



Minnesota Department of Human Services

PHR for LTSS *Demo*

*Minnesota's Personal Health Record for Long Term Services and Supports Demonstration
(funded by a CMS TEFT Grant)*

Project Update

12/9/2015

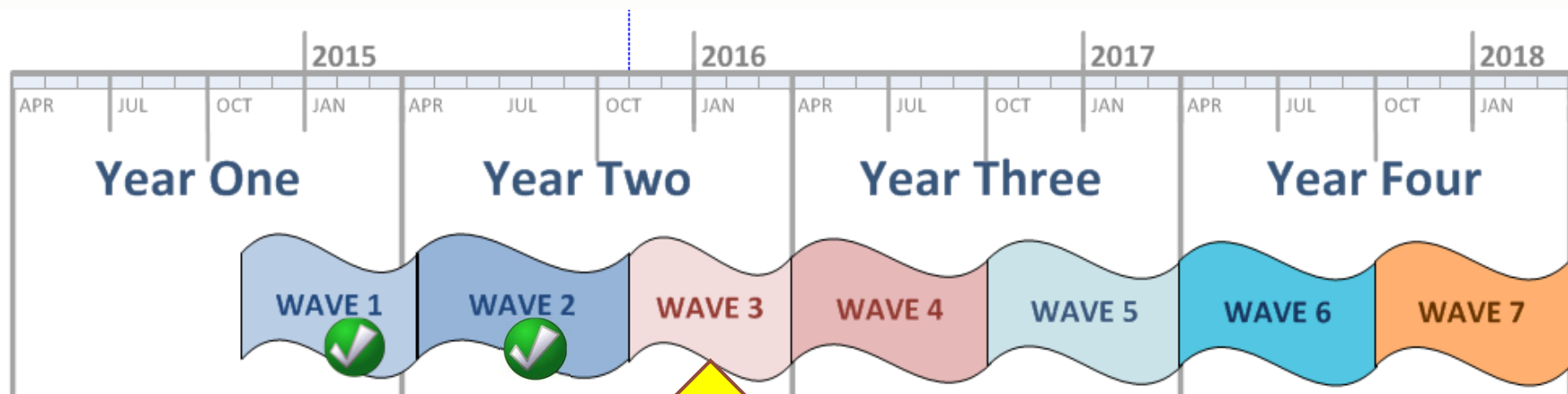
FOCUS ON 2 OF 4 PROJECT DELIVERABLES

- 1. Demonstrate use of an untethered Personal Health Record (PHR) system with beneficiaries of CB-LTSS**
- 2. Identify, evaluate and test an electronic Long Term Services and Supports (e-LTSS) standard with the Office of National Coordinator (ONC)**



OVERALL PROJECT UPDATES

- Segmented project into seven “Waves”



We are here



#1. PHR FOR LTSS: GOAL

Prove we CAN
share information
from DHS systems
in a way that is:

Accessible

- For seniors
- For people with disabilities

Useful

- For beneficiaries/legal representatives
- For case managers

Securely Available

- Where beneficiaries access the Internet
- Through a mobile-first platform





HEALTH RECORDS

Lab results, medications and more



MESSAGES

Message your Providers or Care Team



Mr. Tom L. Gossett ▾

Print Health Records

HealthRecordsDocuments_Title

+ Add

Document ⇅	Source ⇅	Date Processed ▾	Service Date ⇅
CareSummary <small>📎 Long Term Services and Supports Profile Page_JamesL.Gibson.docx</small>	Tom Gossett 	Aug 25, 2015 2:42 PM CDT	Aug 25, 2015 
OtherResults <small>📎 ! My Health Summary.pdf</small>	Tom Gossett	Mar 27, 2015 3:48 PM CDT	

Long Term Services and Supports Profile Page:



NOTE: This profile is provided by the MN Department of Human Services for your information. Please contact your Case Manager if you have questions about this information.

Beneficiary Information

Name: James L. Gibson
Address:
1524 Oak Avenue
Apt #25
St. Paul, MN 55164-1234
Date of Birth: 04/06/1950
Age: 65
Primary Language: English
Legal Representative: Lisa R.
Gibson

Case Manager

Name: Mary Jones
Employer: Otter Tail County
Human Services
Phone Number: 555-555-1212

Waiver Program

Waiver: Elderly Waiver (EW)
Begin Date: 1/1/2015
End Date: 12/31/2015
Functional Reassessment Date:
11/30/2015
Financial Reassessment Date:
10/31/2015
Monthly Spend Down Amount:
\$500

Financial Worker

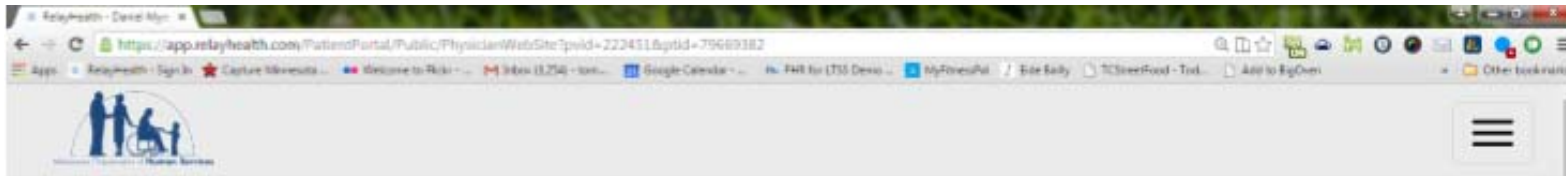
Name: John Smith
Employer: Otter Tail County
Human Services
Phone Number: 555-555-1212

Mr. Tom L. Gossett + Add Family Member

Mr. Tom L. Gossett's Providers

+ Add Provider or Facility for Mr. Tom L. Gossett

Provider or Facility	Status 	Privacy Preferences	
Mary Jones, LSW Otter Tail County Human Services	Pending	Public - Public	Remove
Dr. John Smith Lake Region Health Clinic	Pending	Public - Private	Remove



[← Back to Your Providers](#)

Mary Jones, LSW's Online Office

Case Management



Thank you for visiting me online. If you have not already done so, [please register](#) to communicate with my office and consult me regarding non-urgent matters. If you already have a RelayHealth account, please [sign in](#) to prevent account duplication.

Contact Information

[About this online service](#)

[Recommended Web sites](#)

[Specialties](#)

Main Contact Information

Mary Jones, LSW
1234 Fir Avenue
Fergus Falls, MN 56537
Phone: (218) 555-1212
Fax: (218) 444-2222

[Directions](#)

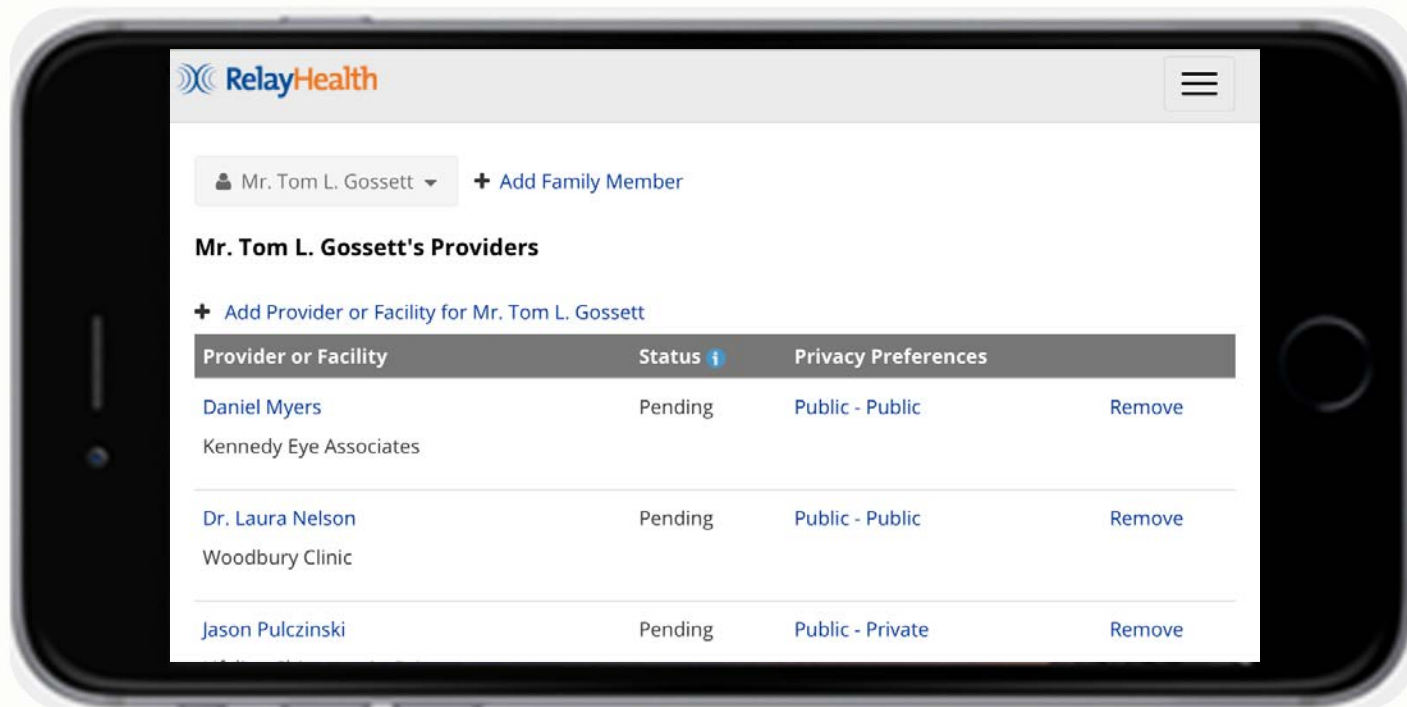
Office Locations

Otter Tail County Human Services

1234 Fir Avenue
Fergus Falls, MN 56537
Phone: (218) 555-1212
Fax: (218) 444-2222

[Directions](#)

MOBILE INTERFACE



PHR FOR LTSS: WHAT WE'VE DONE - COLLABORATIVE

- **Collected & Scored RFP Responses**
- **Selected PHR Community Collaborative Grantee**
- **Initiated Grantee Contract (signatures pending)**



PHR FOR LTSS: WHAT'S NEXT – COLLABORATIVE

- Establish governance structure
- Establish sub-contracts with vendors
- Establish data sharing and consent agreements
- Identify beneficiaries to test/use system



PHR FOR LTSS: WHAT WE'VE DONE – INTERNAL

- Identified DHA data elements to pass to PHR
- Identified MMIS messages that could be passed to PHR as .pdf
- Established partnership with DHS SIM/IHP project to develop and use aggregator and secure data transfer processes



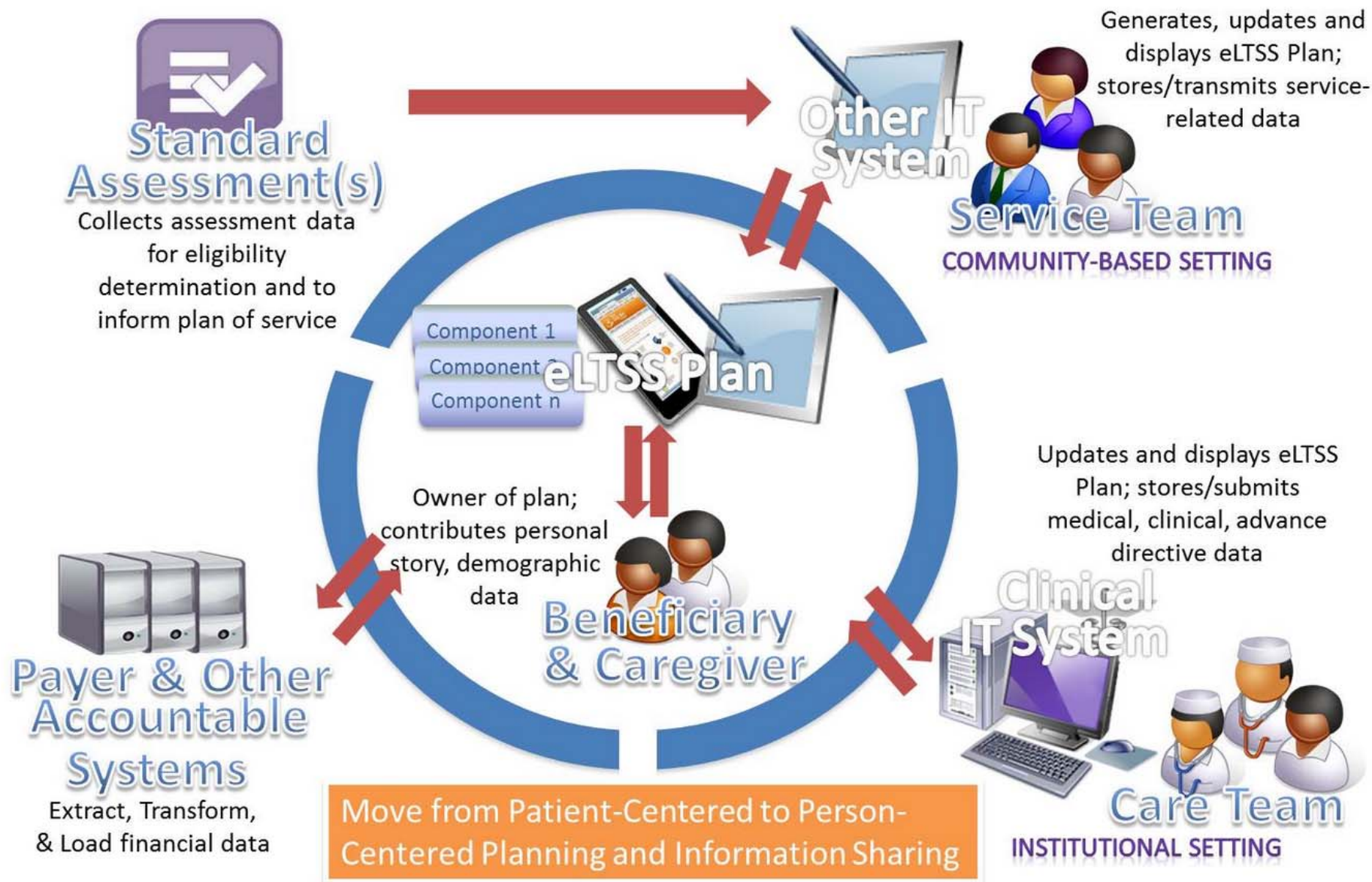
PHR FOR LTSS: WHAT'S NEXT – INTERNAL

■ Wave 3 Goals:

- Finalize resource estimates
- Begin development of data aggregator and secure data transport mechanism for SIM and PHR
- Establish data transfer protocols with technology vendor



ELTSS STANDARD: ONC



ELTSS PLAN: PROPOSED DOMAINS & SUB-DOMAINS

Domains

Individual Outcomes

Work

Residence

Community Inclusion

Choice & Decision Making

Relationships

Satisfaction

Self-Determination

Person-Centered Profile

Health, Wellness, and Rights

Health

Respect/ Rights

Medications

Safety

Wellness

Behavioral Needs

Restraints

System Performance

Access

Service Coordination

Financial/ Payer Information

Service Information

Staff Stability

Family Indicators

Choice & Control

Family Outcomes

Satisfaction

Family Involvement

Community Connections

Access & Support Delivery

Information & Planning

Sub-domains

Cross-cutting Domains

Goals

Priorities

Issues

Interventions

ELTSS STANDARD: WHAT'S NEXT

■ Wave 3 Goals:

- Initiate first pilot test of candidate standard with Collaborative:
 - Engage members (county, clinical, LTSS)
 - Inventory data they currently have
 - Test data exchange



3. BENEFICIARY EXPERIENCE SURVEY: WHAT WE'VE DONE - MN

WAVE 1

11/1/2014 - 4/13/2015

- Minnesota Completed Round One (by 10/31/2014)

Surveyed Population	Target	Completed Phone	Completed Face to Face	Total Completed	% Completed	Progress
BI	60	16	56	72	120.0%	<div style="width: 120%;"></div>
EW	150	32	123	155	103.3%	<div style="width: 103.3%;"></div>
PCA with SMI	150	31	124	155	103.3%	<div style="width: 103.3%;"></div>
All	360	79	303	382	106.1%	<div style="width: 106.1%;"></div>



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BENEFICIARY EXPERIENCE SURVEY: WHAT WE'VE DONE - MN

WAVE 2

4/14/2014 - 10/31/2015

- **Truven completed analysis of data collected by all states**



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BENEFICIARY EXPERIENCE SURVEY: NUMBER SURVEYED - 9 STATES

Program	Overall	In-person	Phone
Overall	3226	2552	671
Aged Only	197	159	38
Physically Disabled Only	111	89	22
Aged/Disabled Combined	1787	1423	364
Intellectual or Developmental Disability	387	301	86
Traumatic Brain Injury	331	247	84
Serious Mental Illness	410	333	77

Source: AIR analysis of HCBS Experience of Care Survey Field Test, TEFT Demonstration, May 2015.



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BENEFICIARY EXPERIENCE SURVEY: PROJECT BACKGROUND

- **Goal: Develop and test a valid and reliable survey to gather participant feedback on experience with Medicaid home and community-based long-term services and supports (CB-LTSS) and obtain Consumer Assessment of Healthcare Providers and Systems (CAHPS®) trademark and National Quality Forum endorsement**



BENEFICIARY EXPERIENCE SURVEY: CONCLUSIONS - PROXIES

- Proxy refers to any help the respondent received in completing the survey
- Restating a question, prompts, translating a question, helping use assistive technology
- Initially, proxies were not allowed but were allowed later

Technical Expert Panel (TEP) CONCLUSION:

- Proxies should be allowed in future iterations of the survey



BENEFICIARY EXPERIENCE SURVEY: CONCLUSIONS - MODES

- **Two survey modes:**
 - **80% randomized to in-person**
 - **20% randomized to phone**
- **Respondents could switch**
- **No mode differences in how respondents rate care**

Technical Expert Panel (TEP) CONCLUSION:

Both modes should be available for future administrations



BENEFICIARY EXPERIENCE SURVEY: GENERALIZABILITY OF RESULTS

- In combination across all states, samples were large enough to conduct validity and reliability analyses of the survey across the various program types
- Sample was not drawn to be representative of any one program in any one state



BENEFICIARY EXPERIENCE SURVEY: GENERALIZABILITY OF RESULTS, CONT.

- In general, the sample size associated with a given program is not large enough to be considered representative
- Caution is urged when drawing any conclusions about program performance or generalizing to the program as a whole



BENEFICIARY EXPERIENCE SURVEY: WHAT'S NEXT

- **Begin preparing for Round 2**
- **Round 2 planned for 2017**



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#4: “FASI” – FORMERLY MODIFIED “CARE” FUNCTIONAL ASSESSMENT

- Modified “CARE” has been renamed to

Functional
Assessment
Standardized
Items

FASI



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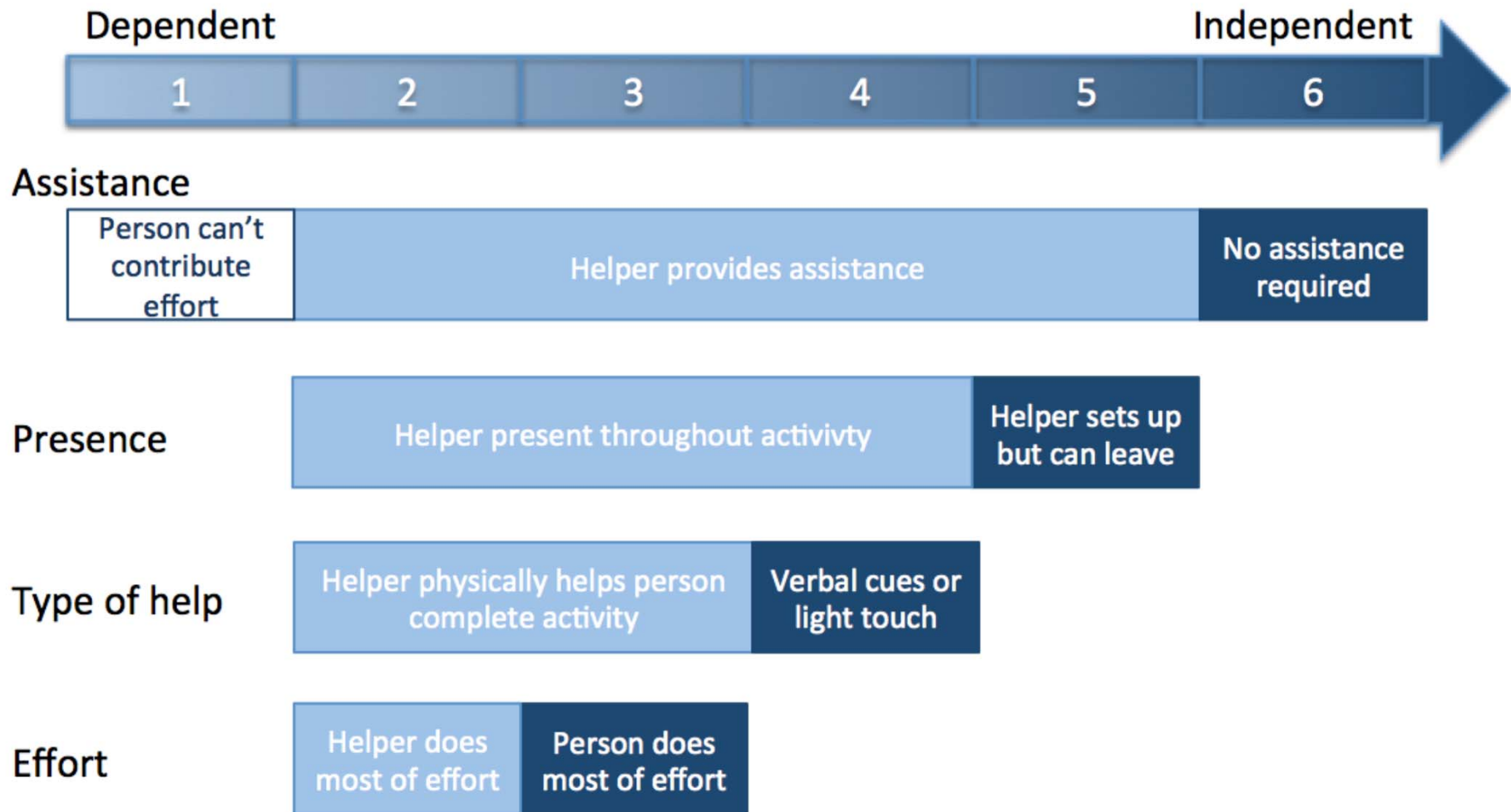
Minnesota's Personal Health Record for Long Term Services and Supports Demonstration
(Guided by a CIVIC LEAD Group)

FASI: WHAT WE'VE DONE

- **Technical Expert Panel has determined that the number of items to be tested will be much fewer than originally anticipated (15 - 25 items)**
- **In MN we will contract with a vendor to perform test assessments on a limited number of Waiver beneficiaries**



FASI: CMS RATING SCALE STRUCTURE



FASI: POPULATION TO ASSESS

- **CMS target number of assessments:**
 - **DD Waiver - 400**
 - **BI Waiver - 400**
 - **SMI - 246**
- **Alpha testing is ongoing in CT**
- **Round one Assessments will be conducted in MN from June – December, 2016**



FASI: WHAT'S NEXT

- Alpha testing is being conducted in Connecticut now
- Data collection for round one will be conducted from June – December, 2016



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