

ADVANCING STATES



Leadership, innovation, collaboration
for state Aging and Disability agencies

Indiana Business Acumen Sessions: Recap and Next Steps

June 28, 2022

Quick Housekeeping



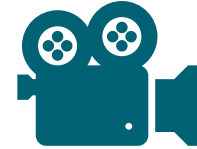
Everyone is muted



Use the “raise hand” button to speak



Chat it up!



We are recording



Closed captioning

Agenda

- Introductions
- Recap of the first four sessions
 - Building blocks of readiness
- Readiness assessment reminder
- What's coming up next
 - Next set of sessions

Introductions

- **Marisa Scala-Foley**, Director, Aging and Disability Business Institute, USAging
- **April Young**, Senior Director of Business Acumen, ADvancing States

HCBS Business Acumen Center

The HCBS Business Acumen Center provides training, technical assistance and consulting to CBOs that want to cement their role in an evolving delivery system and the payers who want to maximize their reach by utilizing the organizations with the strongest social footprint in the field.



HCBS
BUSINESS
ACUMEN CENTER

<http://www.advancingstates.org/initiatives/hcbs-business-acumen-center>



The Business Institute

The mission of the Aging and Disability Business Institute (Business Institute) is to successfully build and strengthen partnerships between community-based organizations (CBOs) and the health care system so older adults and people with disabilities will have access to services and supports that will enable them to live with dignity and independence in their homes and communities as long as possible.

aginganddisabilitybusinessinstitute.org

What's Goin' On

- Indiana is transitioning from fee-for-service to managed long-term services and supports
- The request for proposal (RFP) will be released this summer
- FSSA will implement MLTSS in 2024

This is a culture shift



Readiness!

Strategy &
planning

Organization
culture

Financial
acumen

Market
awareness

Measures and
data

Stable staff

Strong
leadership

Operational
Performance

Quality
Outcomes

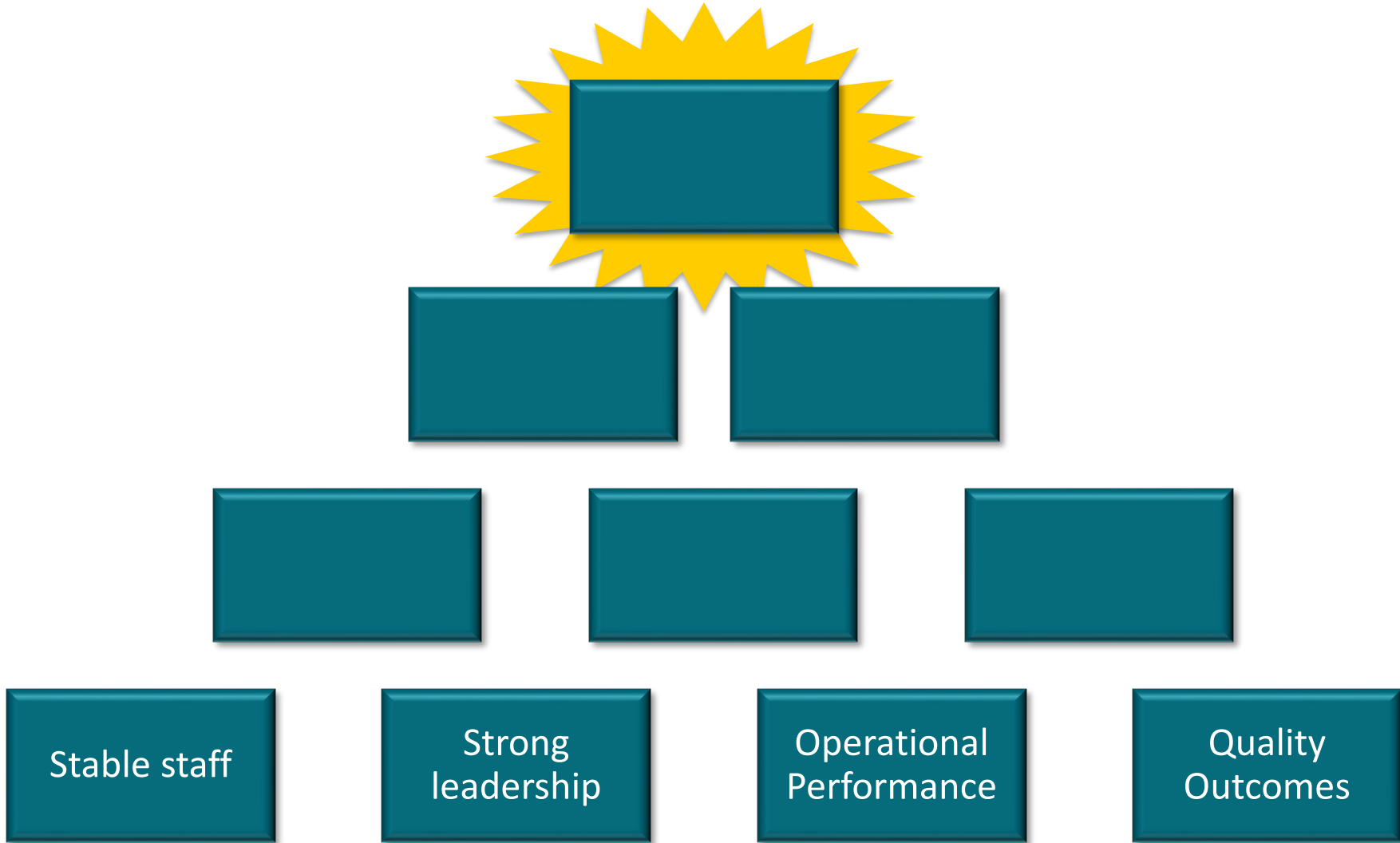
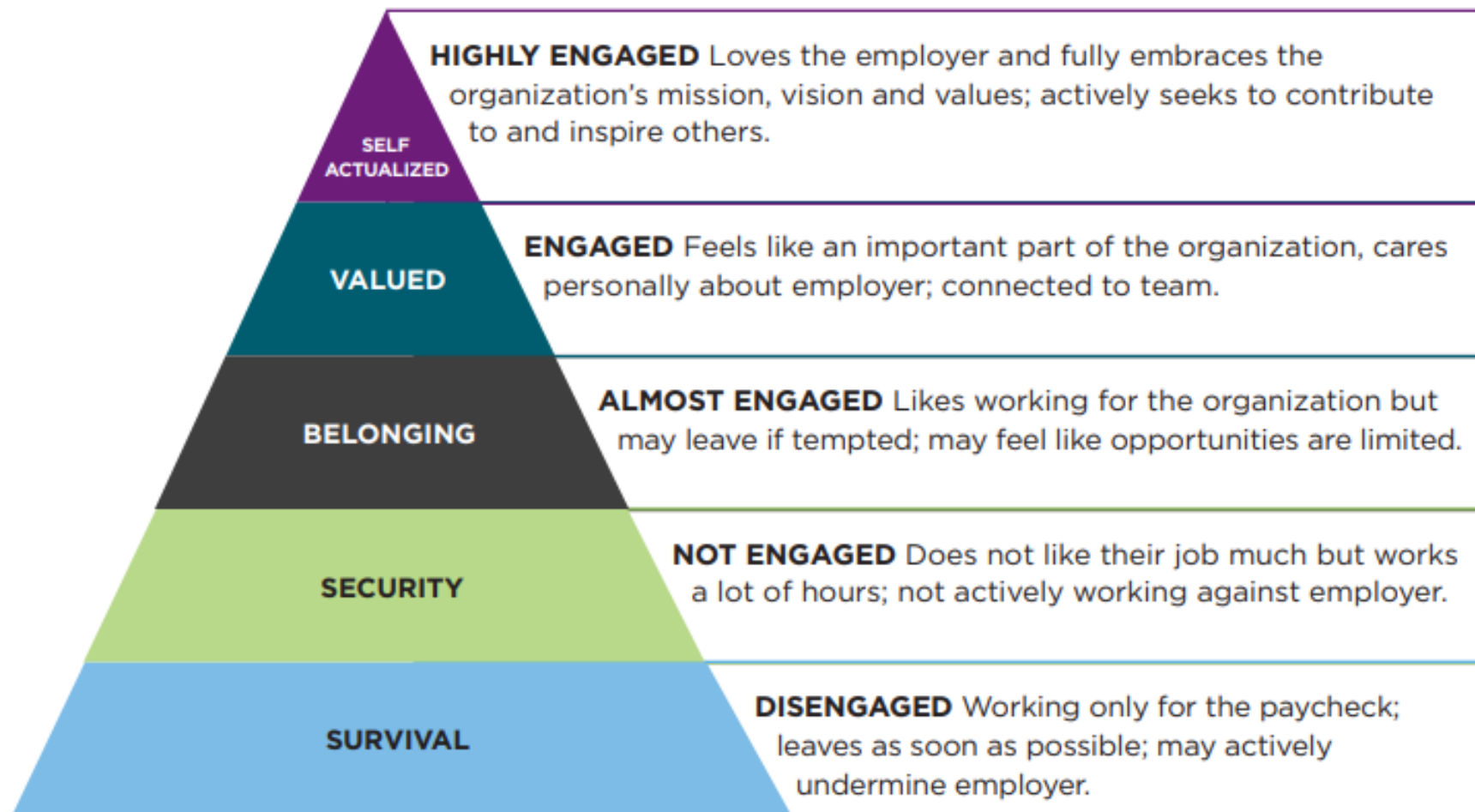
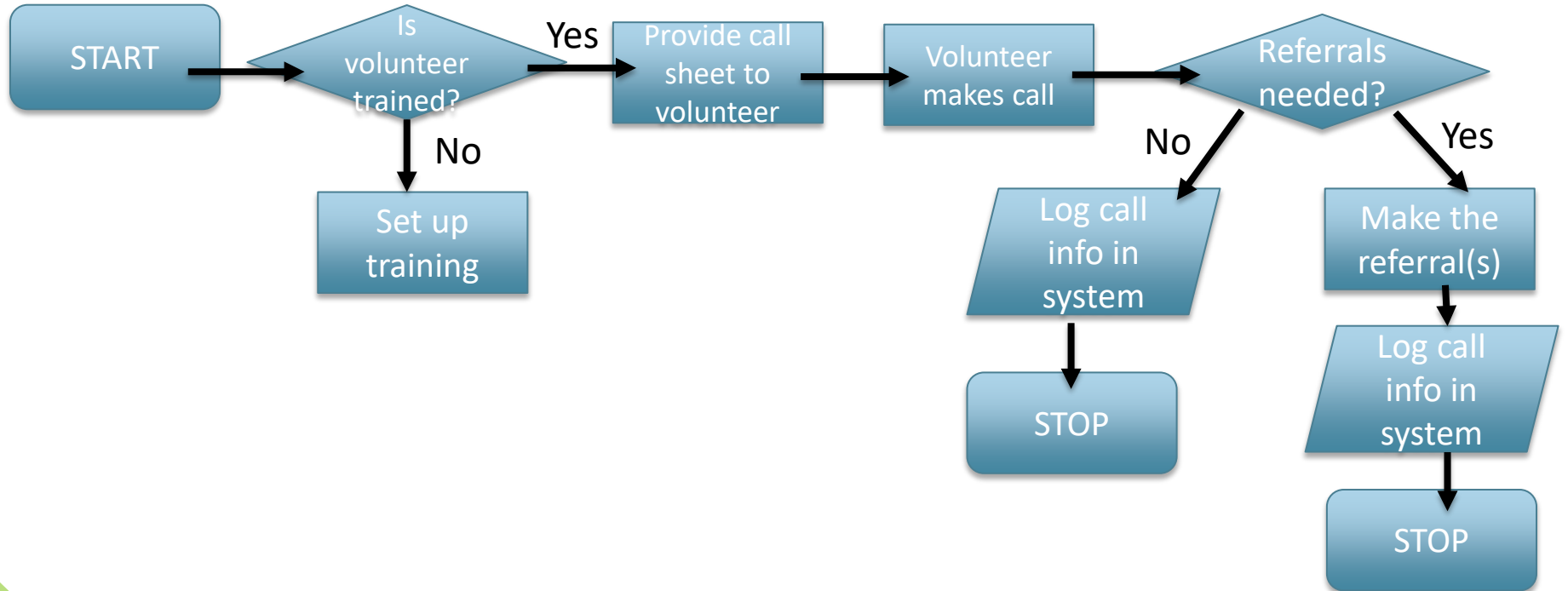


Figure 2: Hierarchy of Employee Engagement



Workflow Processes



Time Studies

Occurrence Count	Date	Start Time	Stop Time	Duration (in minutes)	Staff
1	1/5/19	9:15 a.m.	9:35 a.m.	20	Bob
2	1/5/19	9:25 a.m.	9:37 a.m.	12	Jane
3	1/6/19	1:05 p.m.	1:14 p.m.	9	Jane
4	1/7/19	10:45 a.m.	11:00 a.m.	15	Jane
5	1/10/19	9:00 a.m.	9:23 a.m.	23	Bob
6	1/10/19	11:25 a.m.	11:50 a.m.	25	Bob
7	1/11/19	3:55 p.m.	4:13 p.m.	18	Jane
		Jane	Bob	Total	
	Total Count	4	3	7	
	Total Time	54	68	122	
	Average Time	13.5	22.67	17.43	

Program Quality Goals

- Develop service plans and deliver services in a manner that is person-centered, member-driven, holistic, involves caregivers, and addresses SDOH.
- Ensure continuity of care and seamless experiences for members during transitions
- Assure timely access to appropriate services and supports to enable members to live in their setting of choice and promote their well-being and quality of life.



Financial acumen

Market awareness

Measures and data

Stable staff

Strong leadership

Operational Performance

Quality Outcomes

Building blocks: Market analysis

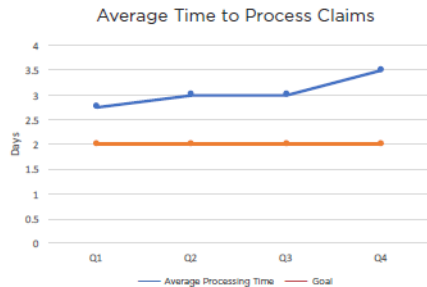
Understanding your market

- Existing and changing
- Who are your customers (payers AND clients)?
 - What do they want/need?
- What are your strengths (and weaknesses)?
- Who are your competitors?
- What regulatory and political factors might impact your ability to deliver services and attain contracts?

Dashboards

Community Based Organization

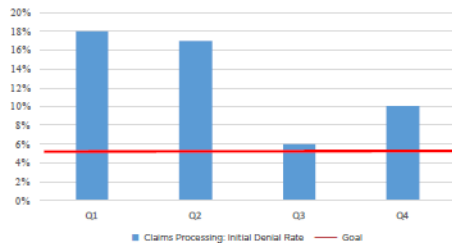
Revenue Cycle Optimization



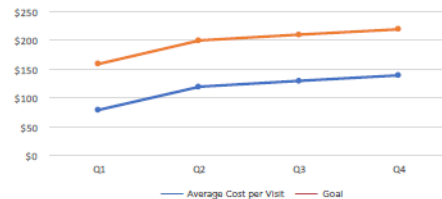
Operating Results



Claims Processing: Initial Denial Rate



Cost per Visit



Scorecard Example

	Lead Person	Indicators	Reporting Frequency	Q1	Q2	Q3	Q4	Fiscal Year Target	Benchmark	Benchmark Source	Comments
Service Delivery	A.	Client Satisfaction Scores	Quarterly	60%	72%	75%	80%	80%	85%	NCI-AD ⁶	
Quality	B.	Payer Satisfaction	Quarterly	75%	75%	80%	82%	85%	85%	Corporate Standards	
Quality	C.	Hospitalizations	Monthly	5%	3%	7%	10%	5%	5%	Prior Fiscal Year	
Quality	D.	Critical Incidents	Monthly	2%	4%	2%	5%	3%	3%	Prior Fiscal Year	



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SWOT Analysis Template

	Strengths	Weaknesses	Opportunities	Threats
Federal, state, local government				
Payers				
Competitors				
Collaborators				
Demographics				
Technology				

Readiness!

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Have you started the readiness assessment??



Readiness Assessment Instructions

- When you go to the Readiness Assessment, you will be prompted to create a Log-in (username and password) -- this will allow you to go back in and access (resume) the assessment at any time.
- Once you are logged in, on the left side of the screen click “Start New Assessment”, be sure to name your session: “Your agency name, IN 2022”
- We strongly encourage you to complete this assessment with your staff as a team.
- Please only submit ONE assessment per agency. You will receive your individual agency results when you complete and submit the assessment.

Coming up Next



Next Round of Sessions

- Trainings resume September 6th
- Two rounds of five webinars
- Continued office hours!

Help Spread the Word!



Questions & Discussion





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