

Ready Set Go: Supporting States in Preparation for the Access Rule

Delaware Critical Incident Management

June 13, 2024

A business of Marsh McLennan



1 | Evolution of the Project

2 | Current Work: How the Access Rule Fits In

3 | Delaware Goals

4 | Questions and Answers



Agenda

Evolution of the Project



**Phase 0: Incident
Definition Alignment
(2020)**

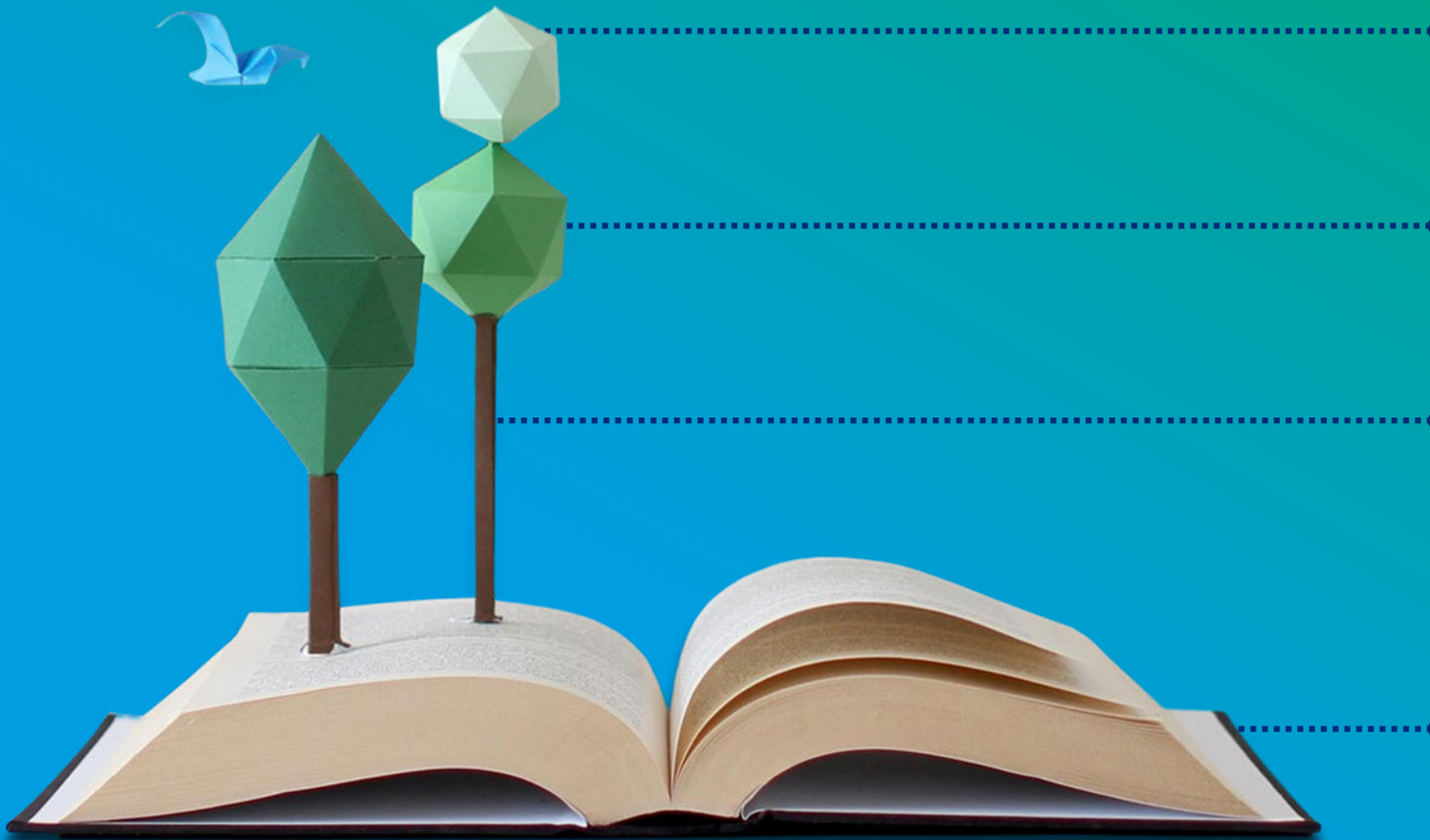
**ARPA 9817 Funding for
Phase 1: Critical Incident
Management Workgroup
(2022–2023)**

**Phase 2: WellSky System
Design and Configuration
(2023–2024)**

Why Now?



Provisions of Access Rule



In the midst of Phase 1 of this work, the Access Rule NPRM was released.

Proposed language regarding Critical Incident Management was included.

Already being involved in planning for an integrated Critical Incident Management System aligns with the proposed language.

An Electronic Incident Management System allows Delaware to be nimble and agile to address the requirements of the final rule.

Current Work

Mercer continues to provide assistance with project management and policy and operations support.



Phase 2 is a joint project with Mercer and WellSky working in partnership.

WellSky is providing IT project management, solution-mapping, design and configuration, and training services as part of their scope of work.



Current Work

Mercer



Workgroup

Ensure cross-Divisional collaboration, as joint decisions about the system need to be made.



Policy Analysis

Identify policy gaps or other necessary changes to policy that will need to be addressed as the system goes live.



Goals for Data

Facilitate conversations on how to use the data and address systemic improvements once the system is live.



Best Practices for a Critical Incident Management Technology Solution

Dr. Keith Ewell, Vice President Solution Architecture

WellSky Human and Social Services Division

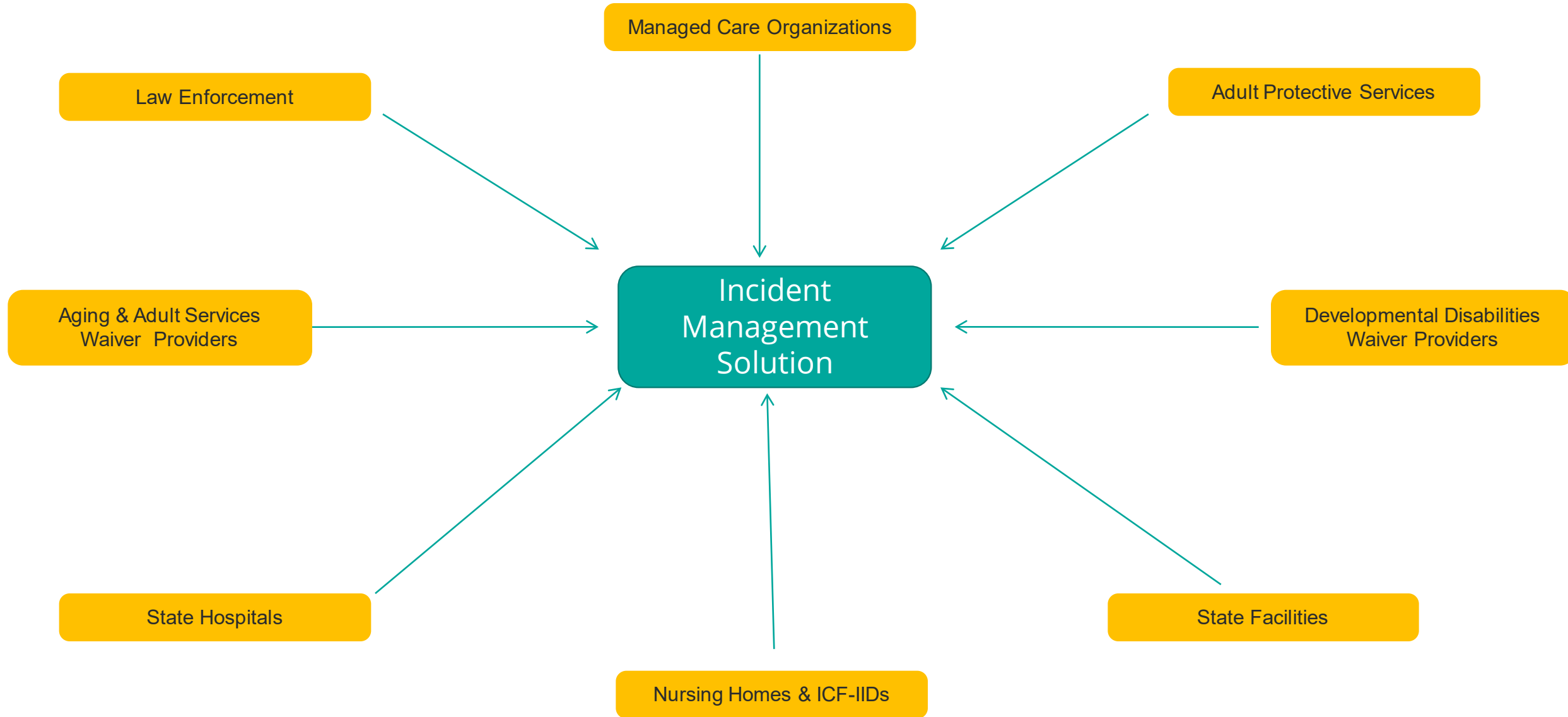
How we Support States

- 30-year focus on providing state human services agencies with purpose-built, cloud-based software to manage aging & disabilities services programs.
- 35+ States use WellSky for statewide case management for Medicaid and/or non-Medicaid funded human services programs and related Federal reporting compliance.
- Most widely used software for Adult Protective Services Nationally (Abuse/Neglect/Exploitation – A/N/E Data).
- Modular Platform for:
 - Waiver Management
 - Quality Monitoring/Program Oversight:
 - Provider Monitoring
 - Critical Incident Management
 - Grievance Processes

Best Practices in a Critical Incident Management Solution

- Considerations for complex ecosystem.
- Need for a single door to report incidents plus:
 - Integrations with other systems (e.g., APS).
 - Integrations with tools to identify unreported incidents.
- Flexibility/Configurability to accommodate differing levels of incident management workflow by Division/Department.
- Single database so to aggregate for all incident data.
- Ability to perform trends analysis and robust reporting.
- Predictive insights.

Incident Reporting — Complex Ecosystem



Single, Dynamic Online Incident Reporting Form Used Across Divisions

Serious Occurrence Report

Any person who becomes involved in completing a serious occurrence report must be a case manager or know the case manager or know the case manager.

To complete a report, fill out the following information. Required questions are marked with a red asterisk.

Serious Occurrence Report

Provider Region *required*

Unanswered North

Reporter Name *required*

Enter response...

Reporter's Relationship to Recipient

Unanswered

Friend

Roommate

Date of Occurrence *required*

Enter response...

Time of Occurrence

Enter response...

Place of Occurrence *required*

Enter response...

Recipient Information

Last Name *required*

Sample

First Name *required*

Minnie

Date of Birth

10/5/1945

Medicaid ID *required*

Enter response...

Address *required*

Enter response...

Address 2

Enter response...

City *required*

Enter response...

State

Enter response...

Zip Code

Enter response...

County

Serious Occurrence Report (SOR)

Recipient Eligibility *required*

Unanswered FE Waiver ID Waiver

PD Waiver FFS MCO

Non Medicaid ID/ICF ID Non Waiver

Service Type *required*

State Agency *required*

Unanswered

Type of Report *required*

Unanswered

Physical, Verbal Abuse or Harassment

Loss of Contact

Other Category

Notification

EPS/CPS Notified?

Unanswered

Law Enforcement

State Staff or Waiver Personnel Notified?

Unanswered Yes No

Health Care Quality and Compliance Notified?

Unanswered Yes No

Is there a pending or ongoing Investigation?

Unanswered Yes No Unknown

Were there any Witnesses?

Unanswered Yes No Unknown

Additional SOR Comments/Details

Comments/Details

Any additional comments or details such as who, what, when, where, event #, etc.

Enter response...

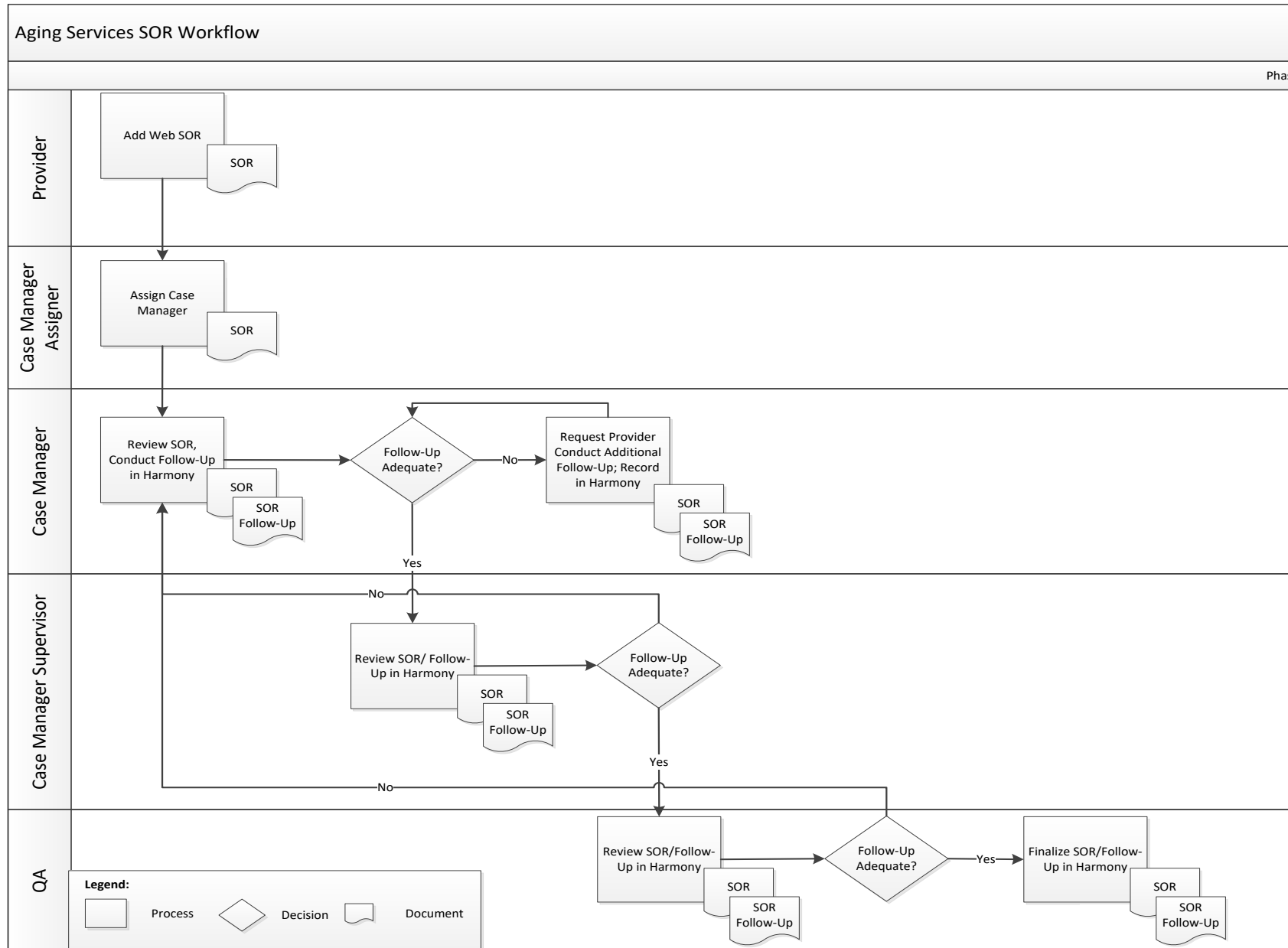
Upload/attach electronic documents related to this serious occurrence report.

Browse... No files selected

Thank you for completing a serious occurrence report.

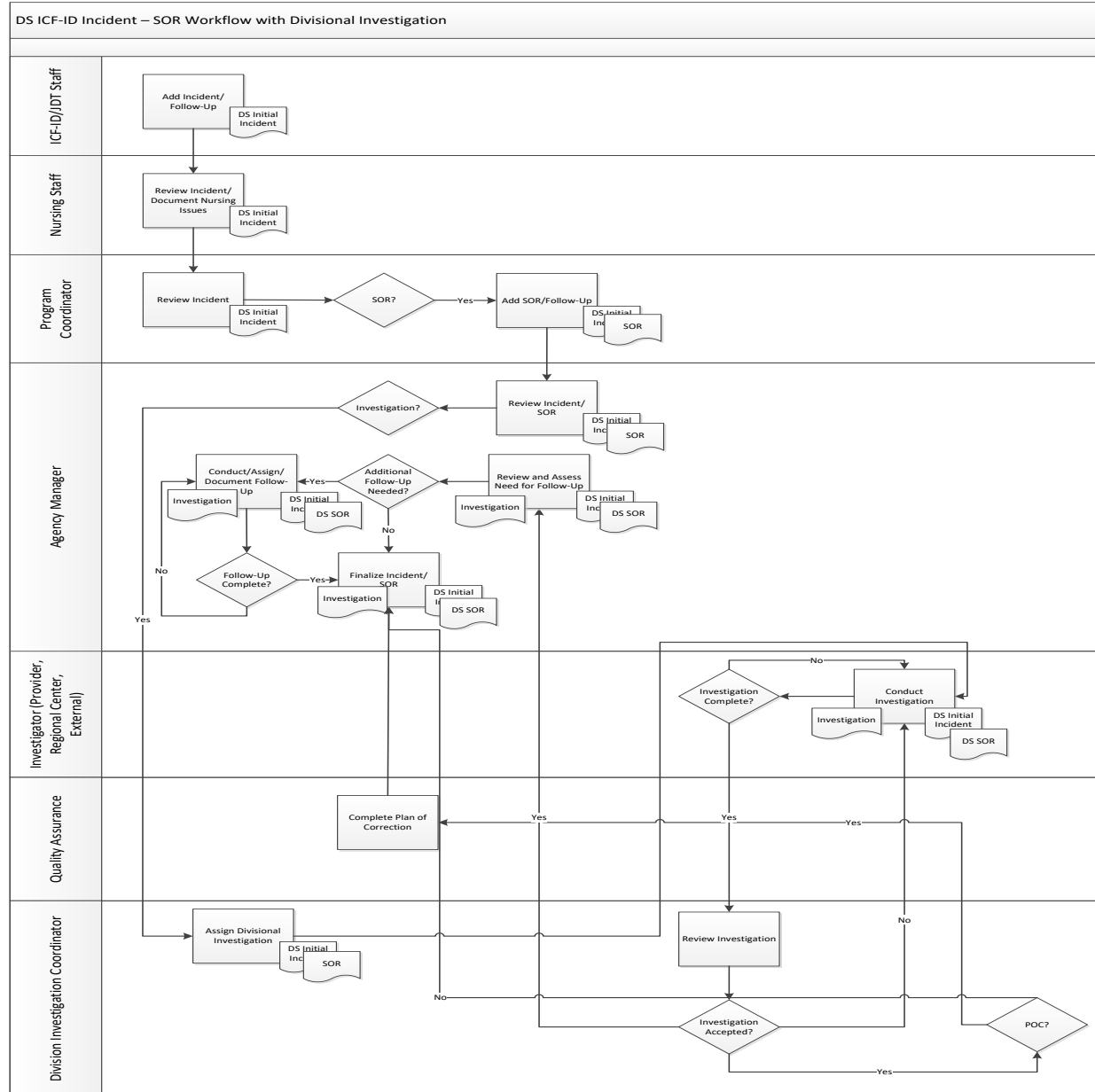
By clicking "submit", you attest that this information is true, accurate and complete to the best of your knowledge and understand that any falsification, omission or concealment of material fact may be subject to administrative, civil or criminal liability. Once this serious occurrence report has been submitted, you will have the option to print the report for your records.

Differential Workflow by Operating Agency



Example of an Aging Waiver Incident Workflow

Differential Workflow by Operating Agency



Example of a DD Waiver Incident Workflow

Population Assessment Overview for Demo

Demo Home Health Agency | Care ending between 07/01/2020 and 12/31/2020

Region: Mountain West

20 PATIENTS

22 EPISODES

20 ADMISSIONS

HOSPITALIZATION RISK

Very High, Elevated, High, Guarded, Low



18% Risk is **3% higher** than WellSky National Average of 15% and **5% higher** than the Mountain West Region Average.

OUTCOMES AND EFFICIENCY ACROSS TOP 5 DIAGNOSES BY VOLUME

Demo Home Health Agency, WellSky Regional Median, WellSky National Median



Population level view showing:

- Region.
- Outcomes and efficiencies across diagnoses.
- Risks as compared to other regions.

Population Level View by Provider Organization

Your Performance for Saint Lukes North Hospital - Barry Road

You are currently viewing 10 agencies and 15 branches.

Episodes Ending Between: 11/23/2019 - 2/26/2020

Population Assessment Overview

VIEW & DOWNLOAD PDF



Real Time Value-Based Metrics

Customize Your Referral Source

Metric	QoPC	HHVBP	Your Result	Trend	Target	WELLSKY NETWORK			Your Result in the Medicare Home Health Compare Distribution	Your Percentile
						Medicare Avg	Medicare Advantage Avg	Overall Avg		
60-day Hospitalization	●	●	12.4%		Not Set	15.6%	14.9%	15.1%		TOP 20
60-day ER Rate		●	7.3%		Not Set	12.8%	13.1%	12.9%		TOP 10
30-day All Cause Rehospitalization		●	6.1%		Not Set	6.2%	6.5%	6.3%	NOT APPLICABLE	
Patients Successfully Discharged to Community			72.5%		Not Set	59.7%	58.2%	59.5%		TOP 30
Timely Initiation of Care 24 hours			32.2%		Not Set	32.1%	33.3%	32.5%	NOT APPLICABLE	
Timely Initiation of Care 48 hours			98.1%		Not Set	95.5%	96.7%	95.8%		TOP 10
Improvement in Ambulation Locomotion	●	●	80.7%		Not Set	78.6%	78.1%	78.5%		TOP 30
Improvement in Dyspnea	●	●	84.6%		Not Set	81.3%	80.2%	81.2%		TOP 20
Improvement in Management of Oral Medication	●	●	76.9%		Not Set	72.1%	73.2%	72.1%		TOP 30
Improvement in Bed Transferring	●	●	79.1%		Not Set	79.4%	80.5%	80.4%		TOP 30
Improvement in Bathing	●	●	80.5%		Not Set	80.9%	80.2%	85.9%		TOP 30

Population level view showing:

- Metrics.
- Performance indicators.

WellSky Performance Indicators



Admissions Trend





Already Live

DDDS has used the WellSky Human Services platform for Critical Incident Management since 2017.

Collaboration

DDDS is collaborating with the other three Divisions on the integrated system.

Improve Their Experience

DDDS is using this as an opportunity to strengthen their own process workflow and data collected to support better reporting.

DDDS

Lessons Learned

Simple is better.



DELAWARE HEALTH AND SOCIAL SERVICES



Do not overthink.



Definitions/allegations should be clear.



Consider impact on the data when you are not consistent.



**What data
are you
missing?**



**What do you do
with that data?**

**What data are
you tracking
now?**



DMMA Goals for the Integrated System



As the State Medicaid Agency, DMMA has the ultimate responsibility for reporting critical incidents to federal partners.

Currently, data is not streamlined, and much of the analysis to identify a problematic pattern is manual.

WellSky Human Services platform will have a positive impact on reporting capacity and transparency on incidents, including from a health equity perspective.

Once the electronic integrated system is complete and data is flowing, trends will be more readily identified.

Goals for Aggregate Reporting



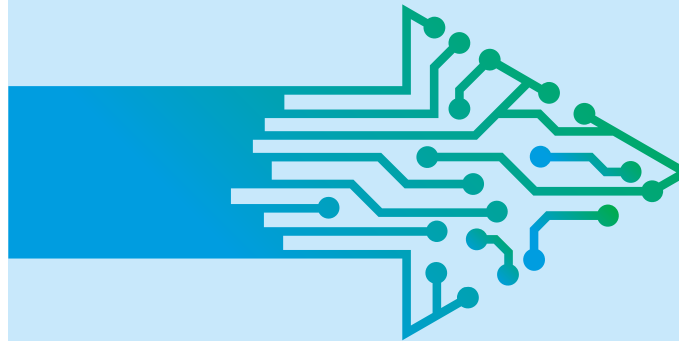
Delaware is a small state, so provider agencies and DSPs, can be shared across programs.

Aggregate reporting should be able to identify incident trends at:

**Provider-level:
“Shady Dr. Smith” or
“Problem DSP”.**

**Member-level:
Sally Sue may need an
updated service plan.**

**Incident-level:
Increase in aspiration
across programs may
indicate a mandatory
retraining of providers
is needed.**




Cross-Divisional Goals



Once a trend is identified that impacts more than one Division, all Divisions collaborate to ensure that the trend is addressed.

.....

Data will then be reviewed again to ensure the intervention has addressed the trend.



Project Lessons Learned



DELAWARE HEALTH AND SOCIAL SERVICES

▶ **Everyone has good ideas.**

▶ **Different Divisions need different things out of the system.**

▶ **Some conversations are more challenging than others.**

▶ **Setting expectations and predicting the challenges helps everyone remain engaged.**

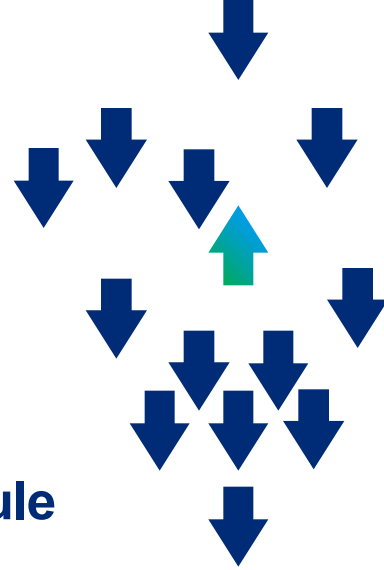
▶ **Start by writing down the process.**

▶ **Respect people's time.**

▶ **Have an open mind!**



Additional Considerations



- **The recently released final Access Rule requires the following:**
 - Grievance system for fee-for-service HCBS.
 - Critical incidents identified when providers are not delivering services as expected.
 - This will be highlighted in future discussions as the system is configured.
- **Other systems to capture underreporting:**
 - May need to consider how the WellSky system will interface with other systems to ensure underreporting is identified and addressed.



Questions?

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