

SYSTEMS TRANSFORMATION GRANT SUMMARY OF GOALS, OBJECTIVES, AND STRATEGIES

GOAL 1: IMPROVED ACCESS TO LONG-TERM SUPPORT SERVICES: DEVELOPMENT OF ONE-STOP SYSTEM

Objective 1: Provide Awareness, Information, and Assistance.

Objective 2: Streamline the Multiple Eligibility Processes.

Objective 3: Target Individuals Who Are at Imminent Risk for Admission to an Institution.

Strategies Discussion

Through this goal, NH hopes to build on the success of the SLRCs, local community teams, and the Model Community work to improve the coordination of supports at the community level to enhance access. Proposed strategies include:

- 1) Engage community stakeholders to participate in systems transformation initiatives;
- 2) Improve communication and collaboration among key stakeholders through the establishment of local networks that address the needs of all residents who need LTC;
- 3) Review the New Jersey and Colorado single point of entry systems;
- 4) Creation of a no-wrong door system, whereby individuals receive the information and referrals they need no matter how or where they enter the system;
- 5) Establish the SLRCs as the one-stop centers throughout the state;
- 6) Develop and implement a public education campaign regarding what LTC is, what services are available in NH, and how to access those services;
- 7) Develop strategies to monitor and address racial and ethnic disparities in access to and utilization of services and supports in consumer-directed care;
- 8) Establish and utilize common AIRS protocols, data definitions, and service standards to assure consistent professional standards for the information and referral services provided through the SLRCs;
- 9) Leverage and replicate the work being done in the Littleton Model Community and Seniors Count in Manchester to transform 20 other communities;
- 10) Get community level data regarding the aging of the population, disability rates, hospital admissions and discharges, levels of institutionalization, home and community-based care referrals, and spending on LTC, to support the need for and to promote systems change at the community level;
- 11) Identify persons in acute care settings and explore self-directed and community options for discharge planning;
- 12) Create new community-based service models, such as adult family care to increase the availability of an array of flexible supports to meet individual needs; and
- 13) Develop and pilot a *Rapid Response Team* at the local level that can address the needs of people at imminent risk for admission to an institution through the timely identification of individuals in need of LTC, assessment, and approval of services.

- 14) Integrate with the IT transformation strategies.

GOAL 2: INCREASED CONSUMER CHOICE AND CONTROL: DEVELOPMENT/ENHANCEMENT OF SELF DIRECTED SERVICE DELIVERY SYSTEM

Objective 1: Enhance and Expand Person-Centered Planning

Objective 2: Develop or Enhance Individual Budgeting

Strategies Discussion

- 1) Provide training for staff, medical personnel, families, students, and consumers in person-centered planning using the *Methods, Models, and Tools* curriculum.
- 2) Provide training for staff, medical personnel, students, families and consumers in resource consulting and cultural competence.
- 3) Offer person-centered planning to all individuals seeking services through the ServiceLink Resource Centers.
- 4) Offer training in the Resource Consulting curriculum statewide.
- 5) Enhance the implementation of the new clinical assessment process which ties amount of service to needs rather than available funding.
- 6) Support not-for-profit organizations to operationalize a Cash and Counseling or Agency with Choice model to promote self-direction and consumer choice.
- 7) Develop a statewide system of fiscal intermediaries to advance individualized budgeting.
- 8) Develop an Independence Plus waiver for older adults and adults with disabilities.
- 9) Review Massachusetts's Senior Care Options and Wisconsin's Partnership initiatives.
- 10) Review individual budget calculation and allocation strategies in other states, e.g. Wyoming, Idaho, and Vermont.
- 11) Develop a formal, structured process to keep the work of the various systems change efforts connected.
- 12) Establish a committed group at the state level to focus on these issues.

GOAL 4: TRANSFORMATION OF INFORMATION TECHNOLOGY TO SUPPORT SYSTEMS CHANGE

Objective 1: Design IT applications that will support program policies and processes that are individual-centered and enable persons to direct their own services.

Objective 2: Improve client access to long-term care services through the use of integrated IT system(s).

Objective 3: Use integrated systems to monitor the quality of services rendered.

Strategies Discussion

- 1) Review other states' IT systems that support access and choice and control as well as overall quality management.
- 2) Identify existing systems, reviewing functions, and mapping them from the consumer's point of view;
- 3) Create our ideal of the ideal person-centered LTC system;
- 4) Determine what is needed to coordinate and align existing IT systems or develop new ones to support the vision of the ideal LTC system.