



# Innovations and Best Practices in HCB LTSS

*Long Term Care Commission*

Lisa Alecxih  
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# Innovations and Best Practices

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- Encourage informed choices
- Support unpaid caregivers
- Deploy technology to improve communication and coordination
- Integrate LTSS with primary, acute, and behavioral health care systems



# Informed Choices

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- Intervene at the right time with easily understood information and with the right supports
  - ❑ Infrastructure to respond to individuals seeking assistance, but also proactively identify individuals at critical junctures
    - Aging and Disability Resource Centers/No Wrong Door Systems
    - Minnesota Diversion Program
  - ❑ Options Counseling
    - Person centered approach to decision support
  - ❑ Streamlined access to public programs
    - Medicaid functional and financial eligibility
    - Older Americans Act, Rehabilitation Act, and state programs
  - ❑ Connection to supports available to individuals using their own resources also

# Supporting Caregivers

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- 2/3rds of community-based LTSS provided by unpaid family and friends
  - ❑ Increasingly complex medical tasks
  - ❑ Often serve as de facto care manager and do not recognize themselves as a caregiver
  - ❑ Need more than respite
    - Information, education, out of the box supports
- Limited supports available
  - ❑ Older Americans Act (OAA) National Family Caregiver Support Program (NFCSP), Alzheimer's Disease Supportive Services Program (ADSSP) & Lifespan Respite Care only \$160M annually nationwide
  - ❑ New VA Caregiver Program - \$1.5B over four years (\$386M annual avg.)
  - ❑ State funded programs
  - ❑ Some programs pay family and friends

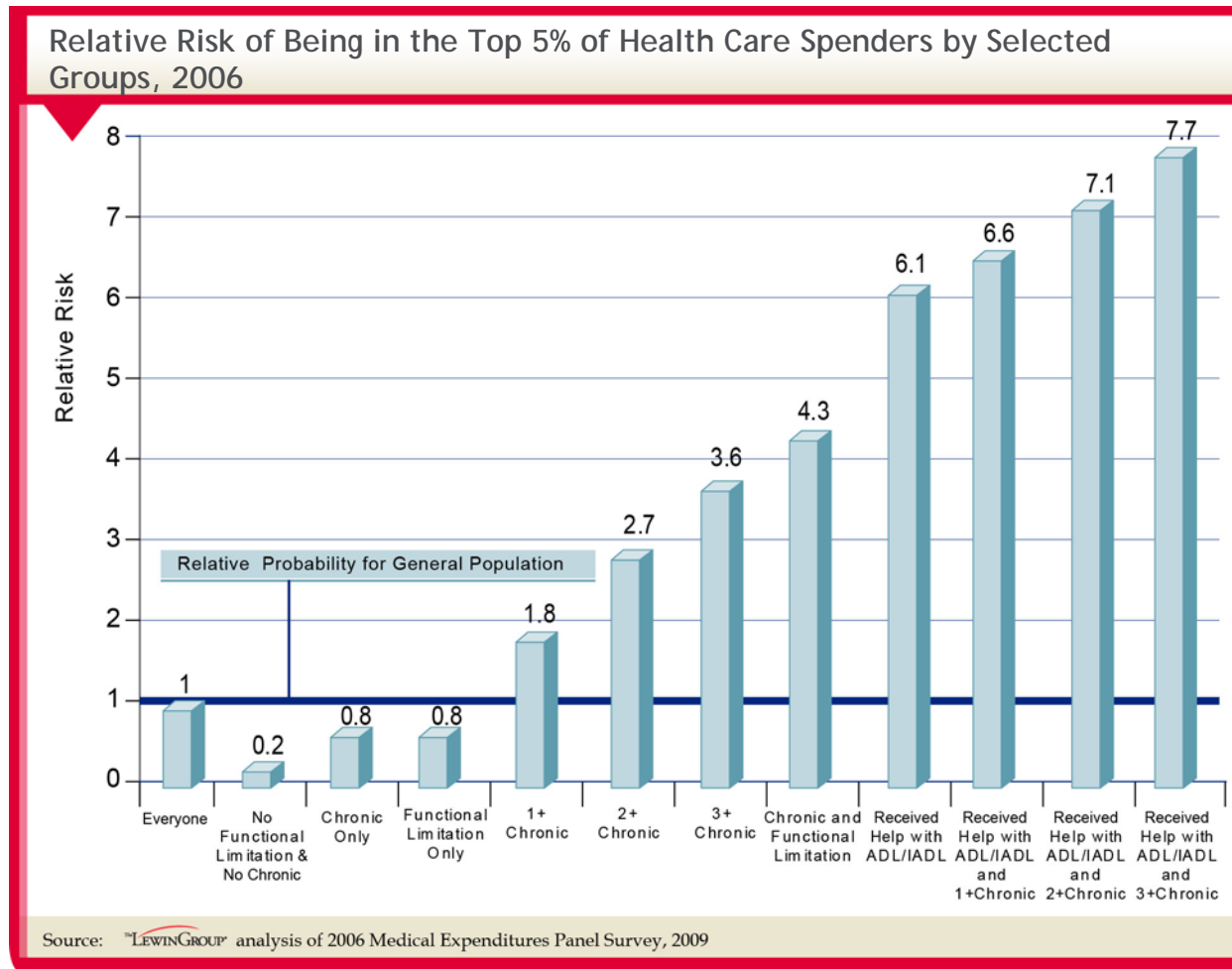
# Deploying Technology

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- To provide information when needed
  - ❑ Resource databases
  - ❑ Worker and housing registries
  - ❑ Decision support
- To improve coordination and avoid duplication
  - ❑ Electronic referrals to other services
  - ❑ Warm hand-offs with advanced phone technology
  - ❑ Including LTSS providers and personal health records in EHR
- To allow independence through communication and monitoring
  - ❑ Home monitoring tools
  - ❑ Video visits
  - ❑ Granny pods



# Potential LTSS Users Need Better Care from the Health System

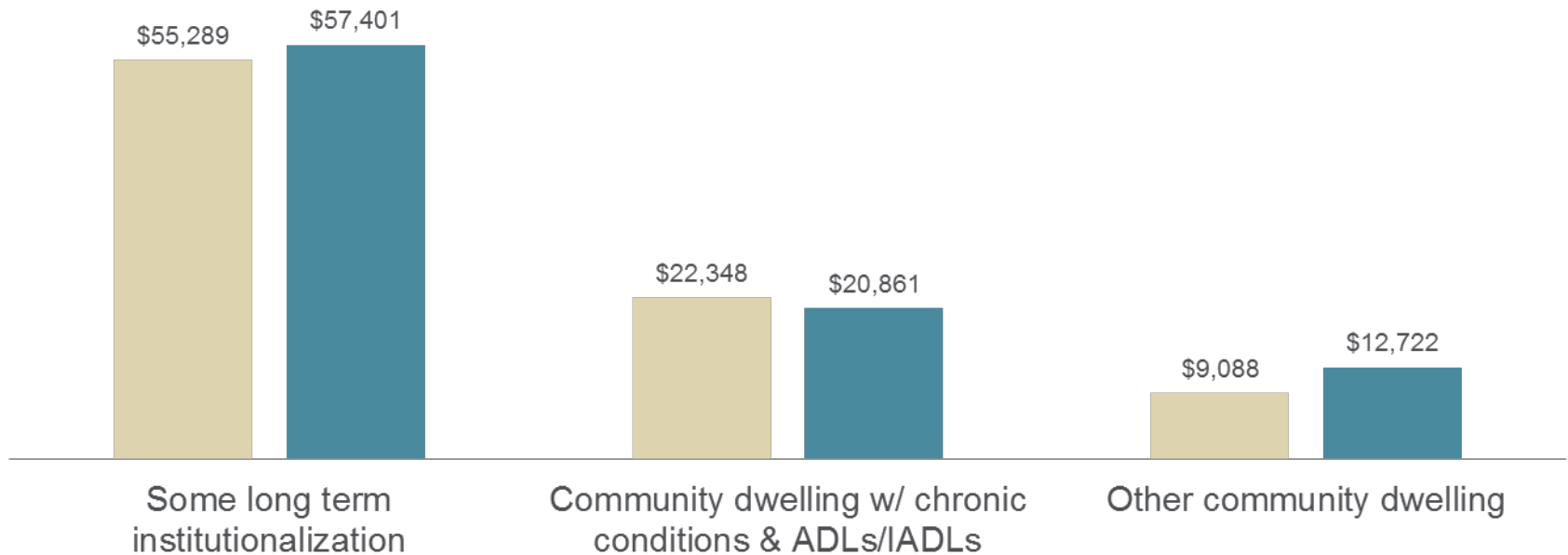


**People with Chronic Conditions & Functional Limitations are 4 to 7 Times More Likely to Reach the Top 5% of Health Spenders**

# Individuals with Functional & Cognitive Impairments Need to Serve as the Touchstone for Systems Transformation

## Among Medicare Beneficiaries, Functional Impairment Drives Health Spending Regardless of Funding Source

■ Medicare with No Medicaid    ■ Medicare-Medicaid Enrollees



Source: The Lewin Group analysis of the Medicare Current Beneficiary Survey, Cost and Use, 2006.

# Community Integrated Systems

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- Patient, population and community centered
- Acute, Behavioral Health and Long Term Services and Supports
- Right services, at the right time, in the right setting
- LTSS users and their caregivers (both paid and unpaid) must play an integral role across the health and social support systems