



HCBS Conference 2020

Beyond EVV: Harnessing the Power of EVV to Identify At-Risk Individuals During the COVID-19 Pandemic

December 10, 2020



Today's Topics

● Project Overview

● COVID-19 Questions

● Referrals and Outcomes

● Real-Time Insights

● Lessons Learned

● Future Opportunities



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Project Overview



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State of Maine – Request for Reportable Events



Prompting Action

Email sent to all providers with the goal to identify health and safety concerns related to COVID-19.



Desired Outcomes

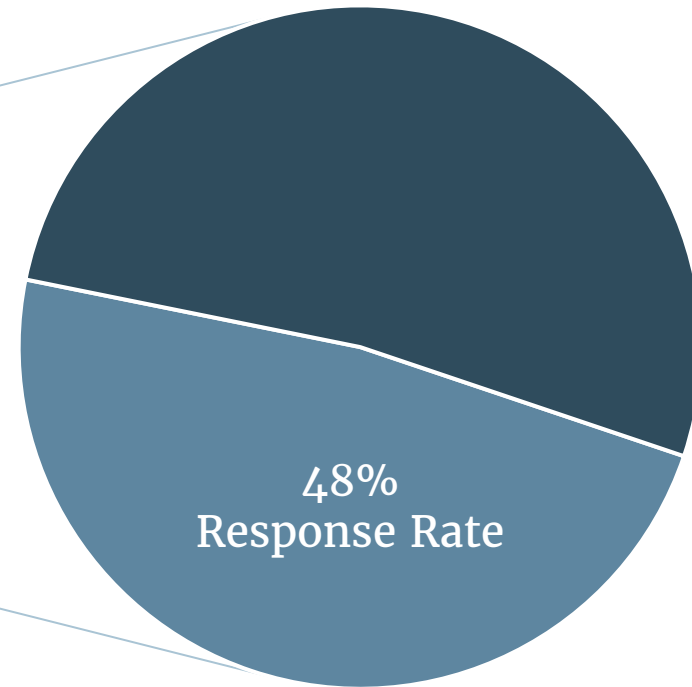
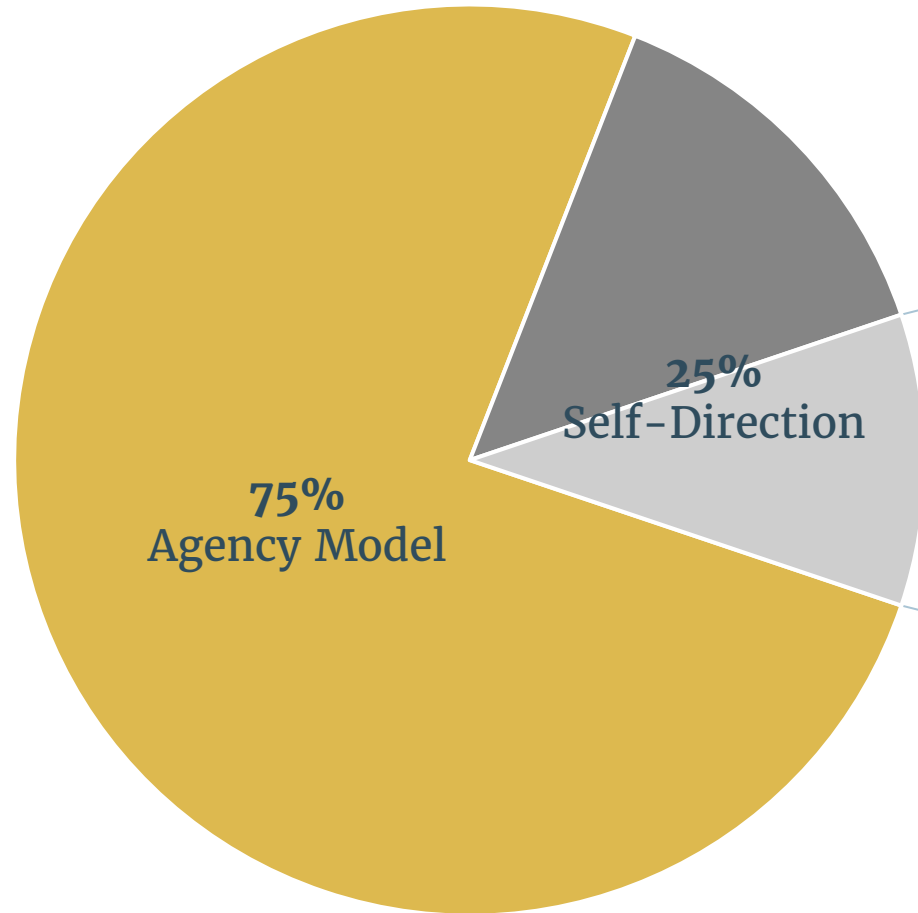
- Provide a statewide platform for reportable events
- Build partnerships between provider types
- Improve health outcomes

Process Overview



Overview of Pilot Population

Community LTSS Population



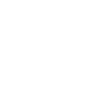
Served by GT Independence

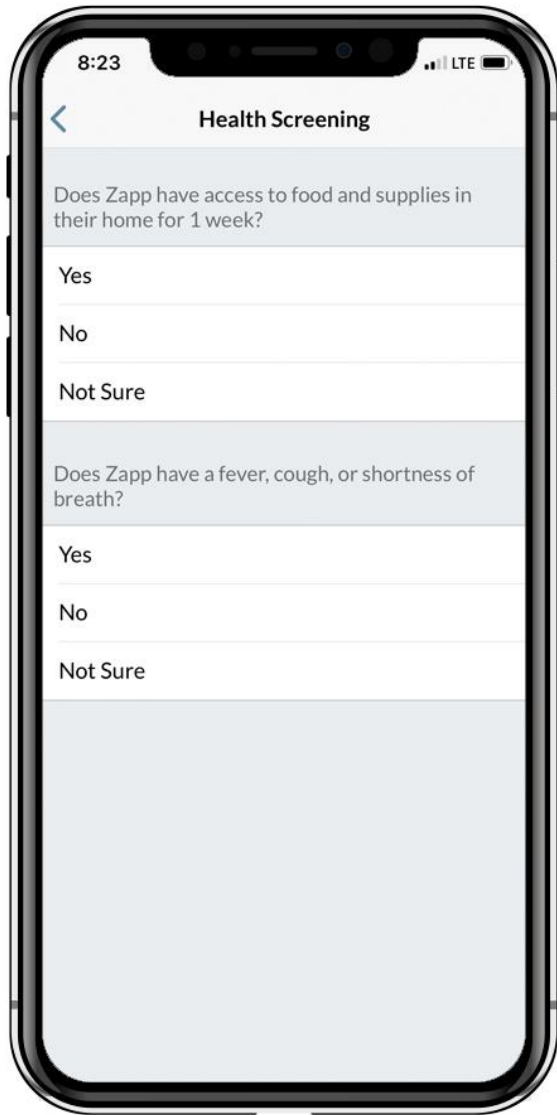


COVID-19 Questions



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Caregiver App

Health Screening

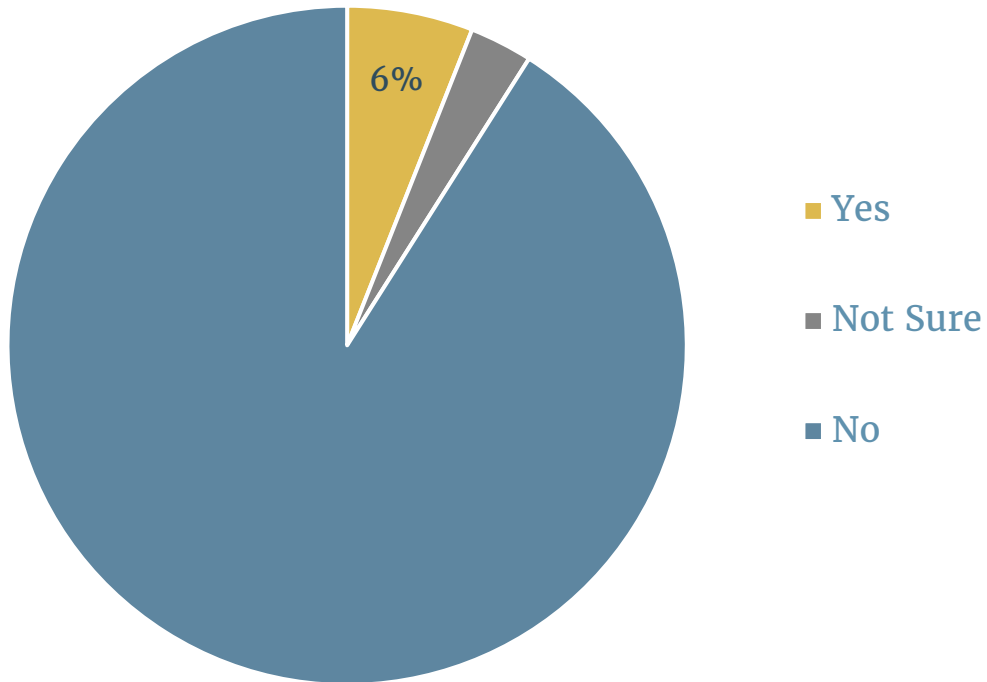


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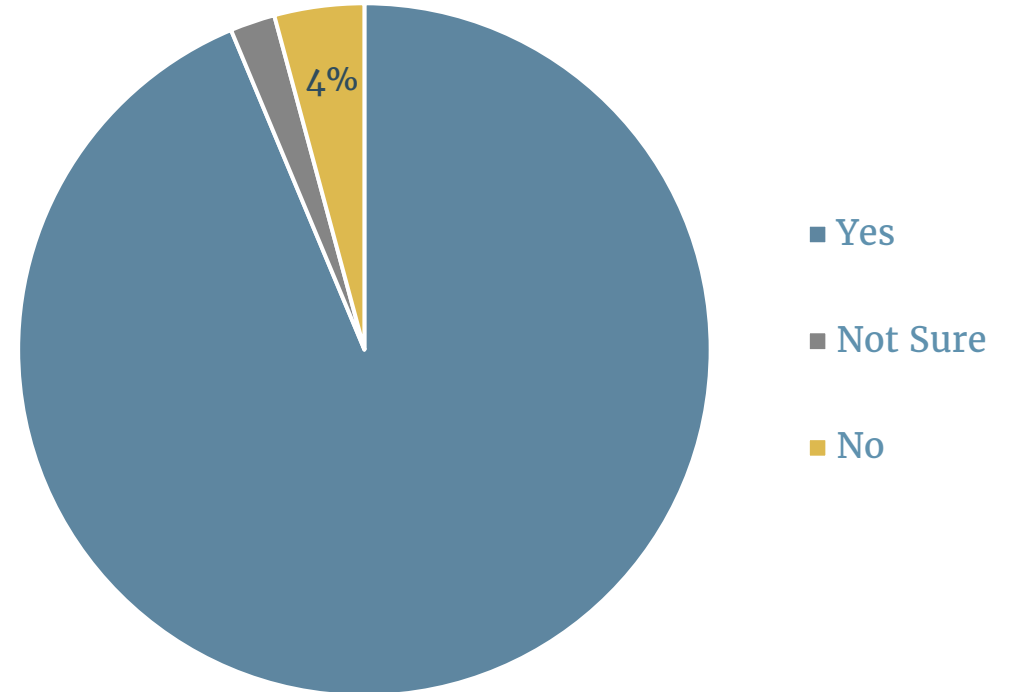
May 4–6, 2020

Health Questions Responses

Does (Participant Name) have fever, cough, or shortness of breath?



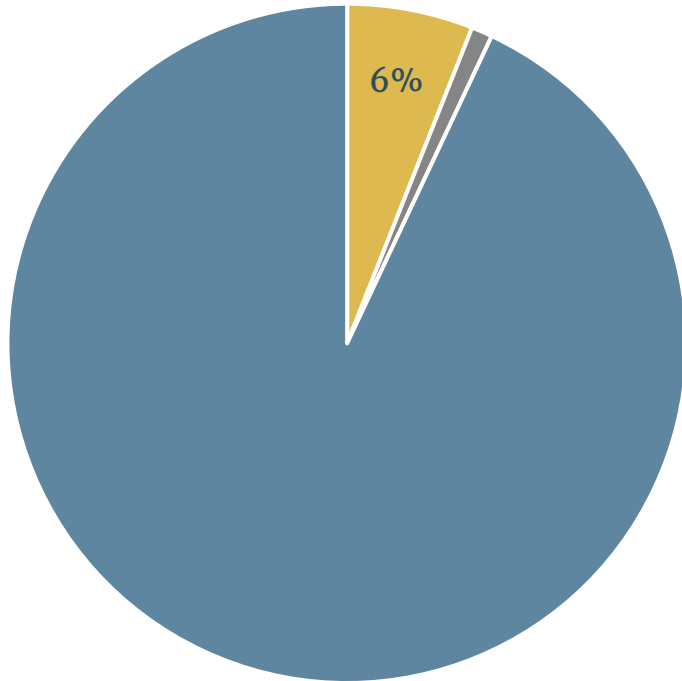
Does (Participant Name) have access to food and supplies in their home for a week?



November 9–11, 2020

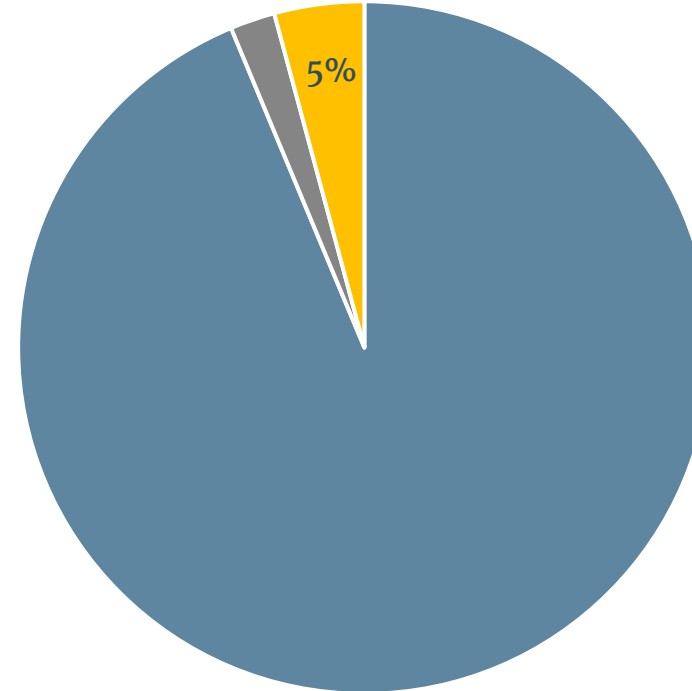
Health Questions Responses

Does (Participant Name) have fever, cough, or shortness of breath?



- Yes
- Not Sure
- No

Does (Participant Name) have access to food and supplies in their home for a week?



- Yes
- Not Sure
- No



Referrals and Responses



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Understanding the Target Questions

Question 1

Does [Participant] have access to food and supplies in their home for 1 week?

Yes

No

Not Sure

Increased referrals to local food banks

Increased access to home-delivered meals services (Appendix K)



Question 2

Does [Participant] have a fever, cough, or shortness of breath?

No

Not Sure

Yes

Increased access to service hours and use of overtime (Appendix K)

Extra screenings and potential testing

Referral to primary care physician

Referral to nursing services or other follow-up care





“ I appreciate that you folks are an active member of the team for wellness—go team!

- Care Coordinator



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Actionable Data Points



Does [Participant] have access to food and supplies in their home for 1 week?

18

No

Not Sure

Personal Care Attendants reported “No” or “Not Sure” for eighteen Participants.



50% of the individuals were eligible to have home-delivered meals added as a service.



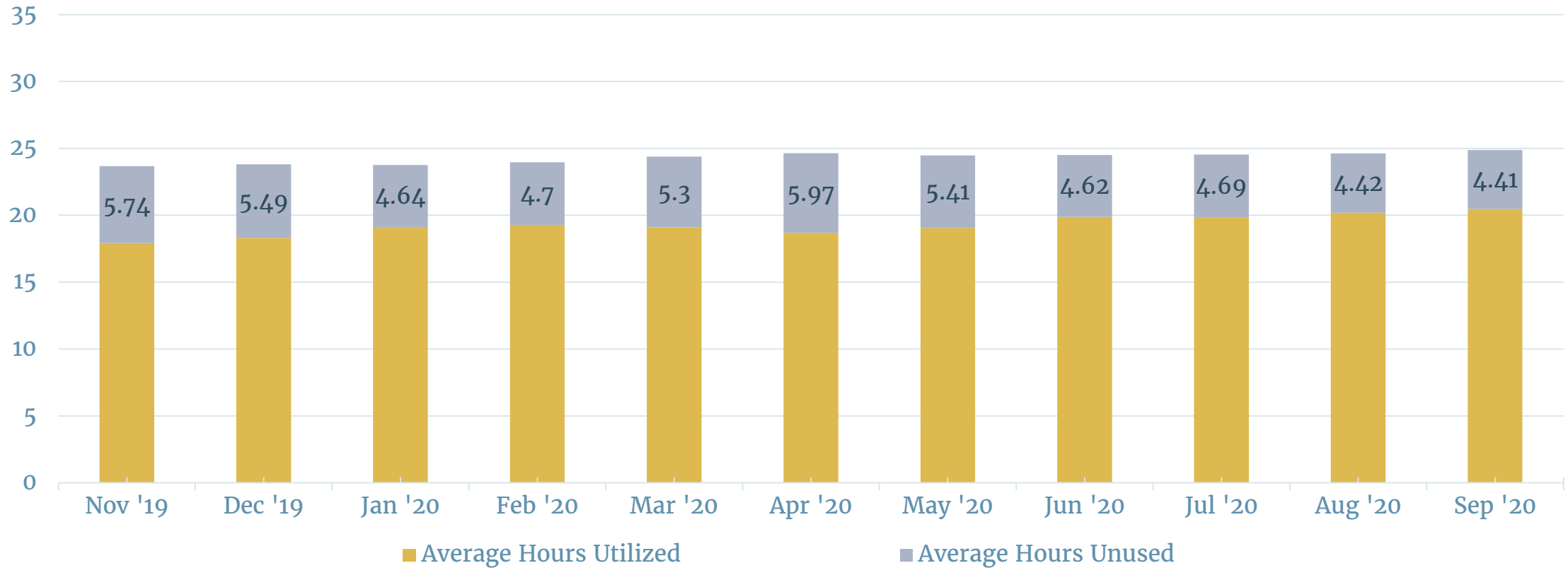
Utilization Levels



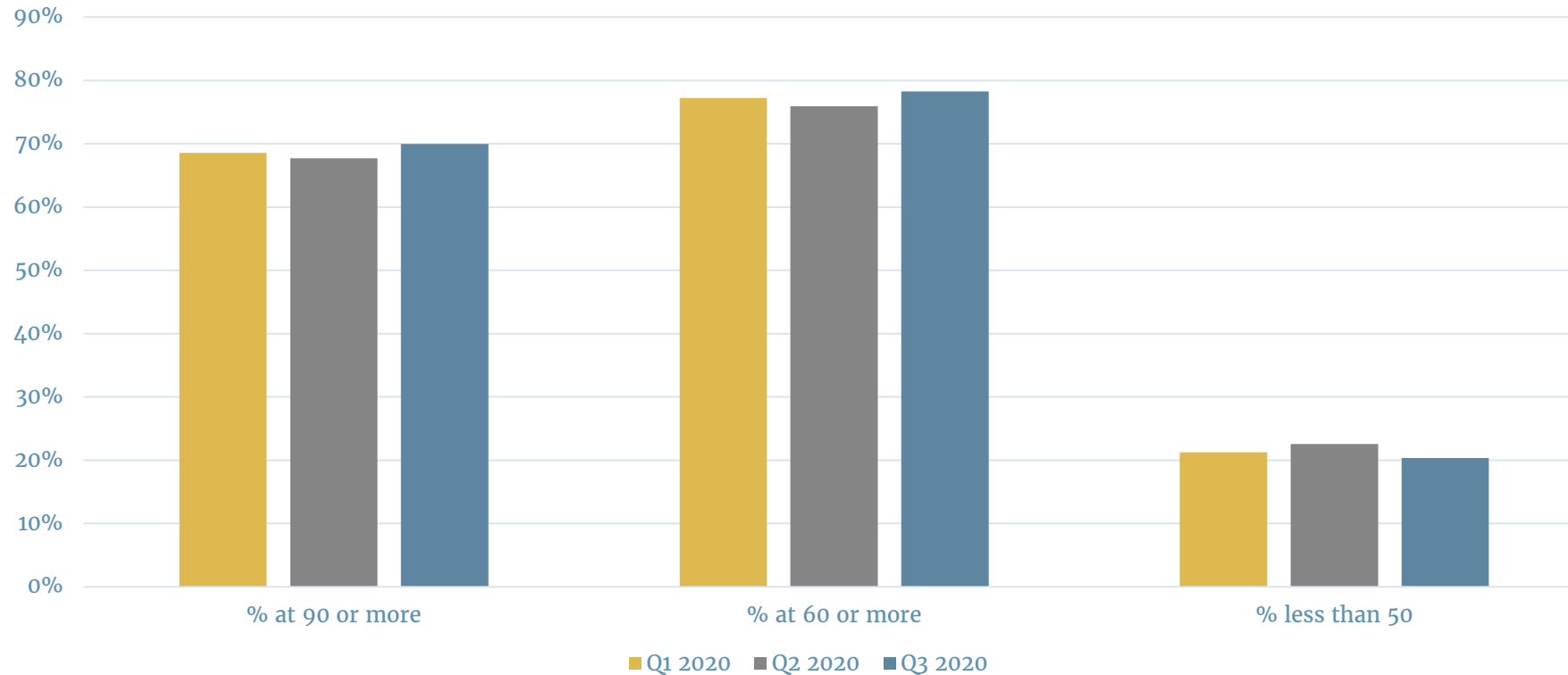
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Weekly Hours Authorized and Utilized



Authorization Utilization Rates



Participants are consistently receiving services **4.1 - 4.3 unique days** each week.

Average utilization of **78 - 81%** each quarter.



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“ I moved [him] out of the nursing home because his health was declining, and I was worried about COVID. With self-direction, family members can provide his care and he is doing so much better!

- GT Participant Representative

Real-Time Insights and Lessons Learned



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Other COVID-19 Reporting

- Individual utilization reporting
- Days since last shift
- Participants with only one employee
- Shifts > 12 hours
- Health question responses

Calendar style gives clear visual into service gaps

Report For	Lead Agency	County
		Kennebec
Case Mngr.	CM Email	CM Phone
Services paid through check date	Medicaid ID	
5/15/2020	72125750A	

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Weekly Total Hrs
	8 4 - 55125	9 3 - 55125	10 3.25 - 55125	11 3.75 - 55125	12 3 - 55125	13 3.5 - 55125	14	20.5 - 55125
March 2020	15 3.75 - 55125	16 4.25 - 55125	17 4 - 55125	18 3.25 - 55125	19	20 4 - 55125	21	15.25 - 55125
	22	23	24	25	26	27 4 - 55125	28 4 - 55125	8 - 55125
	29 4 - 55125	30 4 - 55125	31 2.25 - 55125	1 3 - 55125	2	3 5 - 55125	4	18.25 - 55125
April 2020	5 4.5 - 55125	6 3 - 55125	7 2.75 - 55125	8 3.25 - 55125	9	10	11 6.25 - 55125	19.75 - 55125
	12	13 2.75 - 55125	14 4.25 - 55125	15	16 2.75 - 55125	17 3.25 - 55125	18 2 - 55125	15 - 55125
	19 3.5 - 55125	20 3.75 - 55125	21 3 - 55125	22 3.75 - 55125	23	24 3.25 - 55125	25 3.75 - 55125	21 - 55125
	26	27 3.5 - 55125	28 3 - 55125	29 3 - 55125	30	1 4.75 - 55125	2 3.5 - 55125	17.75 - 55125





Lessons Learned

- ✓ Privacy Concerns
- ✓ Roles of FMS, Care Coordinator, and State
- ✓ Care Coordinator Caseload Changes
- ✓ Consistency of Services in Self-Direction Model
- ✓ Personal Care Attendants hold Valuable Information



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Future Opportunities



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CMS states, “The expansion of **self-direction** may be a useful option in an emergency situation.”

Self-Direction allows for services to be maintained in the home while limiting exposure to COVID-19.

Self-Direction helps solve the workforce shortage.

Self-Direction can produce better outcomes at a reduced cost.

Add self-direction option for all populations.



Unmet Needs in Self-Directed HCBS¹

Category	Common Findings
Activities of Daily Living	<ul style="list-style-type: none"> • Transferring and mobility in the home and community • Lack of accessibility (grab bars, ramps, lifts) • Need for caregiver training in proper lifting techniques
Instrumental Activities of Daily Living	<ul style="list-style-type: none"> • Home repairs and alterations including basic appliances and air conditioning
Transportation	<ul style="list-style-type: none"> • Lack of access in remote areas • Assistance getting in and out of public transportation
Routine Health Care	<ul style="list-style-type: none"> • Medication management, both with administration and finding the appropriate drug and dosage • Behavioral Health • Management of chronic condition such as high blood pressure or diabetes • Exercise • Need for caregiver training in first aid, behavior management, and individualized training on a participant's specific condition
Other	<ul style="list-style-type: none"> • Loneliness and social isolation • Caregiver stress and burnout • Family treatment interventions • Lack of respite or relief • Need for additional service hours • Desired assistance in managing program tasks such as employer duties and budget management



More Healthy Days

What are **precursors** to a negative health outcome?

How can we **better support** Personal Care Attendants?

Questions

Are there any safety hazards in the Member's home?

Are you satisfied with your job as a caregiver?

Do you feel like someone is taking advantage of the Member?

Do you feel trained and prepared to provide services?

Do you have a good relationship with the Member?

Do you have the supplies you need to provide services?

Does the Member have normal energy levels?

Does the Member seem dehydrated?

Does the Member seem depressed?

Does the Member seem happy?

Does the Member seem unsteady when standing or walking?

Has the Member fallen in the past week?

Has the Member missed taking their medication?

Has the Member been able to enjoy their normal community activities?

Has the Member required more assistance than usual?

Have you felt overwhelmed assisting the Member?



Contact Us



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Thank You



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