TEFT
(Tested Experience Functional Tools)

HCBS Conference 2016
Presentation by-
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Our Mission

Improving health care access and outcomes for the people we serve while demonstrating sound stewardship of financial resources.
Objectives

• Explain how CO has developed a systemic approach to person-centered information sharing through effective community engagement strategies.

• Provide ways in which Continuous Quality Improvement efforts have been used to further develop TEFT in CO.
Department Strategic Framework

Enhance Quality of Life and Experience

Long Range Goals

Improve Health

Reduce Cost

More details specific to LTSS Delivery:

Colorado Community Living Advisory Group

Colorado’s Community Living Plan
Strategic Policy Initiatives

Delivery Systems Innovation

Tools of Transformation

Partnerships to Improve Population Health

Operational Excellence
Outcome Domains

- Clinical
  - A1c Levels
  - Depression
  - BMI

- Functional
  - ADLs
  - Self-Efficacy
  - Behavior

- Quality of Life
  - Choice and Control
  - Satisfaction
  - Social Isolation

- Utilization
  - ER Visits
  - Hospitalizations
  - Imaging
The Department’s definition of a person-centered approach is one that respects and values individual preferences, strengths, and contributions. The goal of the Department’s person-and family-centered approach is to incorporate the value of person-centeredness into everything we do. This will ultimately improve the client experience by enabling all Department employees to understand the perspectives and experiences of the people we serve.
Colorado TEFT Grant
WHY this matters with TEFT?

• When we understand how our actions impact the people we serve, **we are more committed to and engaged in our work.**

• When we work with clients and family members to fully understand their perspectives and experiences, **we make better policy and program decisions.**

• When we are person-and family-centered in our work, **we engage clients in their health and health care**
Overview of Medicaid Systems

**Acronyms**
- BIDM: Business Intelligence & Data Management System
- CBMS: Colorado Benefits Management System
- CCB: Community Centered Board
- CORHIO: Colorado Regional Health Information Organization
- EPSDT: Early and Periodic Screening, Diagnosis & Treatment
- HER: Electronic Health Record
- HIE: Health Information Exchange
- LTSS: Long-Term Services and Supports
- MMIS: Medicaid Management Information System
- PBMS: Pharmacy Benefits Management System
- PCMP: Primary Care Medical Provider
- PEAK: Program & Eligibility Application Kit
- PHR: Personal Health Record
- QHN: Quality Health Network
- RCCO: Regional Care Collaborative Organization
- SEP: Single Entry Point
- SIM: State Innovation Model Testing Grant
- TEFT: Testing Experience & Functional Assessment Tools

**State Systems**
- APCD: All Payers Claims Database
- DPHE: Colorado Department of Public Health & Environment
- DORA: Colorado Department of Regulatory Agencies
- DHS: Colorado Department of Human Services
- CDE: Colorado Department of Education

**Key**
- Data Feed
- Data Feed
- (90/10 MMIS Funded & HIE Maximization)

**Vital Tool for Care Coordinators**
- Care Management Tool
- Client Assessments/Screening
- Referrals/Authorizations
- Interventions & Care Plans

**InterChange**
- Provider Enrollment/Directory
- Claims Processing
- Client Benefit Plans
  - Benefit Limits, Copayments, TPL

**BIDM**
- Population Management Tool
- Risk Scores/Quality Measurements
- Predictive Analytics/Modeling
- Data Exchanges with Multiple State Systems

**HIE thru CORHIO/QHN**
- Data Exchanges with Other Vendors & State Systems*

**Client PHR (FY 2015-16 Budget)**
- Provider Enrollment/Directory
- Claims Processing
- Client Benefit Plans
  - Benefit Limits, Copayments, TPL

**LTSS PHR (TEFT Grant)**
- Provider Enrollment/Directory
- Claims Processing
- Client Benefit Plans
  - Benefit Limits, Copayments, TPL

**EHR**
- Clinical Quality Hub (SIM Grant)

**Physician**
- Clinical Quality Hub (SIM Grant)

**Data Exchanges with Other Vendors & State Systems**
- Population Management Tool
- Risk Scores/Quality Measurements
- Predictive Analytics/Modeling
- Data Exchanges with Multiple State Systems

**Single-Sign-On between Portals (90/10 MMIS & FY 2015-16 Budget)**
- RCCO & PCMP Client Reports
- RCCO & PCMP Query Ability
- High Utilizers/High Risk Info
- Quality/Incentive Reporting

**Client Mobile App**
- Eligibility Determinations
- Case Management Tool

**BIDM Provider Portal**
- Eligibility Determinations
- Case Management Tool

**InterChange Provider Portal & Client Portal**
- Eligibility Determinations
- Case Management Tool

**RCCOS?**
- Provider Enrollment/Directory
- Claims Processing
- Client Benefit Plans
  - Benefit Limits, Copayments, TPL
Colorado contracts with SEPs and CCBs to provide case management services (includes functional eligibility determination) for EBD and SLS Waivers.

- SEPs (Non-Profit or County) conduct functional assessment and provide case management for EBD.
- CCBs conduct functional assessment and provide case management for SLS. CCBs also use CCMS/DDDweb to track DDD services.
- Individuals receive paper copies in the mail of their individualized service plan from CCBs (SLS Waiver) or long-term care plan from SEPs (EBD Waiver).

The state is participating in the eLTSS S&I Framework Initiative to pilot test the eLTSS plan.

**Colorado TEFT CB-LTSS Systems Map (as of November 2015), Developed by The Lewin Group**

**Elderly, Blind and Disabled (EBD) Waiver and Supported Living Services (SLS) Waiver**
Working with the Terrain

47 Case Management Agencies
TEFT (Testing Experience and Functional Tools)
Stakeholder Participation - Colorado

Counties in green may indicate participation in environmental scans, focus group meetings or both. Counties in white indicate nonparticipation as of December 2015.

Project Tracking #: 5770

Map Created on: 11/18/2015
Provider and Client Survey results showed the following:

- **Access to the Internet**
  - Top 3 uses: Email, Facebook and Text Messaging
- **60% of respondents feel it is valuable to connect the PHR with other health information systems**
- **Key data elements in the PHR include Clinical and non-clinical elements:**

<table>
<thead>
<tr>
<th>Medications</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vital Signs</td>
<td>Contact List</td>
</tr>
<tr>
<td>Physical Activity</td>
<td>Demographic Info</td>
</tr>
<tr>
<td>Hospital ADTs</td>
<td>Transportation</td>
</tr>
</tbody>
</table>
Availability of Internet in your area?

Q4 Is there internet available in your service area?

Answered: 46  Skipped: 0
Q12 How frequently would you like to access the following clinical information?

Answered: 42  Skipped: 5

<table>
<thead>
<tr>
<th>Category</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>As needed</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medications</td>
<td>45.24%</td>
<td>7.14%</td>
<td>42.86%</td>
<td>4.76%</td>
<td></td>
</tr>
<tr>
<td>Labs</td>
<td>11.90%</td>
<td>7.14%</td>
<td>68.05%</td>
<td>4.76%</td>
<td></td>
</tr>
<tr>
<td>Allergies</td>
<td>28.57%</td>
<td>7.14%</td>
<td>45.24%</td>
<td>11.90%</td>
<td></td>
</tr>
<tr>
<td>Wellness Prevention</td>
<td>9.52%</td>
<td>14.29%</td>
<td>30.95%</td>
<td>38.10%</td>
<td>7.14%</td>
</tr>
<tr>
<td>Hospital ADTs</td>
<td>16.67%</td>
<td>2.38%</td>
<td>14%</td>
<td>73.81%</td>
<td></td>
</tr>
<tr>
<td>Alternative Medicine</td>
<td>7.14%</td>
<td>7.14%</td>
<td>54.76%</td>
<td>26.19%</td>
<td></td>
</tr>
<tr>
<td>Doctor Office Visits</td>
<td>12.20%</td>
<td>7.32%</td>
<td>17.07%</td>
<td>63.41%</td>
<td></td>
</tr>
<tr>
<td>Vitals</td>
<td></td>
<td></td>
<td></td>
<td>50.00%</td>
<td></td>
</tr>
<tr>
<td>Vital Signs (weight, BP, ...</td>
<td>35.71%</td>
<td>7.14%</td>
<td>42.86%</td>
<td>7.14%</td>
<td></td>
</tr>
<tr>
<td>Physical Activity</td>
<td>28.57%</td>
<td>19.05%</td>
<td>4.76%</td>
<td>33.33%</td>
<td>14.29%</td>
</tr>
<tr>
<td>Chronic Care</td>
<td>50.00%</td>
<td>50.00%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- **Daily**
- **Weekly**
- **Monthly**
- **As needed**
- **Never**
### Q11 How frequently would you like to access the following non-clinical information?

**Answered: 46   Skipped: 0**

<table>
<thead>
<tr>
<th>Information Type</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>As needed</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demographic information/...</td>
<td>26.09</td>
<td>6.52%</td>
<td>17.39%</td>
<td>43.48%</td>
<td>6.52%</td>
</tr>
<tr>
<td>Units of Service/Visit?</td>
<td>13.04</td>
<td>21.74%</td>
<td>19.57%</td>
<td>21.74%</td>
<td>23.91%</td>
</tr>
<tr>
<td>Progress on goals/objectives</td>
<td>10.87</td>
<td>13.04%</td>
<td>23.91%</td>
<td>30.43%</td>
<td>21.74%</td>
</tr>
<tr>
<td>Schedule</td>
<td>44.19</td>
<td>4.65%</td>
<td>9.30%</td>
<td>20.93%</td>
<td>20.93%</td>
</tr>
<tr>
<td>Transportation</td>
<td>26.09</td>
<td>17.39%</td>
<td>2.17%</td>
<td>36.96%</td>
<td>17.39%</td>
</tr>
<tr>
<td>Meals on Wheels</td>
<td>6.52%</td>
<td>6.52%</td>
<td>21.74%</td>
<td>63.04%</td>
<td></td>
</tr>
<tr>
<td>Homemaker Services</td>
<td>12.20</td>
<td>17.07%</td>
<td>21.95%</td>
<td>48.78%</td>
<td></td>
</tr>
<tr>
<td>My contacts</td>
<td>36.59</td>
<td>4.88%</td>
<td>9.76%</td>
<td>43.90%</td>
<td>4.88%</td>
</tr>
<tr>
<td>Required dates/deadlines</td>
<td>14.63</td>
<td>9.76%</td>
<td>19.51%</td>
<td>53.66%</td>
<td>2.44%</td>
</tr>
<tr>
<td>Social Services</td>
<td>9.76%</td>
<td>2.44%</td>
<td>14.63%</td>
<td>65.85%</td>
<td>7.32%</td>
</tr>
<tr>
<td>Eligibility &amp; Waiver Progress</td>
<td>4.44%</td>
<td>1.11%</td>
<td>2.22%</td>
<td>75.56%</td>
<td>6.67%</td>
</tr>
</tbody>
</table>

Legend:
- **Daily**: Very Daily
- **Weekly**: Weekly
- **Monthly**: Monthly
- **As needed**: As needed
- **Never**: Never
Q15 (PROVIDER) What support is available for clients to assist with the tasks of completing consents or PHR training?

Answered: 30  Skipped: 17

- Staff at facility: 63.33%
- Volunteers: 23.33%
- Do not know: 10.00%
- Friends/Family: 56.67%
- Caregiver: 50.00%
- Other (please specify): 53.33%
Continuous Quality Improvement Cycle

Develop

Improve

Evaluate

Implement
Goals for Continuous Quality Improvement

EoC
- **Develop** an innovative and electronic mode of delivery that offers options for end-users
- Increased accessibility of survey tool
- **Evaluate** effectiveness of new modality (response rates)

PHR
- Ongoing vetting to stakeholders of PHR components in both test and production environment to **develop** the most user-friendly and appropriate tool for the populations we serve
- **Implement** with challenging populations to identify major challenges early on
- **Evaluate** effectiveness to inform Department of necessary improvements for statewide implementation.

FASI
- **Develop** exchangeable data platform for testing purposes
- **Evaluate** platform usage and accessibility
- **Improve** system based on outcome of testing

eLTSS
- **Develop** a care plan that has interoperability features
- **Implement** among TEFT specific populations
- **Evaluate** and monitor usage
- **Improve** system requirements and integration efforts to standardize across populations
Questions?
Contact Information

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Thank You!