

TEFT

(Testing Experience Functional Tools)

HCBS Conference 2016

Presentation by-

Julie Reed and Danielle Culp



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Our Mission

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



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Objectives

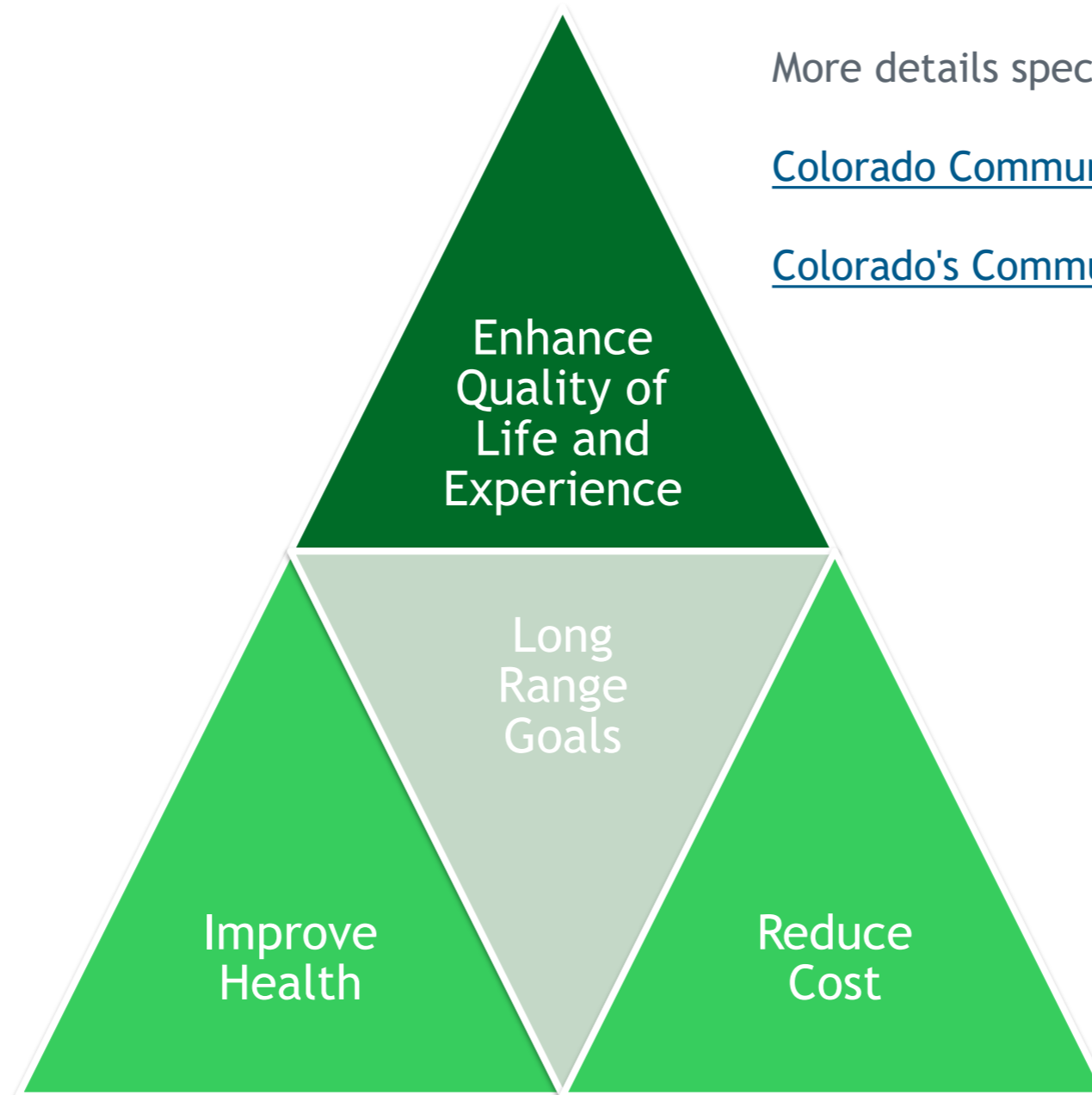
- Explain how CO has developed a systemic approach to person-centered information sharing through effective community engagement strategies.
- Provide ways in which Continuous Quality Improvement efforts have been used to further develop TEFT in CO.



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Department Strategic Framework



More details specific to LTSS Delivery:

[Colorado Community Living Advisory Group](#)

[Colorado's Community Living Plan](#)



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Strategic Policy Initiatives

Delivery
Systems
Innovation

Tools of
Transformation

Partnerships to
Improve
Population
Health

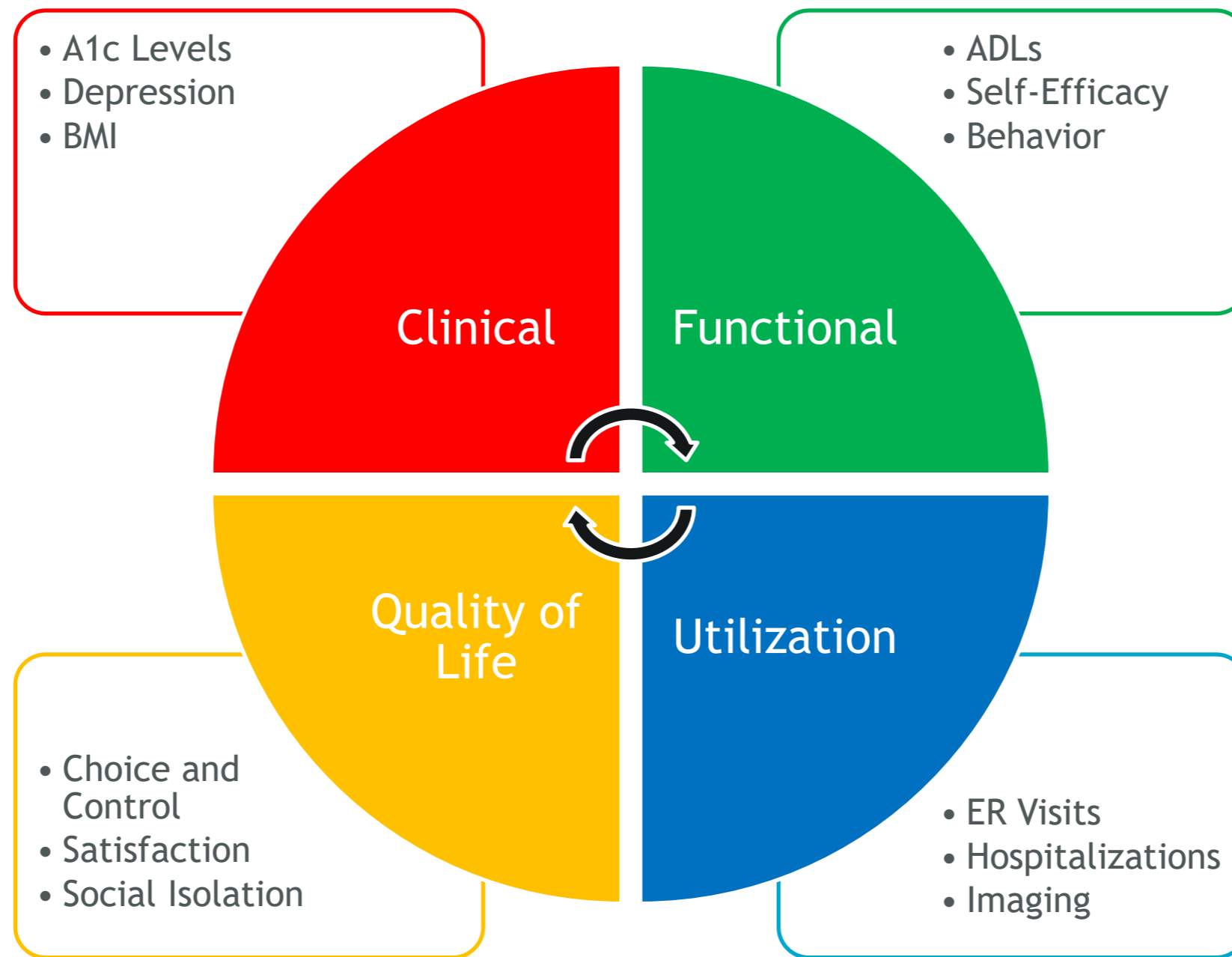
Operational
Excellence



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Outcome Domains



Person and Family- Centered Approach

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.



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Colorado TEFT Grant



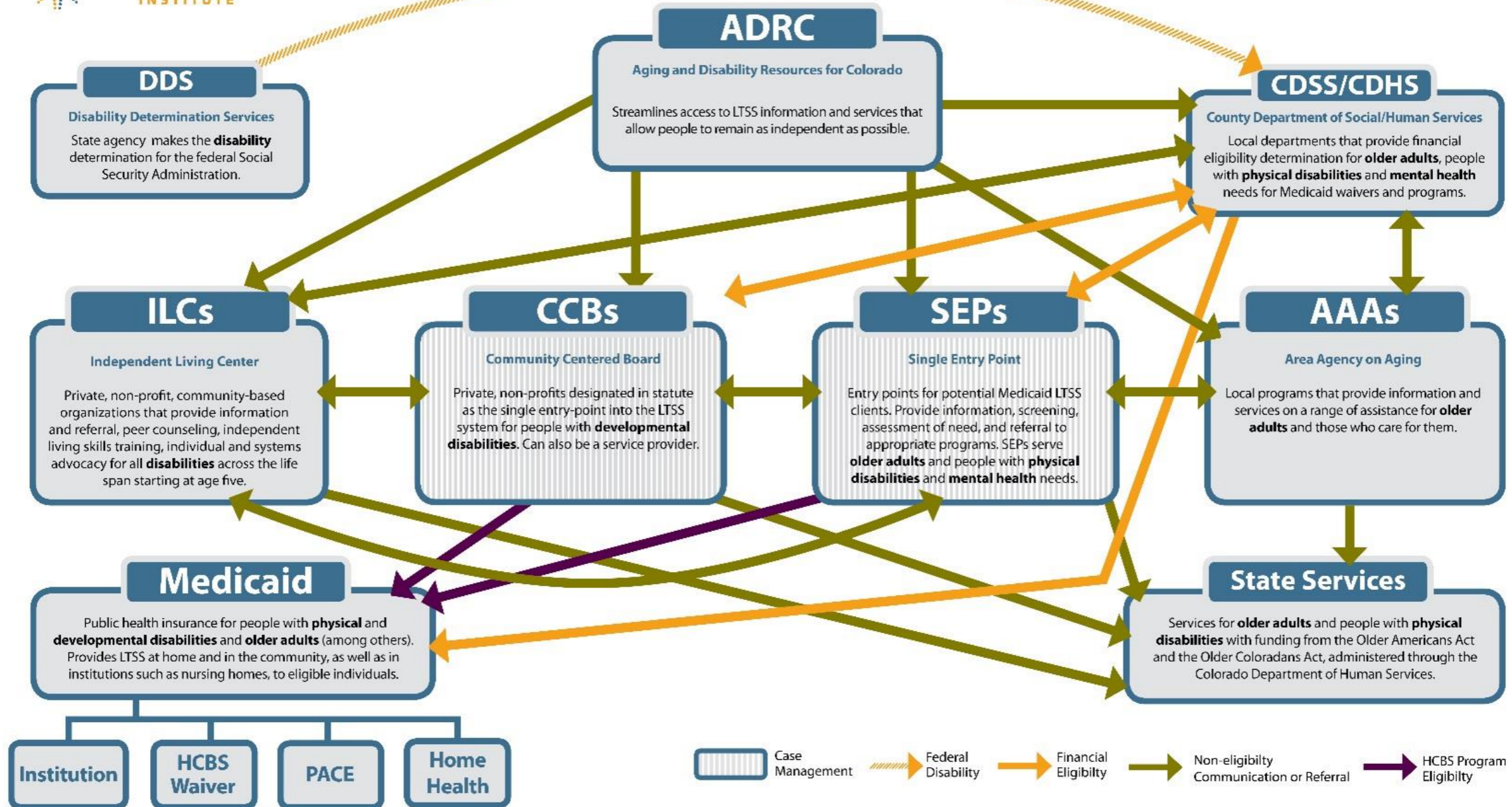
WHY this matters with TEFT?

Keep the pieces together!



- 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**

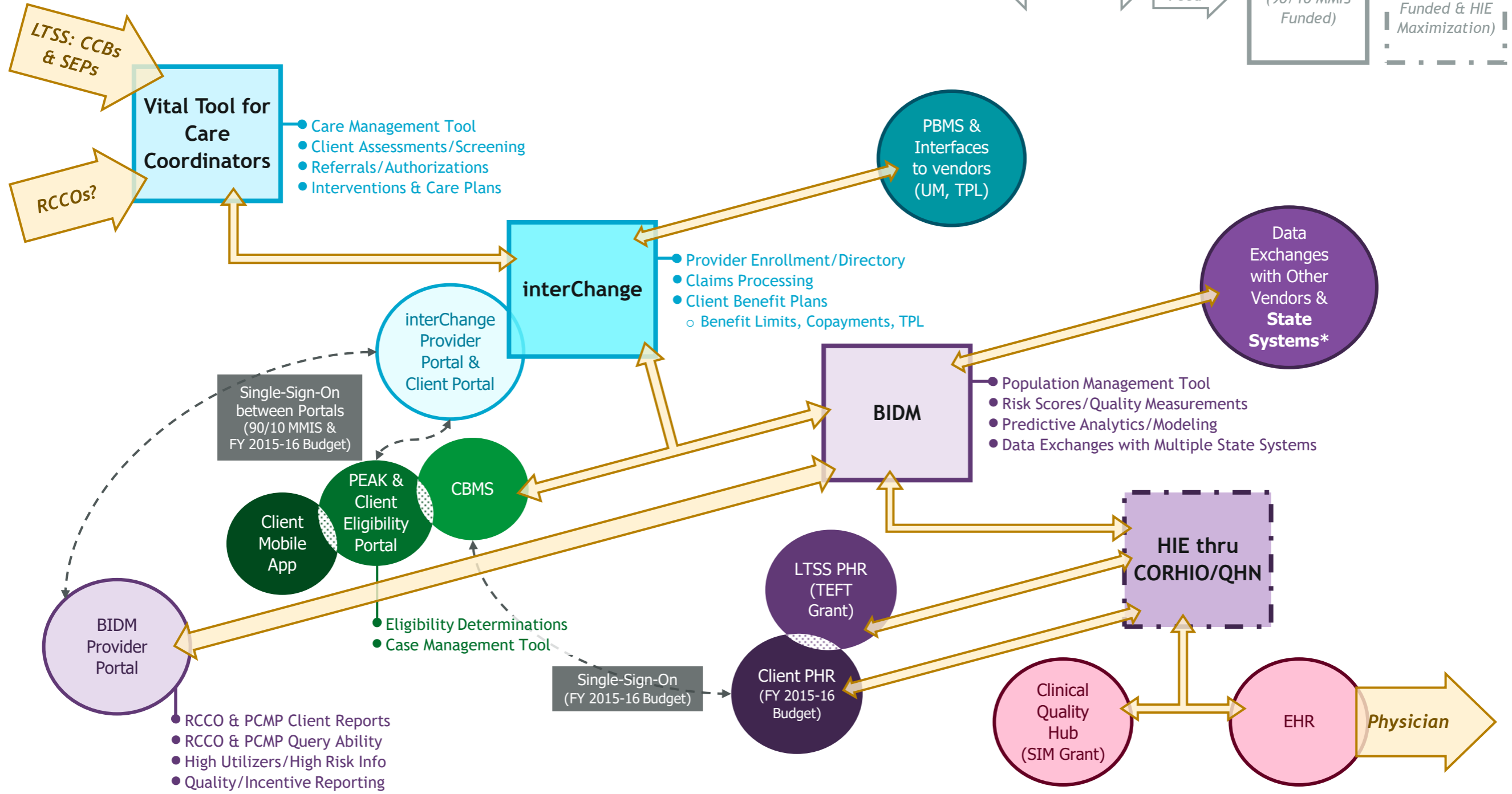
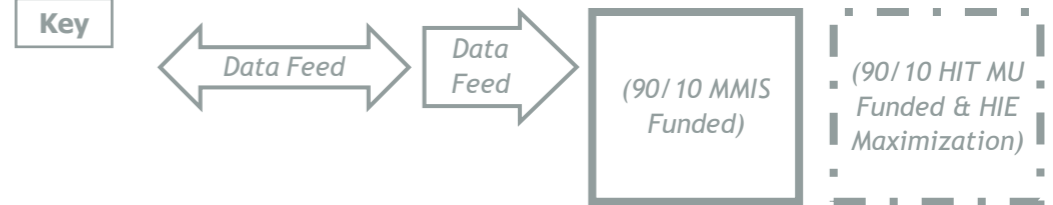
LTSS Puzzle: The Status Quo



SOURCE: Analysis by Tasia Sinn, Senior Analyst, Colorado Health Institute



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

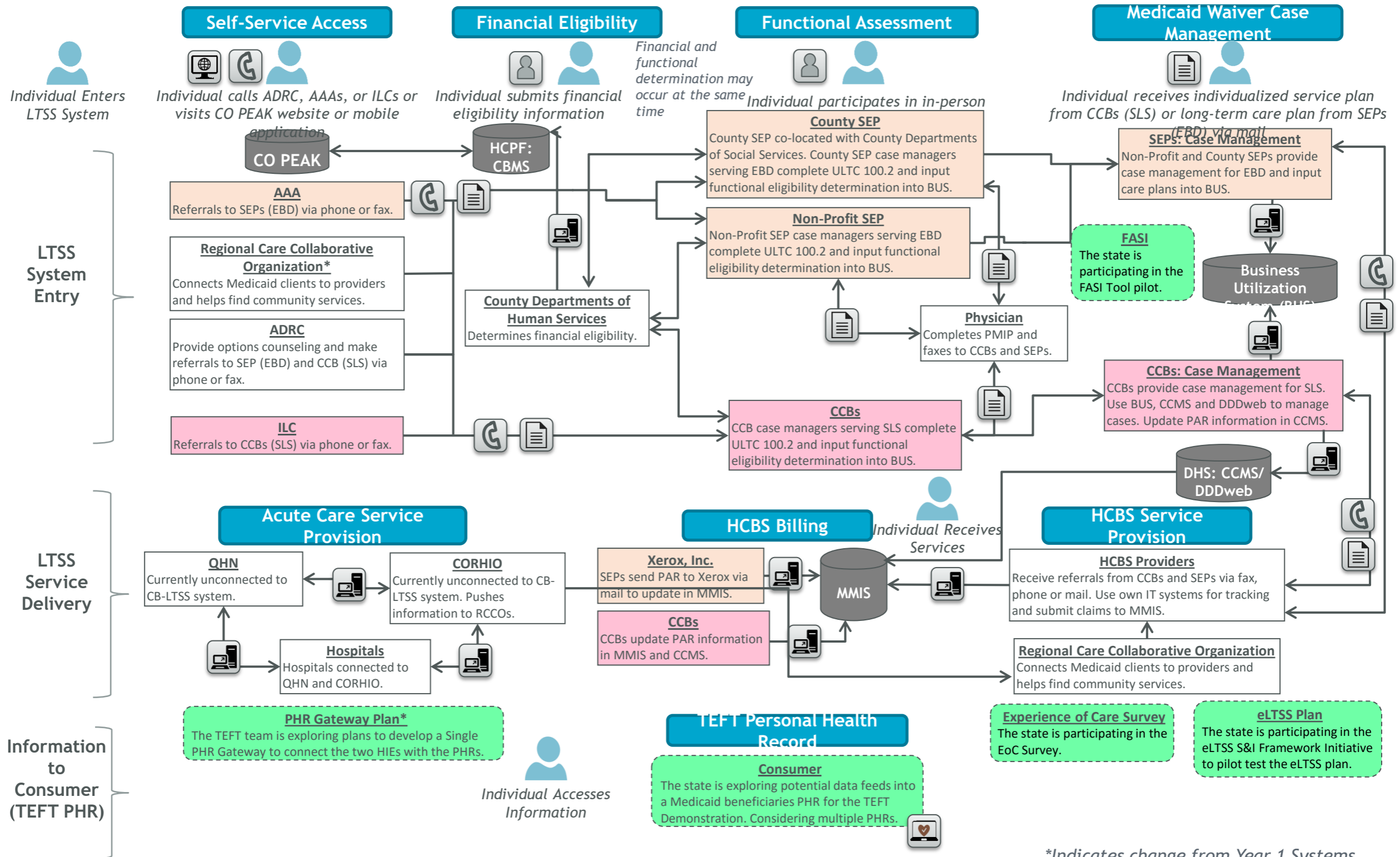
- TPL:** Third Party Liability
- UM:** Utilization Management

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

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



Colorado TEFT CB-LTSS Systems Map (EBD and SLS Waivers)

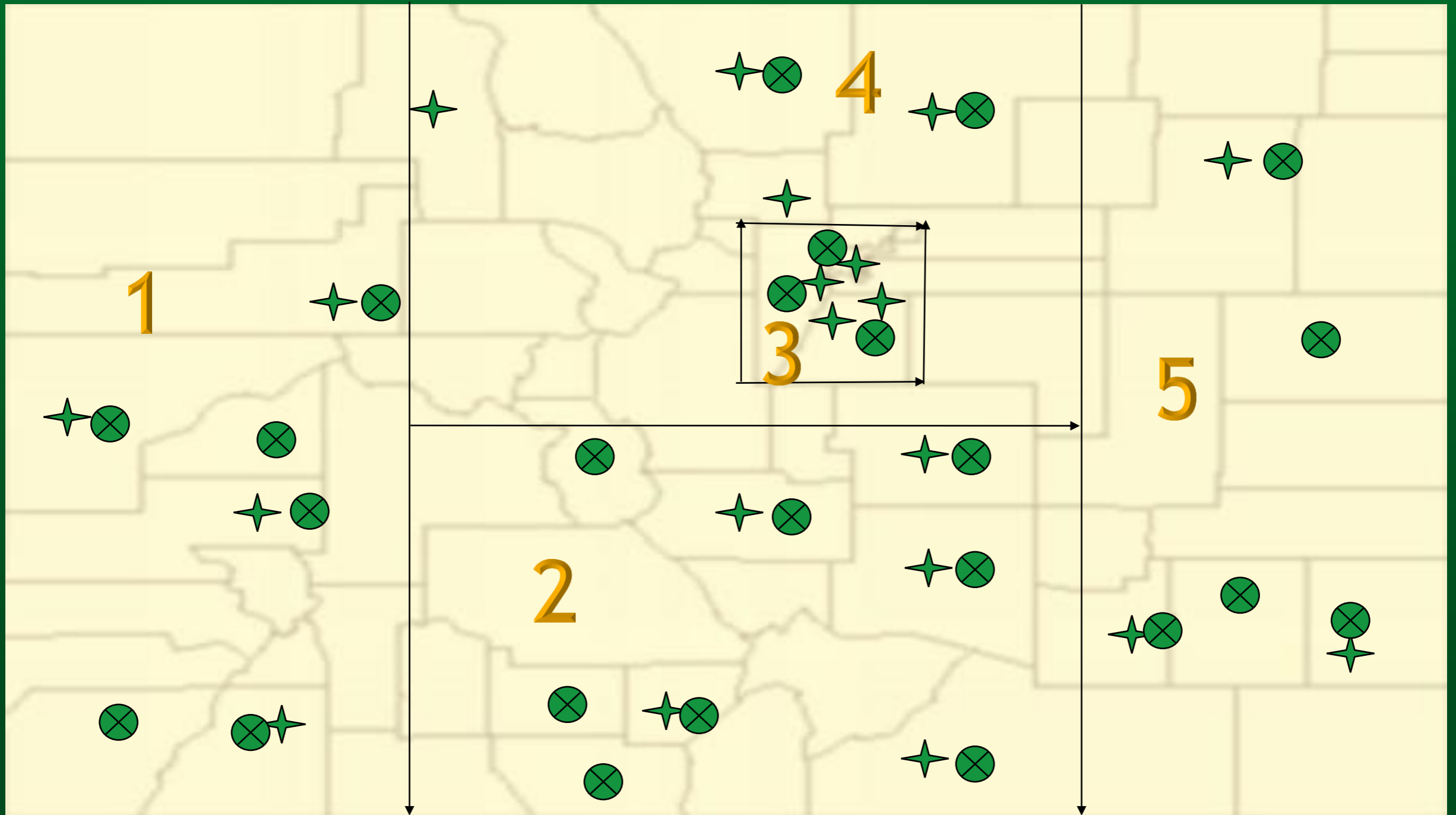
- Colorado contracts with SEPs and CCBs to provide case management services (includes functional eligibility determination) for EBD and SLS Waivers.
 - SEPs (Non-Profit or County) conduct functional assessment and provide case management for EBD.
 - CCBs conduct functional assessment and provide case 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).

**Indicates change from Year 1 Systems Map*

Map Key

	In-person		Individual		Access to System		IT System
	Phone		Mail or Fax		Bidirectional Interoperable System		Current Exchange
	Website		Secure e-mail		Planned TEFT PHR		Planned as part of TEFT

Working with the Terrain

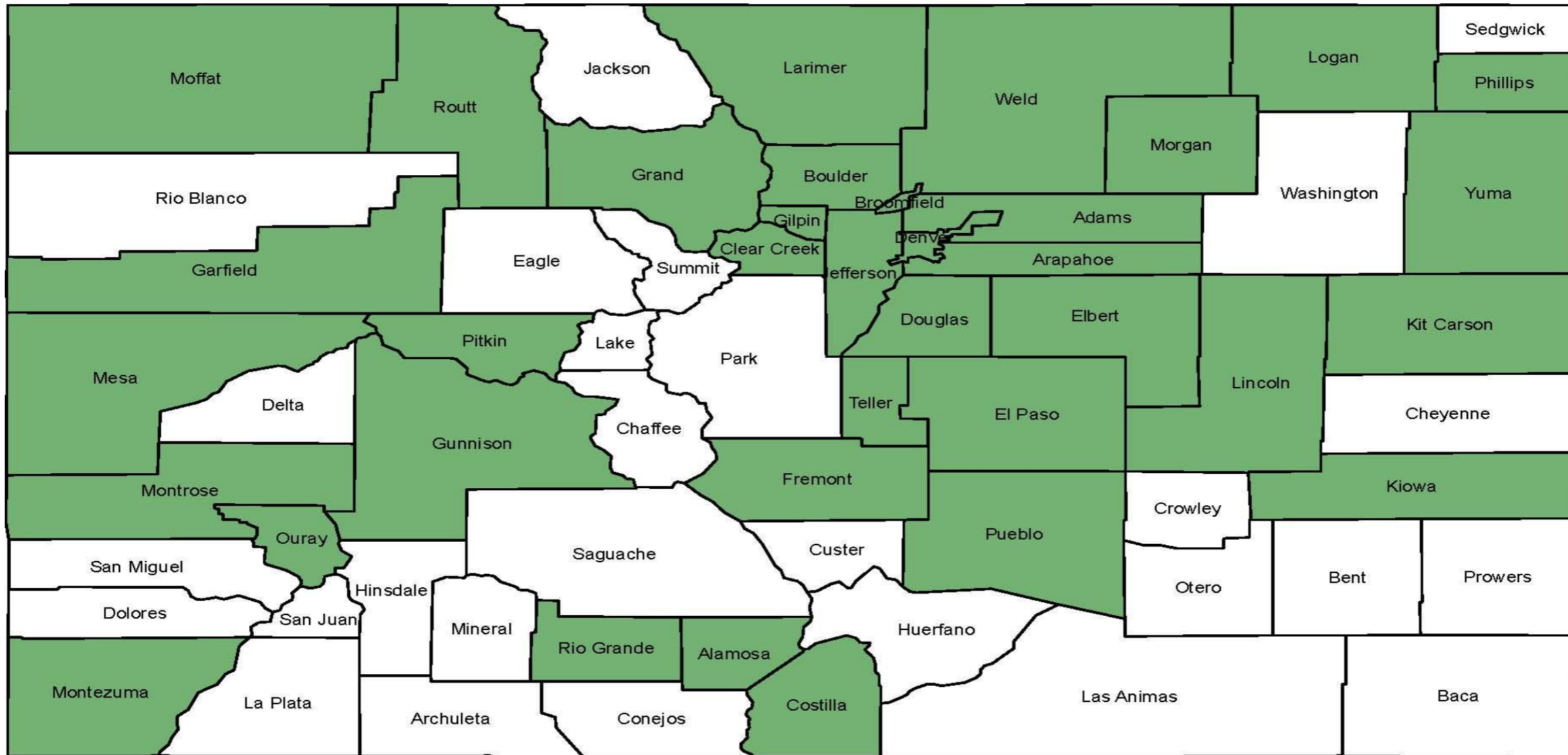


47 Case Management Agencies



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Counties in green may indicate participation in environmental scans, focus group meetings or both.

Counties in white indicate nonparticipation as of December 2015.

Not Participating
Participating

Project Tracking #: 5770

Map Created on: 11/18/2015



PHR Environmental Scans Results

Provider and Client Survey results showed the following:

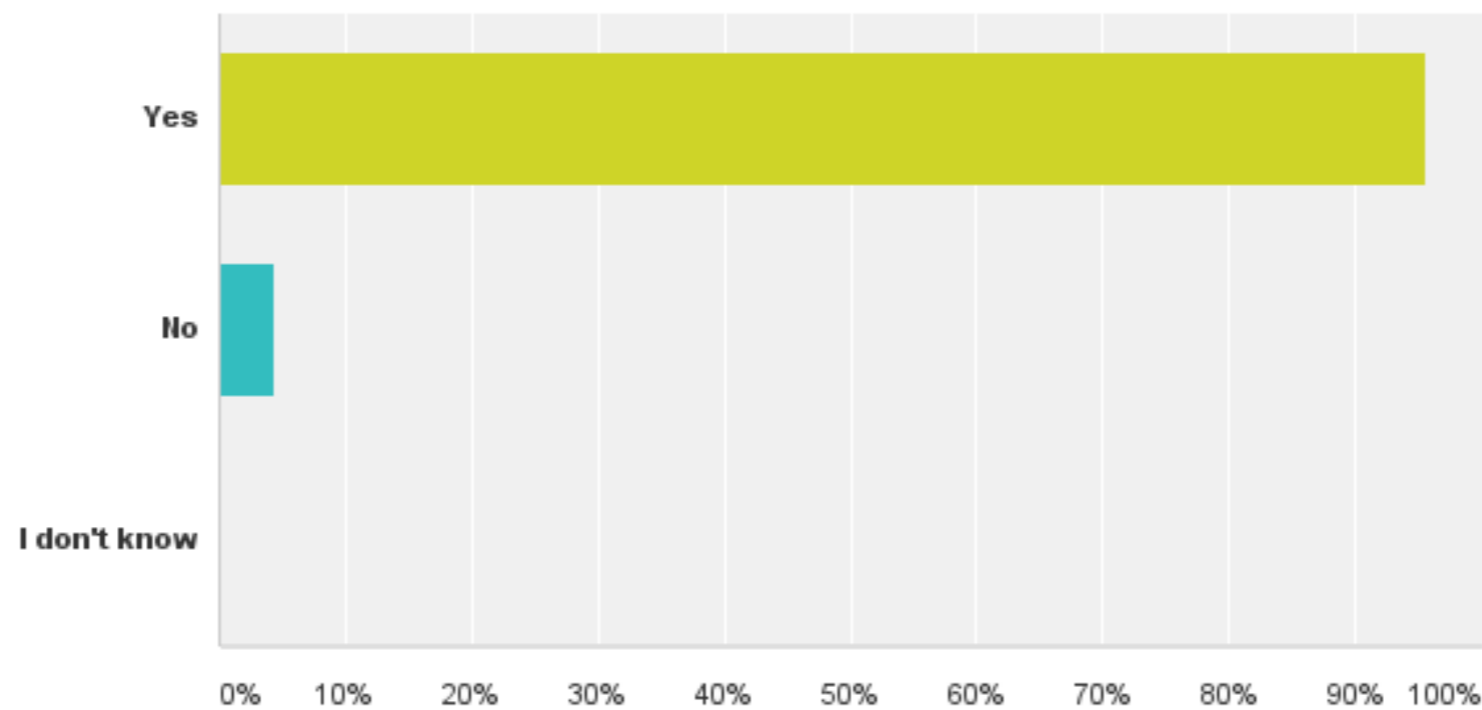
- Access to the Internet
 - Top 3 uses - Email, Facebook and Text Messaging
- 60% of respondents feel it is valuable to connect the PHR with other health information systems
- Key data elements in the PHR include Clinical and non-clinical elements:

Medications	Schedule
Vital Signs	Contact List
Physical Activity	Demographic Info
Hospital ADTs	Transportation

Availability of Internet in your area?

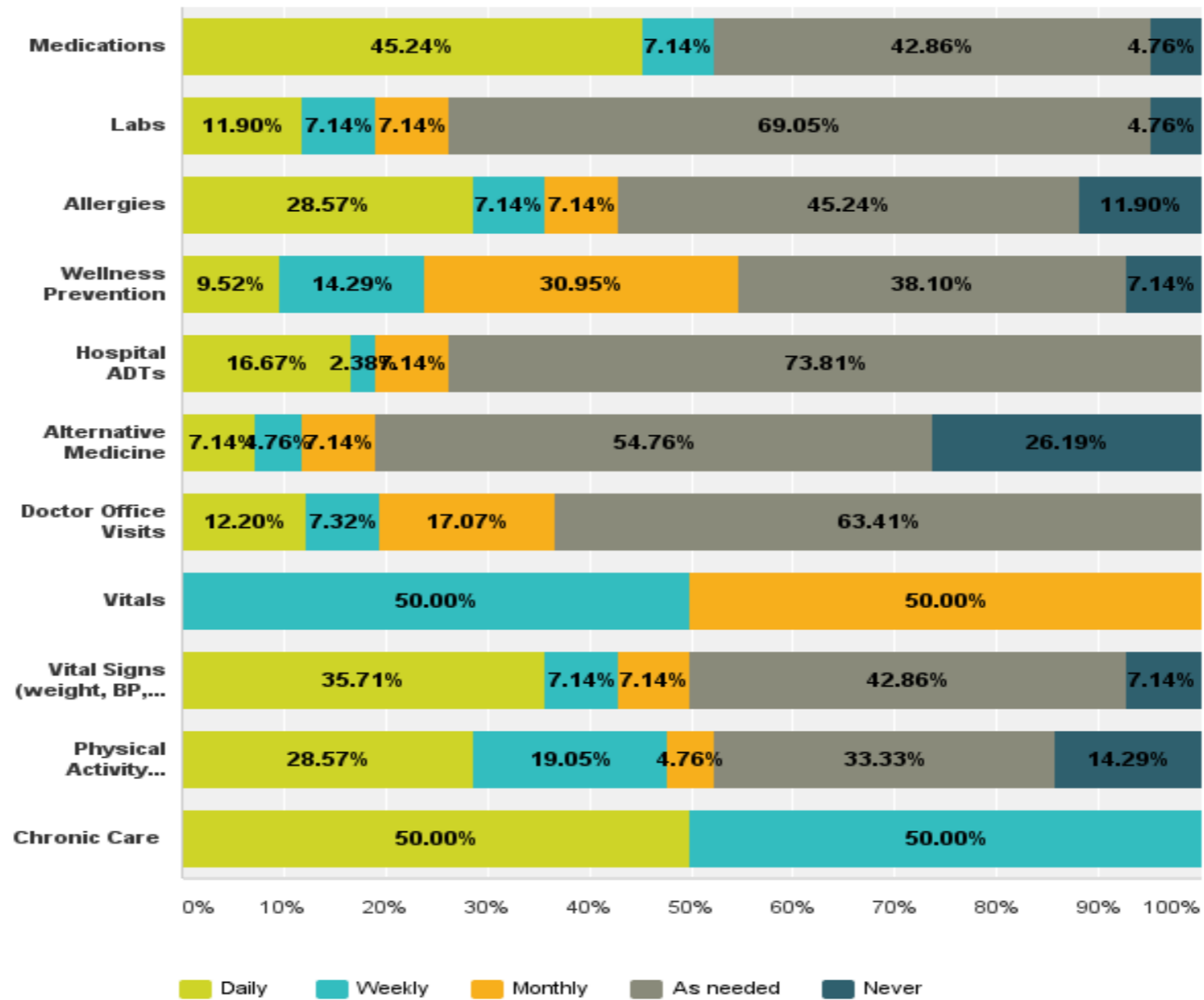
Q4 Is there internet available in your service area?

Answered: 46 Skipped: 0



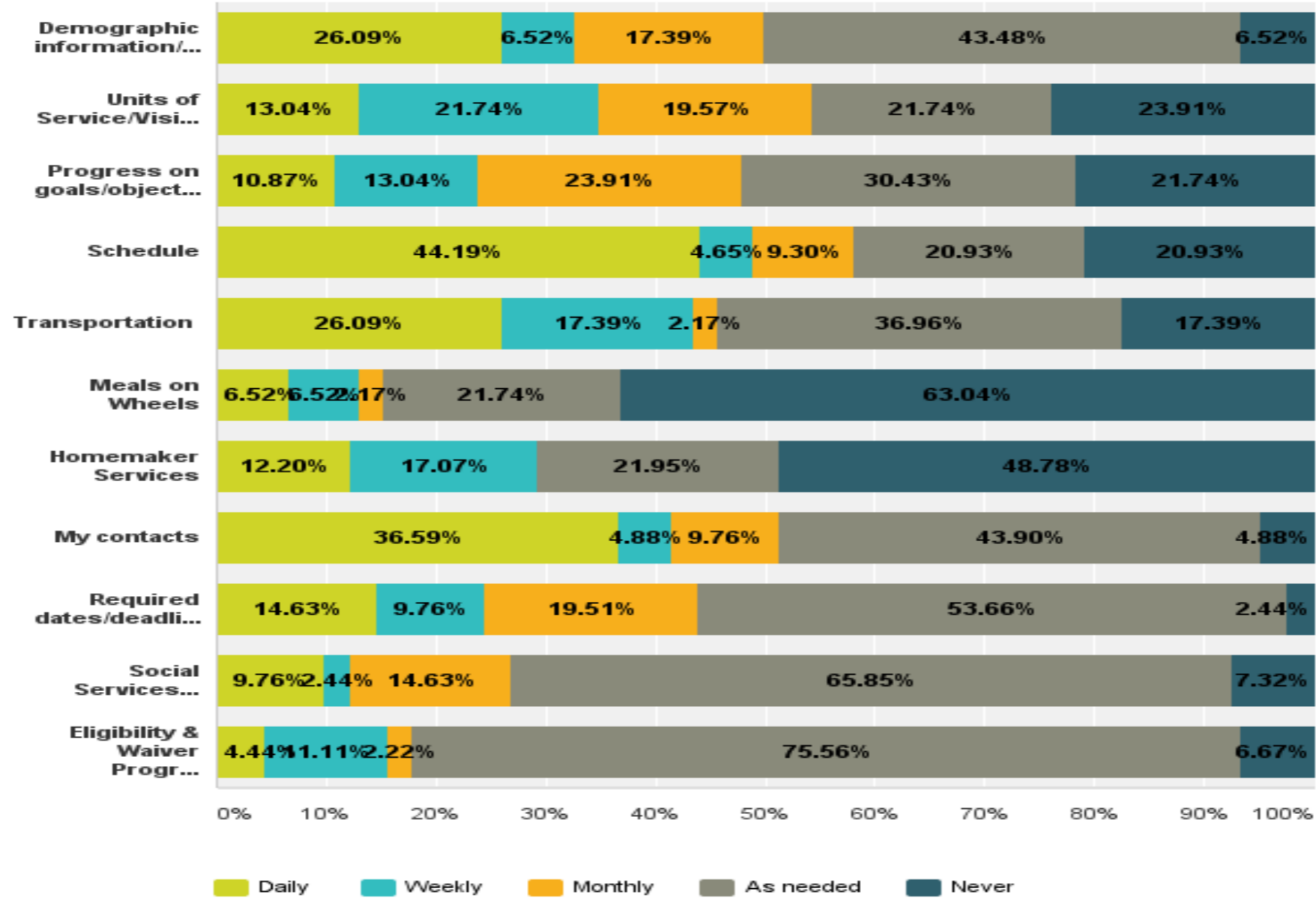
Q12 How frequently would you like to access the following clinical information?

Answered: 42 Skipped: 5



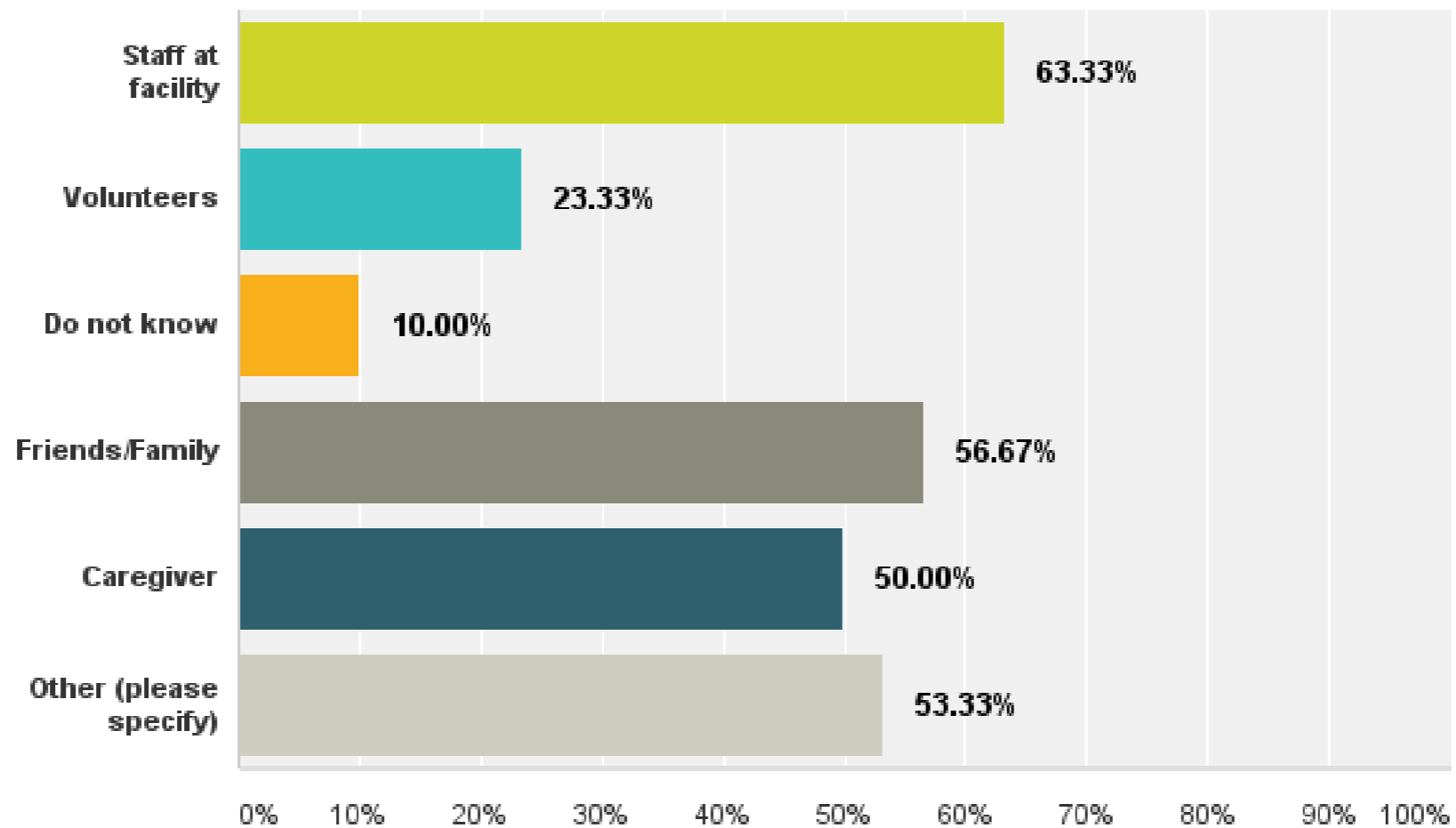
Q11 How frequently would you like to access the following non-clinical information?

Answered: 46 Skipped: 0



Q15 (PROVIDER) What support is available for clients to assist with the tasks of completing consents or PHR training?

Answered: 30 Skipped: 17



Continuous Quality Improvement Cycle



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!



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