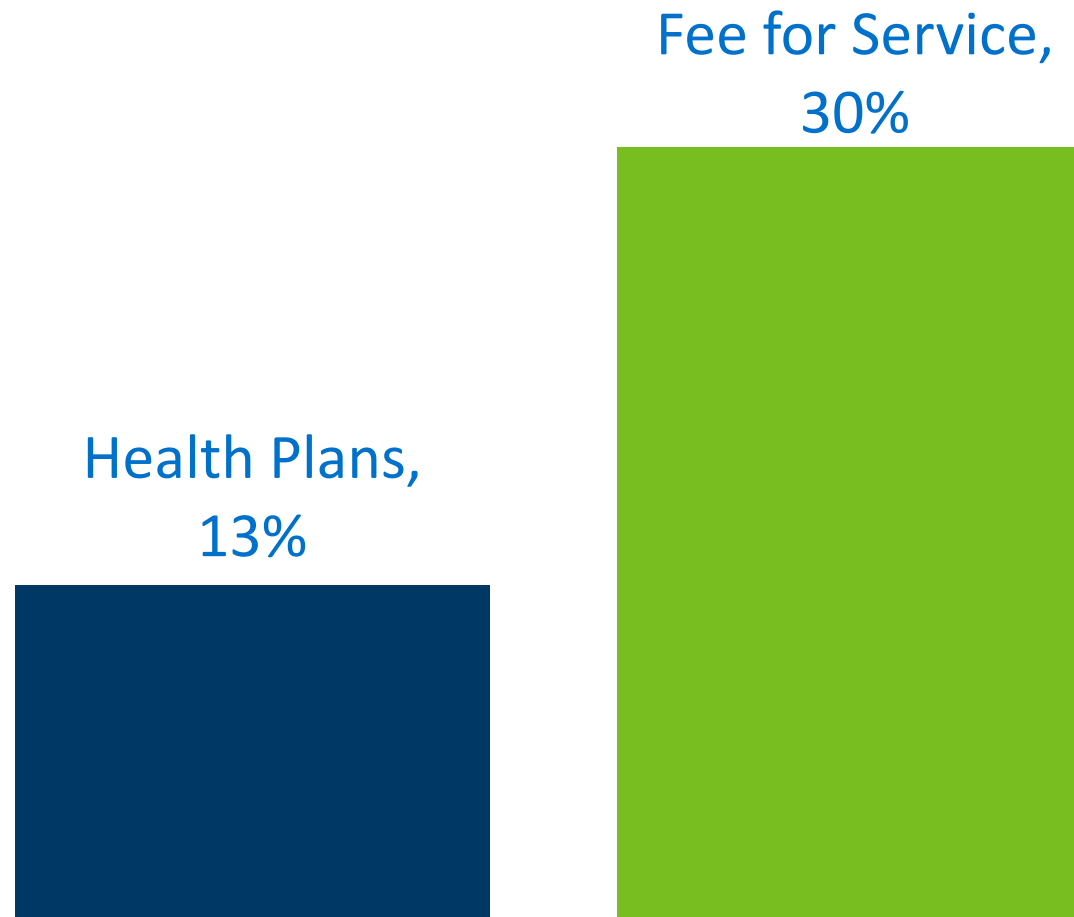
Fee-For-Service

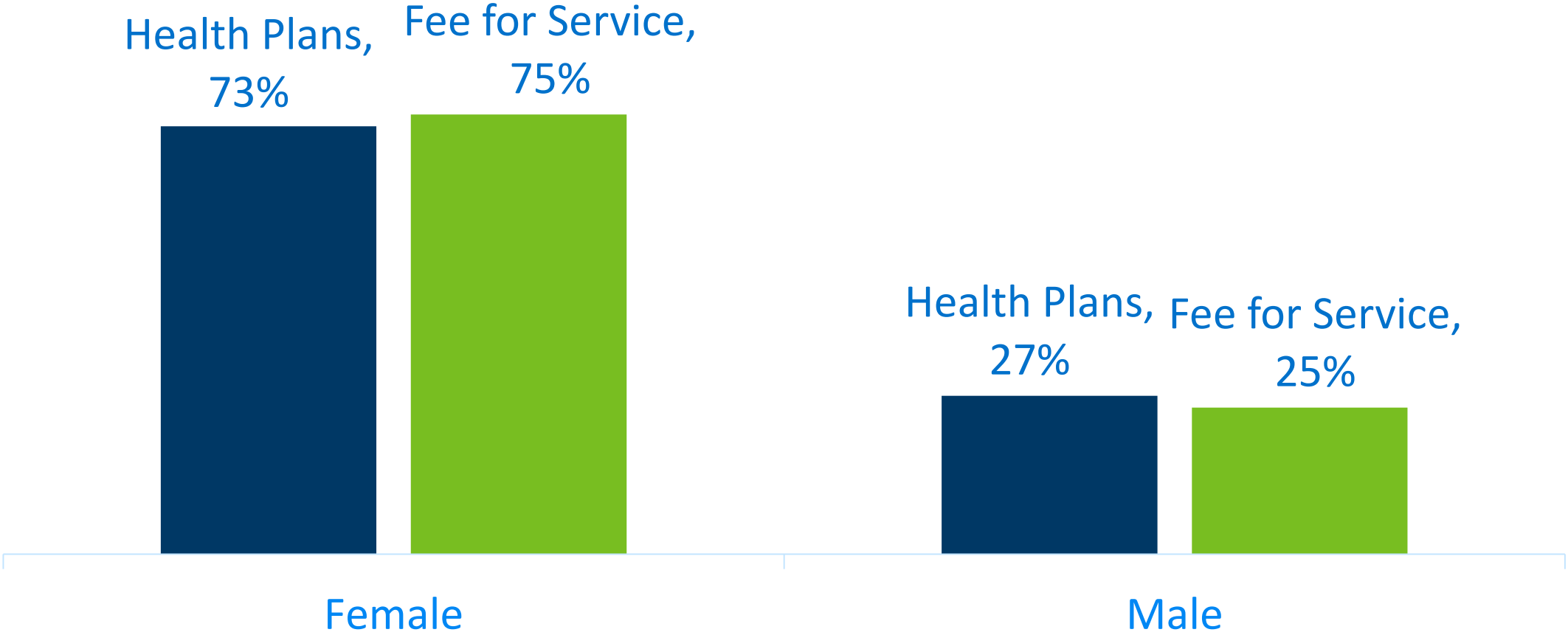
- Also called Aging Medicaid Program
- Includes Elderly Waiver and Alternative Care
- 379 people surveyed

Information about people

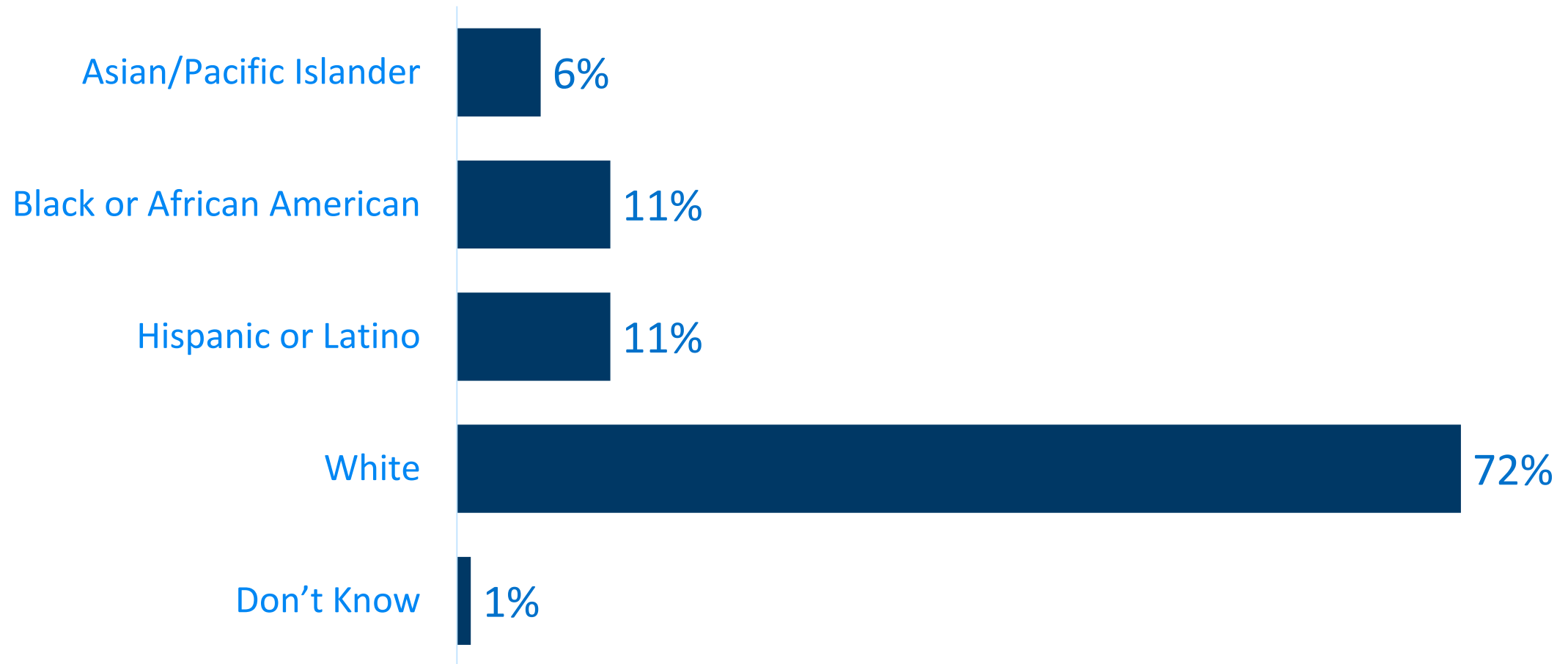
- Age
- Gender
- Geographic area
- History of frequent falls
- Living arrangement
- Marital status
- Primary language
- Race and ethnicity
- Type of residence

Age: Percentage over 90 years old





Race and ethnicity – Health plans only



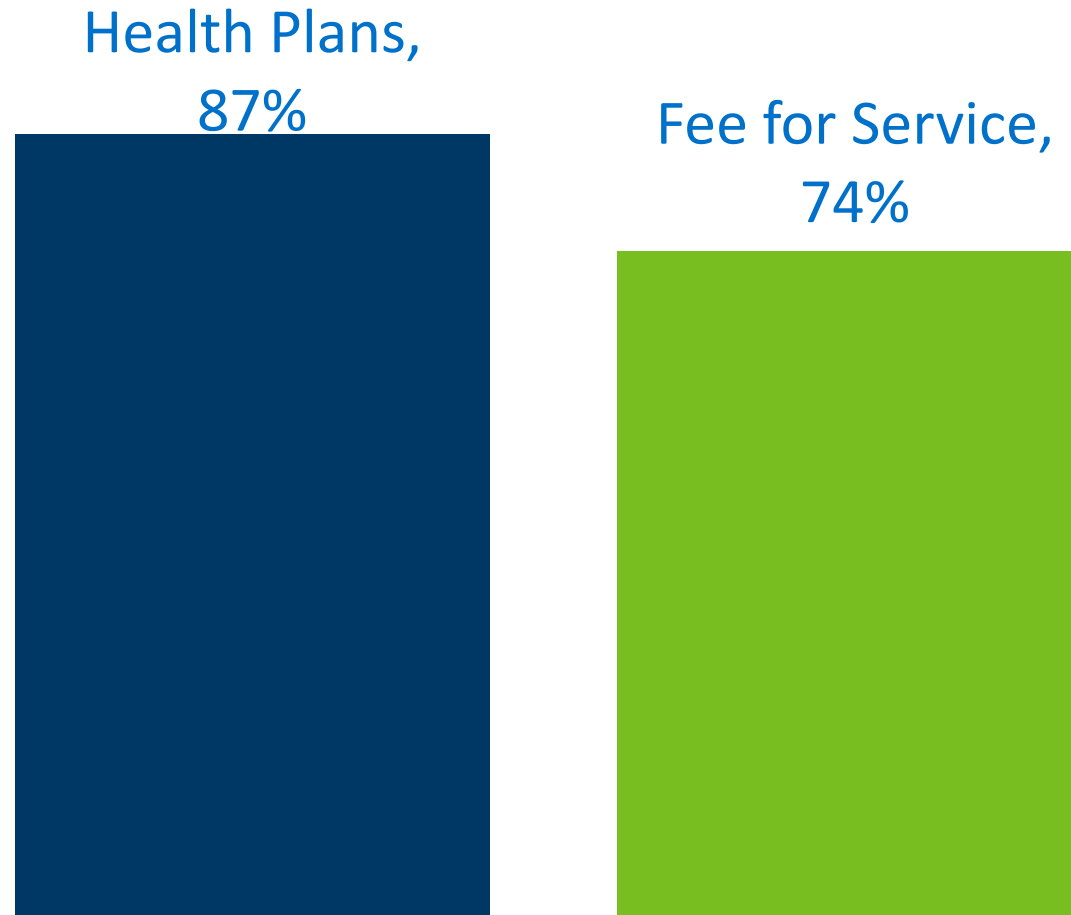
- Access
- Care Coordination
- Choice and Sense of Control
- Community Participation and Relationships
- Everyday Living
- Health Care
- Rights and Respect
- Safety
- Satisfaction
- Service Coordination
- Wellness
- Work

The full survey is available on the Resources tab of the NCI-AD project website ([NCI-AD.org](https://www.nci-ad.org))

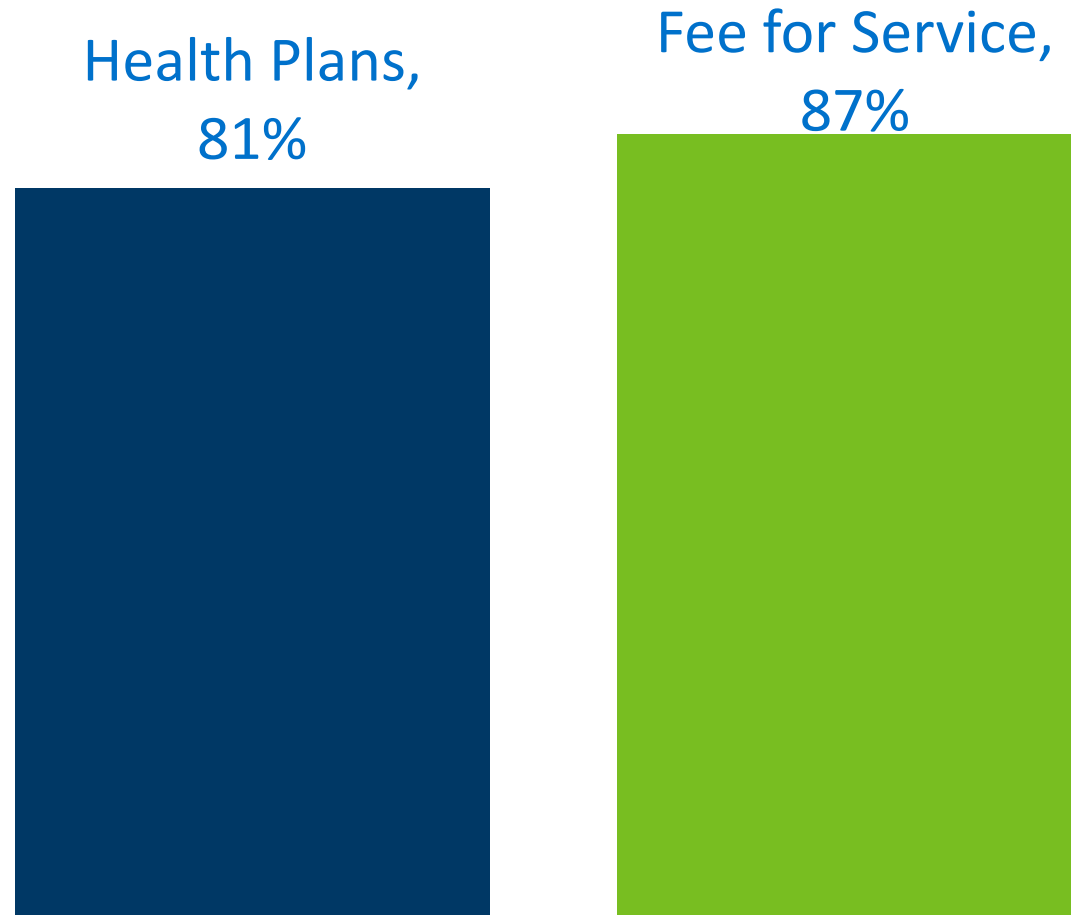
Service Satisfaction

- Paid support staff do things the way they want them done
- Know whom to call if they have a complaint about their services
- Services meet all their needs and goals
- Can choose or change who provides their services if they want to

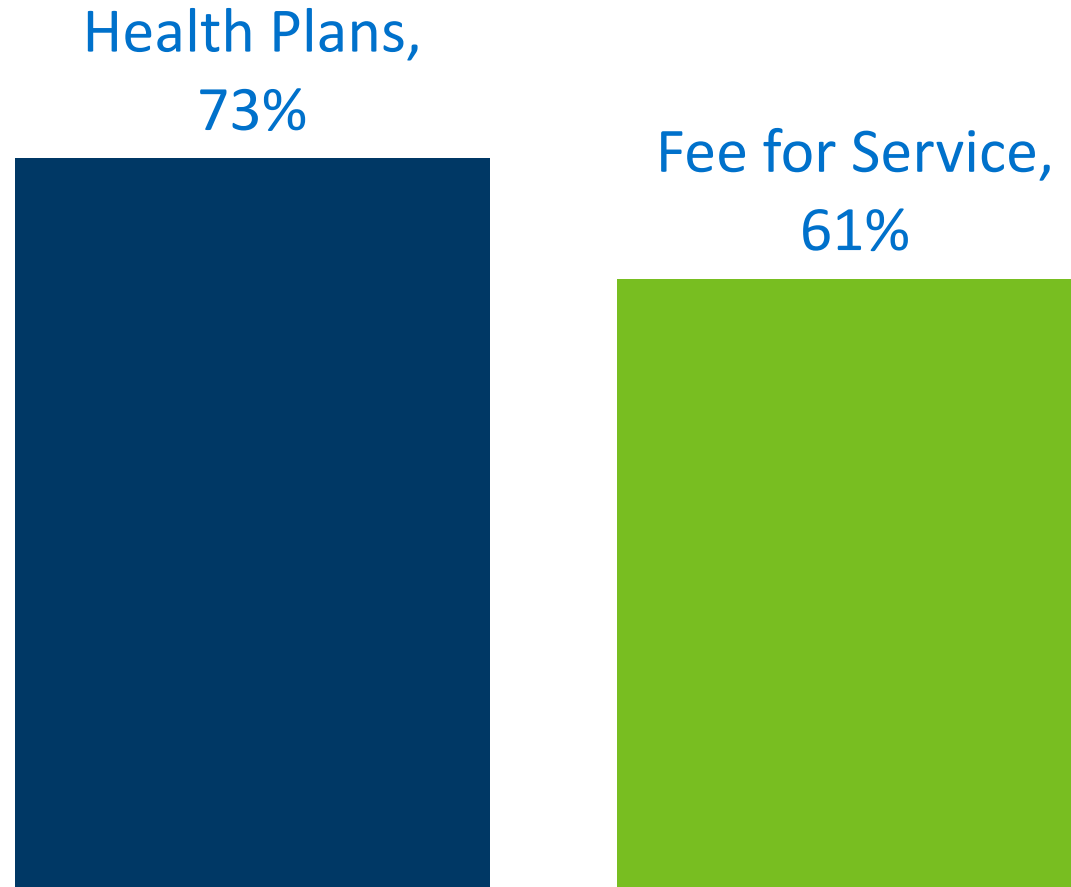
Paid support staff do things the way they want them done



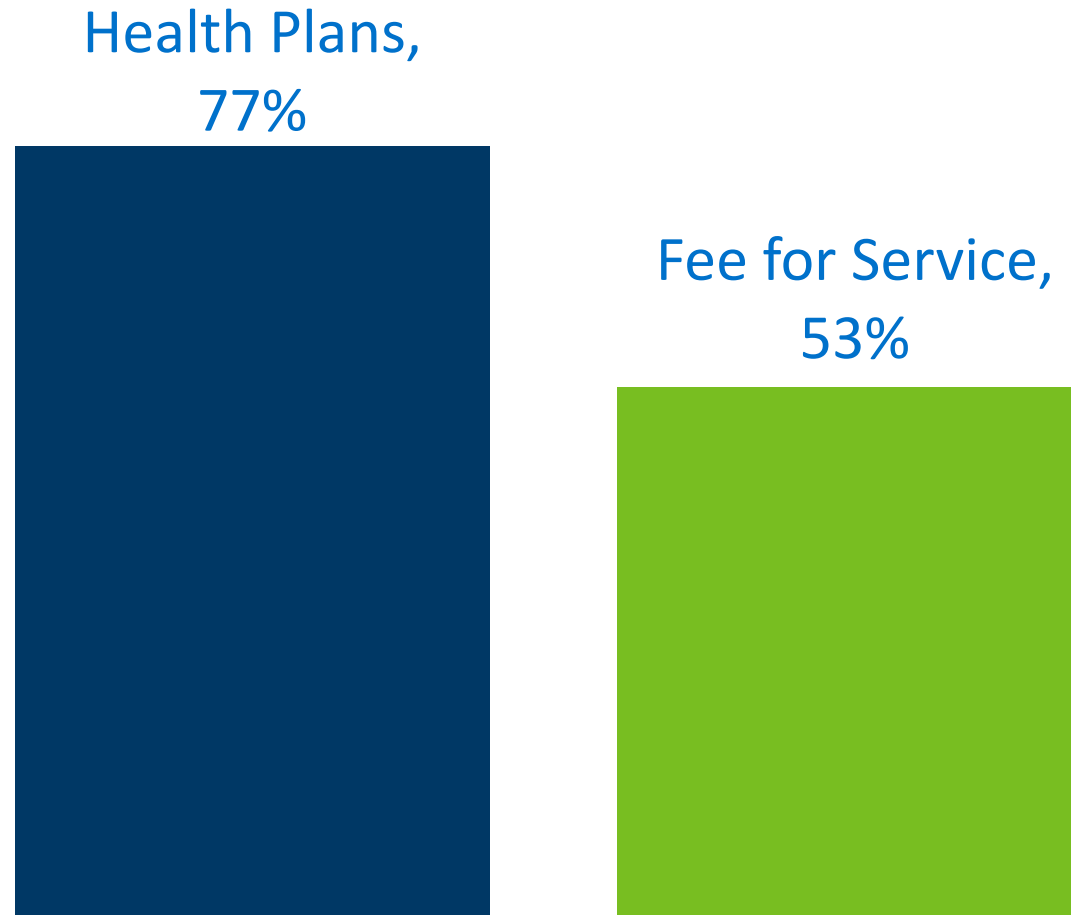
Know whom to call if they have a complaint about their services



Services meet all their needs and goals



Can choose or change who provides their services if they want to



How we are using the results from NCI

- Purpose: Collaborate with health plans to look at the findings and identify actionable items
- Looked over the data
- Identified some things we want to do
 - Analyze data in different ways
 - Share findings
 - Compare results to other states, programs, surveys
 - Use to improve services
- Next develop a work plan

Thank you!

Julie Angert, NCI-AD Aging lead

Julie.Angert@state.mn.us

- Sterling Kowalski – Quality Improvement, Healthcare Research and Quality, DHS
Performance Improvement Project (2018 to 2020) - Opioids

Preventing New Chronic Opioid Users

- Prevent using opioids for long periods of time
- Encourage alternative treatment for pain
- Develop responsible prescribing standards
- Goal = Prevent dependence, addiction/abuse, and over-dose deaths

What does the data say?

- 172 Minnesotans died in 2017 from synthetic opioids
 - 156 of them from Fentanyl overdoses (90%)
 - A 74% increase from the year 2016
- 80% of previously opioid naïve people who had a 45-day supply of opioids over 3 months went on to receive a 90-day supply of opioids in the year
- Most healing from an injury, surgery, or trauma should be healed with only mild to moderate discomfort after 45 days. Continued pain can mean there's still a problem.
- Other medicines, like Ibuprofen (brand names Advil, Motrin), are actually better at treating pain after the first few days (3-7 days after).

What are the MCOs doing?

- Working together, with Stratis Health, to ensure all MCOs have the same messaging and approach
- Better educating doctors about how to prescribe opioids
- Encouraging safer (often more effective) treatments like physical therapy, massage, chiropractic care, and other options
- Bringing patients, doctors, and pharmacists together to ensure the best use of opioids
- Working with specific clinics to reduce the long-term use of opioids, especially for those clinics who prescribe to many people or prescribe high amounts

- Gretchen Ulbee – Manager, Special Needs Purchasing, DHS

PCA Home Care Transitions

- Gretchen Ulbee – Manager, Special Needs Purchasing, DHS

PCA Home Care Transitions

Agenda Topic 5 (continued)

- Gretchen Ulbee – Manager, Special Needs Purchasing, DHS

SNBC RFP and 2019 Contracts

- Sue Kvendru – MSHO Program Lead, Special Needs Purchasing, DHS

Nursing Home and Assisted Living Closures

- Sue Kvendru – MSHO Program Lead, Special Needs Purchasing, DHS

Dual Demo Update: MOU and Medicare Advantage Regulation (Loss of SEP)

- Gretchen Ulbee – Next Meeting Date and Summary of Meeting Action Items

Next SNP Stakeholder Meeting Date is scheduled on September 10, 2018, at 1:00 p.m.

Agenda Topic 8 (continued)

Summary of Stakeholder Meeting Action Items from June 4, 2018:

- Results of SNBC RFP **(Sept. meeting)**
- National Core Indicators (NCI) – Requested a data link from Julie Angert showcasing NCI’s non-EW data results as it relates to waivers for CAC, CADI and BI. See links to this data below:
 - [NCI-AD 2015-2016 Minnesota State Report](#) (this report that matches the data in the presentation)
 - [NCI-AD 2016-2017 Minnesota State Report](#) (this is a newer report showcasing CAC, CADI, and BI)
- Seek presenter for opioid use in seniors with focus on alternative therapies. **(Sept. meeting)**
- Ombudsman: Discuss process for closing senior assisted living facilities **(Sept. meeting)**
- Ombudsman: An update since the appeals policy change on 1/1/18 **(Sept. meeting)**
- PCA Transitions in 2019 - Reach out to counties and providers **(Sept. meeting)**