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
• Background about NCI and NCI-AD
• Results for older adults
• How we are using the results
Background about NCI and NCI-AD
<table>
<thead>
<tr>
<th>Survey</th>
<th>People Surveyed</th>
<th>Method</th>
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</thead>
<tbody>
<tr>
<td>Aging and Disabilities</td>
<td>Older adults and adults with a physical disability</td>
<td>Face-to-face interview</td>
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<tr>
<td>Adult Consumer</td>
<td>Adults with I/DD</td>
<td>Face-to-face interview</td>
</tr>
<tr>
<td>Adult Family Survey</td>
<td>Families of adults with I/DD living with family</td>
<td>Mailed survey</td>
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<tr>
<td>Family/Guardian Survey</td>
<td>Families or guardians of adults with I/DD not living with family</td>
<td>Mailed survey</td>
</tr>
<tr>
<td>Child Family Survey</td>
<td>Families of children with I/DD living with family</td>
<td>Mailed survey</td>
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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
• 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
Plan includes two sampling strategies

<table>
<thead>
<tr>
<th>Year</th>
<th>Populations</th>
<th>Total Completed Interviews</th>
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<tbody>
<tr>
<td>FY16</td>
<td>A. Older adults</td>
<td>A. Up to 2,400</td>
</tr>
<tr>
<td></td>
<td>B. Adults with disabilities</td>
<td>B. Up to 2,400</td>
</tr>
<tr>
<td>FY17</td>
<td>A. Adults with disabilities</td>
<td>A. 400</td>
</tr>
<tr>
<td>FY18</td>
<td>A. Older adults</td>
<td>A. Up to 2,400</td>
</tr>
<tr>
<td></td>
<td>B. Adults with disabilities</td>
<td>B. Up to 2,400</td>
</tr>
<tr>
<td>FY19</td>
<td>A. Adults with disabilities</td>
<td>A. 400</td>
</tr>
</tbody>
</table>
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

Health Plans, 13%

Fee for Service, 30%
Gender

Health Plans, 73%
Fee for Service, 75%

Health Plans, Fee for Service,
27% 25%

Female Male
Race and ethnicity – Health plans only

- White: 72%
- Hispanic or Latino: 11%
- Black or African American: 11%
- Asian/Pacific Islander: 6%
- Don’t Know: 1%
Domains

• 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)
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.

Health Plans, 87%

Fee for Service, 74%
Know whom to call if they have a complaint about their services

Health Plans, 81%

Fee for Service, 87%
Services meet all their needs and goals

Health Plans, 73%

Fee for Service, 61%
Can choose or change who provides their services if they want to

Health Plans, 77%

Fee for Service, 53%
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
• 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
Agenda Topic 7

• 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.
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)