

Celebrating our Success: How to Stay #1 in LTSS

Presentation by:

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DSHS Aging and Long-Term Support Administration (AL TSA)

Vision

Seniors and people with disabilities living in good health, independence, dignity, and control over decisions that affect their lives

Mission

*To **Transform Lives** by promoting choice, independence and safety through innovative services*

We Value

The Pursuit of Excellence, Collaboration, Honesty, Respect, Open Communication, Diversity, Accountability, and Compassion

AARP 2017 Long-Term Services and Supports Scorecard

Performance Dimensions

State Rankings



Overall: **1**



Affordability and Access: **11**



Choice of Setting and Provider: **2**



Quality of Life & Quality of Care: **15**



Support for Family Caregivers: **5**



Effective Transitions: **3**

AARP 2017 Long-Term Services and Supports Scorecard

Affordability and Access: 11th in nation

- 70% of individuals ages 65 and over will need long-term services and supports in their lifetime
- LTSS is unaffordable for the majority of Washingtonians
- Individuals are often overwhelmed and confused about what is available

Washington has a history of supporting wages and benefits and as a result the cost of LTSS is higher than in many other states.

What Can We Do To Support Affordability and Access

- Explore alternatives that help Washingtonians purchase LTSS
Long-Term Care Trust Act

- Ensure robust no-wrong door functions:

on-line, telephonic and in-person access to unbiased person centered information about LTSS

- Presumptive eligibility

It ensures individuals can access services quickly



AARP 2017 Long-Term Services and Supports Scorecard

Choice of Setting and Provider: 2nd in nation

Shift from Nursing Home to Home & Community

1992 Snapshot

36,649 total clients

47% Nursing Home

53% Home & Community

2017 Snapshot

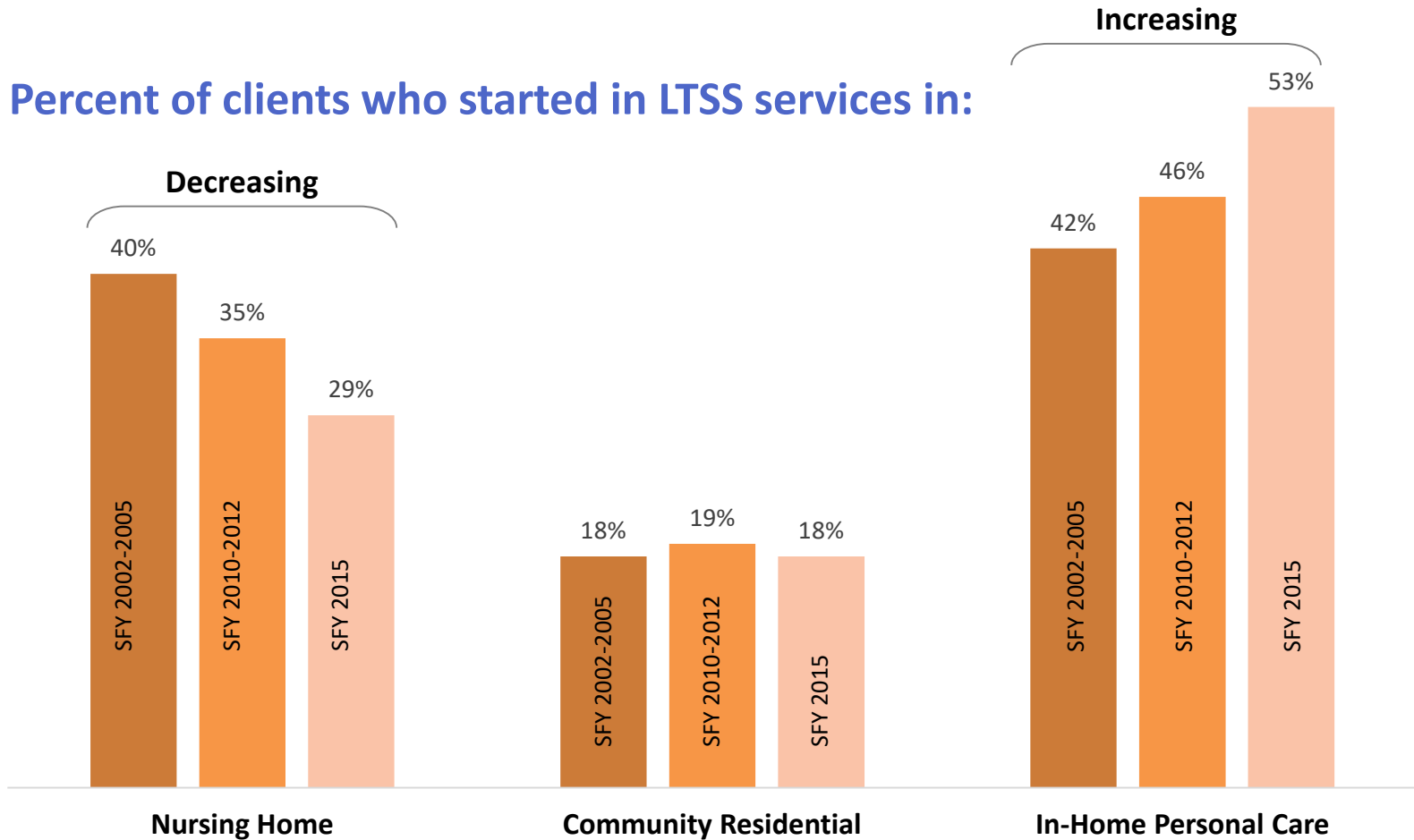
65,336 total clients

15% Nursing Home

85% Home & Community

Access to early interventions supports individuals to live in their setting of choice

Initial Service Modality is Shifting Away from Nursing Homes to In-Home Personal Care



What Can We Do To Support Choice of Setting and Provider



- Focus on recruitment & retention of direct care workforce
- Increase skill and competency of providers to serve individuals with complex medical and behavioral needs
- Evaluate and demonstrate outcomes of supporting the Medicaid “at-risk” population
- Increase number of affordable housing options and residential providers

Building the Workforce

Specialty Training and Continuing Education

Specialty Training:

- Person-Centered Care
- Specialty Training Mental Health
- Specialty Training Dementia
- Developmental Disabilities
- Behavioral Health

Continuing Education:

- Aging Sensitivity
- Depression
- Communication skills
- Dementia
- Mental Illness
- Dealing with wandering or aggressive behaviors
- De-escalation

AARP 2017 Long-Term Services and Supports Scorecard

Quality of Life and Quality of Care: 15th in nation

- Individuals with Disabilities are Able to Work
- Development of Quality Measures
- Nursing Home quality measures:
 - Percent of high-risk nursing home residents with pressure sores
 - Percent of long-stay nursing home residents who are receiving antipsychotic medication

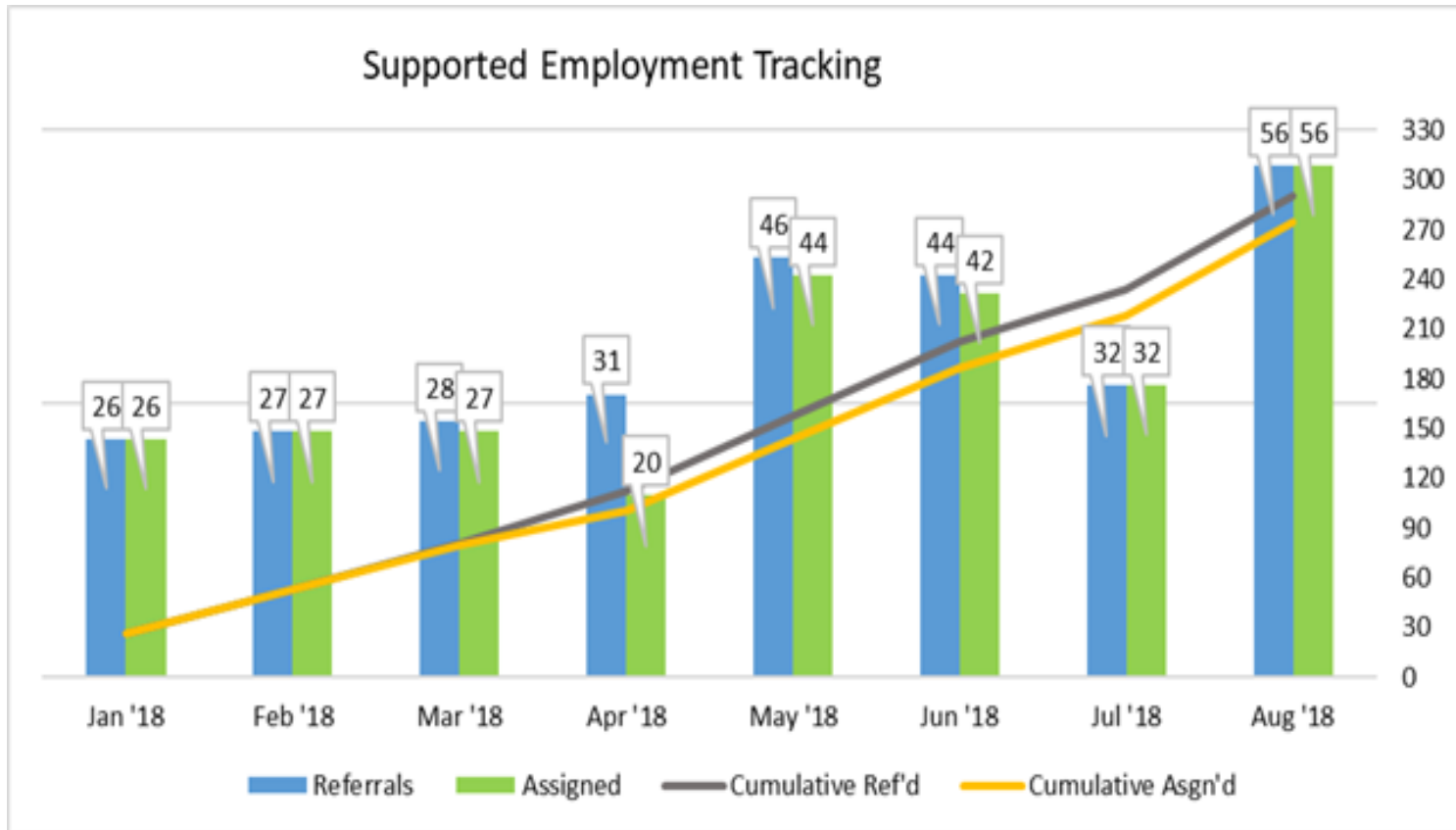


What Can We Do To Support Quality of Life and Quality of Care

- Increase time for case managers to focus on client care (implement Consumer Directed Employer)
- Invest and conduct participant experience surveys
- Develop consistent and measurable quality indicators and outcomes/Explore value based purchasing strategies



Supported Employment Services



AARP 2017 Long-Term Services and Supports Scorecard

Support of Family Caregivers: 5th in nation

- Support of Working Family Caregivers (FMLA)
- Person and Family-Centered Care:
 - Care Act
 - Assessment of Caregiver Needs
 - Financial Protection from Spousal Impoverishment
- Nurse Delegation
- Transportation Issues



Strategies for Supporting Caregivers

LTSS Strategies

- Provide supports to assist unpaid family caregivers
- Use evidence-based models
- Collect data on family caregivers
- Allow family to be paid in Medicaid programs: Implement the Consumer Directed Employer
- Allow family to administer medications and provide skilled services even when paid
- Allow nurse delegation



Other

- Family Medical Leave Act
- CARE Act
- Workplace Caregiver-Friendly Policies
- Action on Dementia

AARP 2017 Long-Term Services and Supports Scorecard

Effective Transitions: 3rd in nation

- Are individuals whose need can be met in the community being served in the community?
- Hospital Admissions for individuals served in Home Health or Nursing Homes
- End of Life Transitions for Nursing Home Residents



What Can We Do To Support Effective Care Transitions

- Increase focus on care transitions post Consumer Directed Employer implementation
- Focus on Advanced Planning/End of Life Planning
- Partner with hospital systems, health care purchasers and Accountable Communities of Health
- Continue to expand Health Home Services and increase engagement of eligible participants
- Develop specialized services and providers to decrease avoidable stays in hospitals

National Leader in Long-term Services and Supports

Continuing to Innovate from a Strong Foundation

