

Long Term Care Connections Logic Model Action Plan (Draft July 11, 2007)

The goal of the project is to establish ADRCs to serve as a comprehensive resource on long term care and provide information and assistance in accessing services, planning for long term care financing and delivery, benefits outreach and proactive choice counseling for the general population.

#1 The Michigan Long Term Connections Provides comprehensive, reliable, unbiased information to consumers, caregivers, and providers on accessing long term care services.				
Original Grant Goal #1: Offer consumers the opportunity to explore a wide range of long-term care options in order to develop individual plans of care based on informed choice				
Original Grant Goal #6: ADRC/SPE operations demonstrate cultural competency				
Activities/Process	Outputs	Process Measures	Outcomes	Outcome Measures
1a. Develop outreach standards.	Standards	Local outreach efforts use standards	Outreach campaign reaches economically and culturally diverse populations.	% respondents in RDD survey familiar with MILTCC
Develop marketing plans for each MILTCC site.	Marketing plans	Activities planned for local outreach	<i>The public, including economically and culturally diverse populations, recognize MILTCC as a source of LTC information and assistance.</i>	<i># and % of population served based on census figures (new and repeat)</i>
Implement outreach activities to market LTCC to community partners and consumers.	Presentations Media Releases	<i>Number and types of outreach activities</i>	Community partners refer consumers to MILTCC.	<i># of Contacts to by referral source</i> <i># calls to MILTCC before and after marketing campaign, press event, etc.</i>
1b. Develop community education strategy.	Community education strategy	Local community education efforts utilize strategy	<i>The public is aware of the importance of LTC planning.</i>	% respondents in locally focused RDD or other survey familiar with LTC issues
Deliver community education campaign/events.	Community education campaign/events	# and type of community education events		
1c. Develop policy regarding distribution of materials advertising the services of particular providers.	Provider material policy	Description of excluded materials	<i>Consumers, families, and providers receive clear, culturally competent, useful, timely, and reliable information from MILTCC.</i>	Response to consumer interview questions
Develop/collect consumer	Consumer education materials	Materials	<i>Consumers, families, and providers receive consistent, unbiased, and</i>	Servicepoint records Referral reports

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<p>education materials</p> <p>Develop provider resource information template for Servicepoint</p> <p>Develop standards for resource information in Servicepoint</p> <p>Create, maintain, and update resource database according to standards.</p>	<p>Resource database</p> <p>Resource information standards</p> <p>Resource records</p>	<p>Standard information is documented on all providers</p> <p>Standards</p> <p># of resources</p> <p>Types of resources</p>	<p>comprehensive information from SPEs.</p>	<p>Response to staff survey questions</p> <p># referrals by level of care setting</p>
<p>Id.</p> <p>Train staff on information in the resource directory.</p> <p>Train staff on consumer education materials available through MILTCC.</p>	<p>Training materials</p>	<p><i># of trainings</i></p> <p><i>Type of training</i></p>	<p>MILTCC staff are knowledgeable about the resources available in the directory.</p> <p>MILTCC staff are knowledgeable about the available consumer education materials.</p>	<p>Response to training evaluation survey</p>
<p>Ie.</p> <p>Provide information and materials educating consumers on how to evaluate providers in meeting long term care needs.</p>	<p>Consumer Education Materials</p>	<p><i># of information packets mailed to consumers</i></p> <p><i># hits on consumer guide webpage per month</i></p>	<p>Consumers have the information they need to evaluate long term care services.</p> <p>Consumers find the information about evaluating long term care services provided by MILTCC useful when making choices.</p>	<p>Response to consumer interview questions.</p>
<p>If.</p> <p>Provide information to consumer about planning and self determination with long term care</p>	<p>Consumer education materials</p>	<p># of brochures provided</p> <p># of face to face conversations</p>	<p>Consumers have the information they need to make their own decisions about long term care services.</p>	<p>Response to consumer interview questions</p>

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services.		# hits on web site	Consumers have the information they need to make their own decisions.	
<p>1g. Connect consumers to community experts to provide information related to special needs of consumers.</p> <p>Distribute special needs guides to appropriate consumers.</p>	<p>Resource directory referrals</p> <p>Mailings</p>	<p># referrals</p> <p># and type of consumer guides available</p> <p>#of guides mailed to consumers</p> <p># of hits on website</p>	<p>Primary and secondary consumers with special needs have the information they need about specialized resources.</p> <p>Primary and secondary consumers with special needs find the information they received useful when making choices.</p>	Response to consumer interview questions
<p>1h. Connect consumers with education providers and resources regarding health, chronic disease, and elder safety.</p> <p>Distribute information related to optimizing health, managing chronic disease, and elder safety.</p>	<p>Resource directory referrals</p> <p>Mailings</p>	<p># of referrals</p> <p># of resources available</p> <p># of guides mailed</p> <p># of hits on website (if available)</p>	<p>Primary and secondary consumers have the information they need about activities and behaviors that contribute to better health.</p> <p>Primary and secondary consumers used the information they received to optimize their health, manage chronic conditions, and increase their safety.</p>	Response to consumer interview questions
<p>1i. Connect caregivers with resources related to their needs and roles.</p> <p>Provide caregivers with special information related to their needs and roles.</p>	<p>Resource directory referrals</p> <p>Mailings</p> <p>Meetings (face to face or phone)</p>	<p># of resources available</p> <p>Types of resources available</p> <p># of guides mailed</p> <p># of hits on website</p>	<p>Caregivers have the information they need about the caregiving role, how to support the consumer, and how to protect their own physical and mental health.</p> <p>Caregivers find the information they received useful when helping their loved one and themselves.</p>	Response to caregiver survey questions

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#2 The Michigan Long Term Connections Project works towards a goal of seamless efficiency in assisting consumer and families with long term care needs.				
Original Grant Goal #2: Faster access to services through streamlining the multiple eligibility and assessment processes				
Activities/Process	Outputs	Process Measures	Outcomes	Outcome Measures
<p>2a. Convene Interagency Workgroup to share information and discuss ways to develop shared assessments to avoid duplication in Level of Care and functional eligibility determination for consumers. (ASCAP MDS-HC).</p> <p>Develop electronic modular universal assessment.</p> <p>Implement electronic modular universal assessment.</p> <p>Develop partnership agreements so that LOC determinations conducted by MILTCC staff can be accepted into the MSA system.</p>	<p>Electronic modular universal assessment</p>	<p><i>Flow Chart of clinical eligibility process pre and post MILTCC</i></p>	<p>MSA, OSA, DHS, and DCH have a shared understanding of the functional assessment process.</p> <p>Level of Care determinations are completed in a timely manner.</p> <p>Level of Care determinations are processed accurately.</p> <p>Consumers feel functional assessments are completed in an efficient and timely manner.</p> <p>Consumers and providers experience decreased redundancy in information collection and sharing.</p>	<p>Response to stakeholder survey questions</p> <p>Response to consumer interview questions</p> <p>Time to assessment completion improves over time.</p> <p>Fewer LOC determinations are overturned.</p>
<p>2b. Convene Interagency Workgroup to share information and discuss ways to develop shared assessments to avoid duplication in financial eligibility determination for consumers.</p> <p>Develop universal, multi-purpose financial assessment process.</p>	<p>Electronic multi-purpose financial eligibility determination</p>	<p><i>Flow Chart of financial eligibility process pre and post MILTCC</i></p>	<p>MSA, OSA, DHS, & DCH have a shared understanding of the financial assessment process.</p> <p>Financial eligibility paperwork is completed within mandated timelines.</p> <p>Consumers feel financial eligibility is assessed in an efficient and timely</p>	<p>Response to stakeholder survey questions</p> <p>Response to consumer interview questions</p> <p>Callbacks for missing information are reduced.</p> <p>Time to paperwork completion is</p>

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Develop shared legal consent form for financial information. Implement universal financial eligibility process.			<i>manner.</i> <i>Consumer characteristics can be compared across publicly-funded LTC supports and services.</i> <i>Consumers maintain control of the personal information they provide during the eligibility process.</i>	improved from baseline measures for both Medicaid and Medicare approval. ServicePoint record of date of consumer eligibility determination..
2c. Train staff in financial and functional eligibility processes.	Training	Number trained	Staff understand functional eligibility process. Staff understand financial eligibility process, including what paperwork is necessary.	Response to training survey questions.
2d. Build relationships with providers representing special constituencies to discuss opportunities to work together and to build resources for consumers.	MOUs with representatives from agencies New resources for consumers	# of MOUs Listing of partner groups Listing of new resources	MILTCC staff and partners work together to meet the specialized needs of consumers.	Response to staff survey questions Response to stakeholder/partner survey questions
2e. Promote flexibility to allow co-location of agency staff and geographic deployment within MILTCC region.	Location of MILTCC staff	Percentage of central and decentralized staff	Consumers are able to access multiple services in the same location. <i>Consumers feel that MILTCC offices are conveniently located.</i>	Response to consumer interview questions.

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#3 The Michigan Long Term Connections Project facilitates Access to Services through the use of appropriate information, assistance in determining eligibility and options counseling.				
Original Grant Goal #1: Offer consumers the opportunity to explore a wide range of long-term care options in order to develop individual plans of care based on informed choice				
Activities/Process	Outputs	Process Measures	Outcomes	Outcome Measures
<p>3a. Staff at MILTCC sites learn about community needs assessment tools and strategies.</p> <p>Complete community needs assessment / environmental scan.</p> <p>Share results of needs assessment/ environmental scan with policymakers and other officials.</p>	<p>Listing of tools and strategies</p> <p>Community report</p>	<p>Evaluation of assessment.</p> <p>Summary of resources, needs, challenges, & success.</p>	<p>Board members and MILTCC staff feel the results of the needs assessment are accurate and useful.</p> <p>The board and MILTCC staff use results to make decisions and to inform planning.</p> <p>Policymakers, providers, and stakeholders find the results of the needs assessment timely and useful.</p>	<p>Response to board survey questions.</p> <p>Response to staff survey questions.</p> <p>Response to policymaker survey questions.</p> <p>Response to stakeholder survey questions.</p>
<p>3b. Develop standards for information and assistance, and Options Counseling</p> <p>Train staff in standards, procedures, and protocols to assist consumers.</p> <p>Train staff in I&A, Options</p>	<p>Standards</p> <p>Training manuals</p> <p>Training plan</p> <p>Trainings</p>	<p>Listing of standards</p> <p># of trainings held</p> <p>#of staff trained</p> <p>Staff satisfaction with training</p>	<p>Staff understand the material presented.</p> <p>Staff feel they can apply the information to their work.</p> <p>Staff serve consumers in a way that is consistent with</p>	<p>Response to staff training survey question.</p> <p>Response to consumer interview questions.</p> <p>Response to stakeholder/partner survey questions.</p>

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Counseling, financial eligibility determination, and functional assessment.			their training. Staff demonstrate cultural competence when serving consumers.	
3c. Consumer calls are received and addressed appropriately.	Case records	<i>Total # of Contacts made to MILTCC</i> # providers, consumers, caregivers calling # of people who received each type of service. # people with completed and open calls	Consumers and providers felt they came to the right place for information and assistance.	Response to consumer interview questions.
3d. MILTCC staff provide consumers with the information and assistance they desire. MILTCC staff use factual information to develop referrals.	Case records	<i>Total #Individuals receiving I&A</i> # and types of information delivered to consumer based on I&A request <i># and types of referrals by I&A counselor by type of service & funding type</i> # repeat calls	Consumers received information that was specific to their needs. Consumers received the information and assistance they needed to access the services they desire.	Response to consumer interview questions.
3e. MILTCC staff provide options counseling to consumers who seek it.	Case records	# consumers engaging in options counseling	Consumers develop a trusting relationship with the options counselors. Consumers feel	Response to consumer interview questions.

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			options counseling helped them set goals.	
3f. MILTCC staff help consumers seeking financial eligibility determination pull together the necessary paperwork.	Case records	<i>Total # Individuals receiving Financial Eligibility Assistance</i> <i>#of financial eligibility determinations for those over and under age 60</i> <i>#enrolled in Medicaid or other programs</i> <i>Institutional Care</i>	Consumers who wanted financial eligibility assessment received the assistance they needed to submit the paperwork accurately. Consumers who wanted financial eligibility assessment received a determination from Medicaid more quickly than average.	Response to consumer interview questions Case records DHS Data
3g. MILTCC staff conduct a Level of Care determination for consumers who need it.	Case records	<i># of Level of Care Determinations for those over 60 and under 60 (Initial, Change in condition, Recertification)</i>	Consumers who wanted or needed LOC determination received an objective determination.	Response to consumer interview questions. Case records
3h. MILTCC staff conduct caregiver assessments. This outcome will be defined further with the help of Rhonda Montgomery.	Assessments	# of caregiver assessments completed Types of needs articulated	Caregivers feel their needs are understood by staff. Caregivers feel involved and supported by staff.	Response to caregiver survey questions

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<p>3i. Consumers are monitored through follow up.</p>	<p>Case records</p>	<p># of follow up calls from consumer to MILTCC</p> <p># and timing of follow up calls from MILTCC to consumers</p> <p># consumers who chose various follow-up options</p>	<p>Consumers received what they needed to address new needs.</p>	<p>Response to consumer interview questions.</p>
<p>3j. MILTCC will target individuals at risk for lack of choice in care setting due to unstable community placement due to precipitous care event, eminent hospital discharge, lack of knowledge and choices, or current placement in nursing home setting.</p>	<p>Identification of targeted individuals.</p>	<p><i>Number of consumers transitioned out of nursing homes</i></p> <p><i>Rates and causes of hospitalization</i></p> <p><i>Rates of nursing home admissions</i></p>	<p><i>Consumers in targeted populations receive the information, assistance, and counseling they need to access the services they desire and live in the residence of their choice.</i></p> <p><i>Fewer individuals will experience unnecessary or prolonged institutionalization due to inadequate planning.</i></p> <p><i>Individuals in nursing facilities, who prefer to live in the community, successfully transition.</i></p>	<p>Response to consumer interview questions.</p> <p>Servicepoint records</p>

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#4 The Long Term Care System is a consumer driven system allowing consumers the desired level of control over their residential setting and care choices. Original Grant Goal #4: Consumer's voice is integrated into ADRC/SPE organizational governance Original Grant Goal #5: Person-centered planning and consumer direction are the basis for individual planning				
Activities/Process	Outputs	Process Measures	Outcomes	Outcome Measures
4a. The Consumer Advisory Board meets and makes recommendations.	Consumer Advisory Board Membership CAB attendance & meeting records CAB recommendations	# of members and consumer group they represent Attendance lists & minutes	Consumer Advisory Board input is valued and acted on.	Response to Consumer Advisory Board survey questions. Response to staff survey questions. Response to Governing Board survey questions.
4b. Consumers are active members of MILTCC Governing Boards.	MILTCC Governing Board membership Staffing strategy to facilitate primary consumer participation.	# of primary and secondary consumer members on MILTCC Governing Board Attendance lists & minutes	Consumers feel that their participation on the Board is supported. The decisions of MILTCC Governing Boards reflect consumer input.	Response to Governing Board survey questions. Response to staff survey questions.
4c. MILTCC staff are trained in Person Centered Planning.	Training	# of staff trained in PCP process	Trained staff understand PCP principles.	Response to staff training survey.
4d. Person Centered Planning is practiced by MILTCC staff.	Case records	Specified below...	PCP approaches are used when assisting consumers. <i>Participants receive the help they need to develop and manage</i>	Response to consumer interview questions. Servicepoint records Develop qualitative tool...

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			their plan to meet their goals.	
4e. MILTCC staff work with consumers to determine their needs.	Case records	Needs articulated & by whom	Consumers receive the help they need to identify their goals, needs, and preferences.	Response to consumer interview questions.
4f. MILTCC staff work with consumers to determine their resources and assets.	Case records	Resources and assets articulated	Consumers feel that their resources and assets are understood.	Response to consumer interview questions.
4g. MILTCC staff support self-direction and personal control. MILTCC staff inform consumers about the self-determination option in the waiver program and self determination in home help.	Case records	# of consumers who are interested in self determination and level of control preferred	Consumers feel that their goals for self-determination are understood and supported by MILTCC staff. Consumers are satisfied with their level of choice and control of services and support options.	Response to consumer interview questions.
4h. MILTCC staff identify the preferences of the consumer.	Case records	# of times Consumer preferences are articulated and recorded in consumer records	Consumers felt satisfied that their preferences were understood and supported.	Response to consumer interview questions.
4i. MILTCC staff provide consumers	Case records	# and type of options presented to consumers	Creative solutions to meet consumers'	Response to consumer interview questions.

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with options to consider that are appropriate to their needs and preferences.			needs and preferences were identified by MILTCC staff.	
4j. MILTCC staff act as consumer advocates.	Case records	# and type of advocacy provided to consumers	Consumers received the advocacy they needed to assist them in accessing services. <i>Participants receive the help they need to identify and manage risks and plan form emergencies.</i>	Response to consumer interview questions.
4k. MILTCC staff facilitate future planning.	Case records	# of Consumers assisted with developing future plans.	Consumers are satisfied with the future planning they receive.	Response to consumer interview questions.

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#5 The Michigan Long Term Care Connections Project strives for effectiveness in program implementation				
Activities/Process	Outputs	Process Measures	Outcomes	Outcome Measures
5a. Staff are hired in sufficient numbers to adequately serve consumers and their families.	Case records Staffing records Staff satisfaction	<i>Number of FTEs by job category</i> <i>#new contacts by job description at MILTCC</i> <i>#repeat or existing contact/clients by job description</i> Response to staff survey questions <i>#hours in specialized activity</i> <i># of staff in specialty function by specialization</i> <i>Use of specialty staff</i> <i># of staff cross trained</i> <i>Use of cross-trained staff</i> <i># of minutes and hours per client for services/</i> <i>Average time for case management review</i>	Consumers feel they are served in a timely manner. Consumers do not feel rushed to make decisions. Staff feel they have adequate time to serve the needs of consumers.	Response to consumer interview questions Response to staff survey questions.

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<p>5b. A grievance process will be developed and implemented that addresses rights required by MILTCC and other public health programs (e.g., Medicaid). Required rights are stipulated and provided to consumers.</p>	<p>Grievance Procedures</p>	<p># consumers utilizing grievance procedures #of people who start grievance process that complete it</p>	<p>Consumers are satisfied with how their grievances are handled. Grievances are used to inform needed changes.</p>	<p>Response to consumer interview questions Review of grievances over time.</p>
<p>5c. MIS workgroup will be convened. Servicepoint will be developed and modified to track callers, consumers and resources, and produce data reports. Remote data input capability will be developed for staff offline and out of the office. Data software (Servicepoint) will be used to manage consumer information</p>	<p>List of fields needed for data management and reporting in Servicepoint Fields needed for remote data entry Case records Resource database</p>	<p>Inclusion of fields in software Fields and forms for uploading Document how information is used Level of missing data Data quality</p>	<p>Servicepoint contains the necessary fields. Data are reliable and valid. Information technology supports MILTCC sites' needs for consumer tracking. Staff report satisfaction with Servicepoint.</p>	<p>Response to staff survey questions Review of Servicepoint data to assess accuracy of data reports, appropriate use of AIRS classification, and the level of missing data, for example. Data is used for federal, state and local reports.</p>
<p>5d. Staff will receive training in entering data in Servicepoint that is specific to their role. Ongoing training will be conducted as needed.</p>	<p>Training</p>	<p>Training attendance</p>	<p>Staff understand how to use Servicepoint.</p>	<p>Response to training survey questions</p>
<p>5e. A Quality Assurance and Continuous Quality Improvement process,</p>	<p>QA and CQI plan QA protocols and</p>	<p>Reporting on QA and CQI measures</p>	<p>MILTCC sites use data from the QA and CQI processes to</p>	<p>Response to staff survey questions Response to board survey questions</p>

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measures, protocols, and procedures will be developed and implemented. MILTCC will share QA and CQI information with governance and stakeholders.	procedures CQI measures		make improvements. MILTCC boards use QA data to make improvements.	Improvement in CQI results over time
5f. A strategy to track the LTC costs by individual will be developed and implemented.	Report describing strategy	To be defined	The costs of various care options can be compared.	To be determined <i># cases in which the care setting chosen by the consumer resulted in costs exceeding the costs that would have been incurred had the consumer chosen to receive care in a nursing home</i>

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#6 The Michigan Long Term Care Connections System seeks to improve system capacity through evaluation of system change and consumer success in accessing services.				
Activities/Process	Outputs	Process Measures	Outcomes	Outcome Measures
6a. The capacity of the LTC system to meet consumer needs and preferences will be determined.	Needs assessment reports Unmet needs and preferences documented in case records Evaluation results	Unmet needs and preferences identified by consumers, staff, and partners Reasons for unmet needs and preferences # of consumers receiving services of various types versus # of consumers not connecting with services #of consumers receiving services through source of service # cases in which admission to a long-term care facility was denied and the reasons for denial # cases in which a memorandum of understanding was required # and types of referrals that were not able to be	LTC system uses information collected to adjust and adapt to meet consumer needs and preferences. LTC system uses information collected to assess its impact on other systems.	Response to staff survey questions Response to partner survey questions Case records <i>Cost to hospitals</i> <i>Cost to DHS</i>

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		made and the reasons why the referrals were not completed, including but not limited to, consumer choice, services not available, consumer functional or financial ineligibility, and financial prohibitions.		
6b. The capacity of the LTC system to meet consumer needs and preferences will improve over time.	Unmet needs and preferences documented in case records Unmet needs and preferences documented in evaluation	Unmet needs and preferences identified by consumers, staff, and partners Reasons for unmet needs and preferences	<p>More consumers are able to access LTC services that meet their goals, fit with their preferences, and reflect their values.</p> <p>Consumers across acuity levels have the financial support they need to access the settings and services of their choice.</p> <p>More consumers utilize home and community based services to live in the residence of their choice.</p> <p>Over time, those consumers living in nursing homes will be the consumers with the greatest care</p>	<p>Case records</p> <p>Medicaid records</p> <p>Nursing home occupancy rates</p> <p>Medicaid long-term care costs</p>

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			<p>needs.</p> <p>The rate of nursing home occupancy will decrease, particularly among individuals between the ages of 65-70 and among young adults.</p> <p>Nursing home transitions will become more frequent.</p> <p>The proportion of individuals discharged from post acute hospital stays to the community will increase.</p> <p>Consumers using the MILTCC have lower average Medicaid costs than matched comparison consumers.</p> <p>The number of individuals who are discharged from nursing homes after 100 days will increase.</p>	
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			<p>The budget will more closely correspond with consumer choices and needs.</p> <p>More Medicaid consumers will be served with the appropriation over time.</p>	
6c. DHS, OSA, DCH, advocacy groups, legislators, and other stakeholders will be provided with information about evaluation results.	<p>Reports</p> <p>Presentations</p>	<p># of presentations of evaluation results</p> <p># reports disseminated</p> <p>Audiences reached</p>	<p>DHS, OSA, and DCH will use evaluation results to inform decisions.</p> <p>The Office of LTC will use evaluation results for planning.</p> <p>Elected officials use evaluation results for decision making.</p>	<p>Response to staff survey questions</p> <p>Response to partner survey questions</p>

NOTES:

Unbiased information - 1. does not promote one setting over another. 2. does not judge value or quality of provider; consumer looks at evidence and makes determination for self. 3. reflects consumer preferences for proximity, location, etc.

Level of Care Determination Accuracy – MPRO may be able to provide information on the % of LOC determinations that are overturned, or we can work with them to verify LOC determination accuracy.

Required measures from PA 634 appear in blue.

Required measures from ADRC appear in italics.

Items in italics refer to ADRC-MDS/SART Data Elements

Long Term Care Connections Logic Model Action Plan (Draft July 11, 2007)

The goal of the project is to establish ADRCs to serve as a comprehensive resource on long term care and provide information and assistance in accessing services, planning for long term care financing and delivery, benefits outreach and proactive choice counseling for the general population.

Outcomes that correspond with the STG grant outcomes appear in green (wording may not be exactly the same).

Excluded:

The public has 24/7 access to a statewide database. (Doesn't fit with an ADRC activity)

Consumers, families, and providers have statewide access to SPEs. (This document doesn't talk about going statewide)

Eligibility determination is integrated with person-centered planning. (I'm not fond of this outcome – I don't know what it means)

Consumers and providers are satisfied with information sharing procedures. (We took this out of the document b/c it seemed beyond the scope of this project)

Communities have improved capacity to provide affordable, timely, short-term interventions. (Doesn't fit with an ADRC activity)

Participants in PCP experience improved quality of life. (Too long term)

Nursing facility residents know of transition services as an option. (We can't measure this with any of our current strategies)

Providers across the LTC system apply the principles and processes of PCP. (This seems to go beyond the scope of this project)

ALL INDIVIDUAL BUDGETING OUTCOMES (Individual budgeting isn't part of this plan)

ALL PARTICIPAN-EMPLOYER OUTCOMES (These may fit with self-direction, but they seem too specific for what we have here)

ALL SELF-DIRECTED SUPPORTS OUTCOMES (Same as above)

Long term care operates with a unified budget based upon Money Follows the Person principles (We don't talk about money follows the person here)

Consumers are highly satisfied with the LTC funding system. (I imagine this will involve long term change that goes beyond the scope of this grant)

Contractors have provider networks that meet consumer needs. (Same as above)

A prepaid health plan model is developed, implemented, and evaluated. (Same as above)