PANDA PROJECT

Providing Alzheimer's 'n Dementia Assistance

Building Family First Infrastructure for People with Dementia in Alabama

- Overview of the PANDA Project
  - Jennifer Fuller: Project Director, Middle Alabama Area Agency on Aging
- PANDA and First Responders
  - Matt Maples, EMS Director, Pelham Fire Department, via video
- Overview of TCARE®
  - Linda Miller, Director of Caregiver Services, TCARE
- Goals and the evaluation and sustainability plan
  - Steven Lutzky, President, HCBS Strategies
- Initial findings
  - Andrew Cieslinski, Senior Associate, HCBS Strategies
- TCARE® expansion and the role of Medicaid
  - Jean Stone, Assistant Commissioner Medicaid Waiver Programs, Alabama Department of Senior Services

Speakers and Agenda

M4A's PANDA project is to provide supportive services to Persons With Dementia (PWD), older adults with an Intellectual or Developmental Disability (IDD) who have, or are at a high-risk of developing dementia, and their caregivers.

These supportive services help to improve quality of life, promote independence, assist clients with remaining in their homes, provide support and empowerment, and help to reduce hospitalizations overall healthcare costs.

PANDA Project: Mission

- Collaborative and coordinated community response to dementia;
- Increased quality of life for PWD through person-centered care planning;
- Reduced burden for caregivers of PWD, including caregivers of older adults with IDD who have or who at risk to develop dementia;
- Reductions in hospital visits and overall healthcare costs

PANDA Project: Impact

PANDA Project: Program Facts

- 3-year federal $1.5m grant for Shelby County
- Time frame: October 1, 2019 – Sept 30, 2022
- Grant targets 3 groups of Shelby Residents: People with Dementia, older adults with Intellectual or Developmental Disabilities (IDD) who have or are at risk of developing dementia, and their caregivers
- PANDA brings together a diverse partnership of community-based organizations, advocacy organizations, faith-based groups, local government, and university-researchers to address the challenges of dementia and dementia caregiving.

PANDA Project: Partners

- City of Pelham Community Paramedic Program
- New Shelby County Local Respite Programs
- Statewide Dementia Friendly Program
- Healthy Brain Education Program
- Dementia Marketing Campaign
- Data Collection & Evaluation

PANDA Project: Initiatives

PANDA IN THE HOME

PANDA Project: Direct Services

- Alabama Brief Cognitive Screener (ABC)
- Quality of Life AD
- Falls Assessment
- TCARE

PANDA Project: Assessments

- In-person home visits delayed
- Created virtual Coffee Break event
- Workshops revised and conducted online
- Outreach activities postponed
- Opening of 2 Adult Day Centers adjusted

Impact of COVID-19

City of Pelham Community Paramedic Program

TCARE

Family Caregiver Support Program

Preventing Burnout Through Precision Tailored Interventions

n4a

Preferred Partner

ACL

Accredited Evidence-Based

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

CMS 1115 Approved

KAISER PERMANENTE

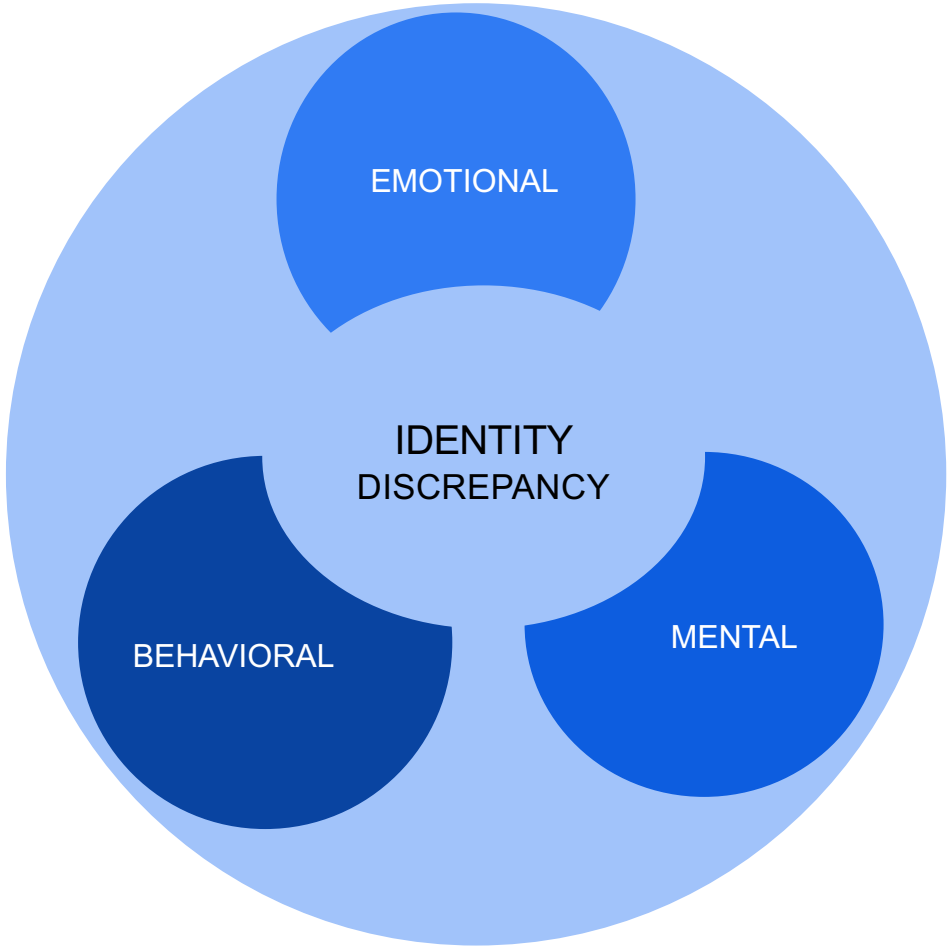
AGING-IN-PLACE
1st PLACE WINNER

Collaborative Development & Testing

TCARE team led by Dr. Rhonda Montgomery

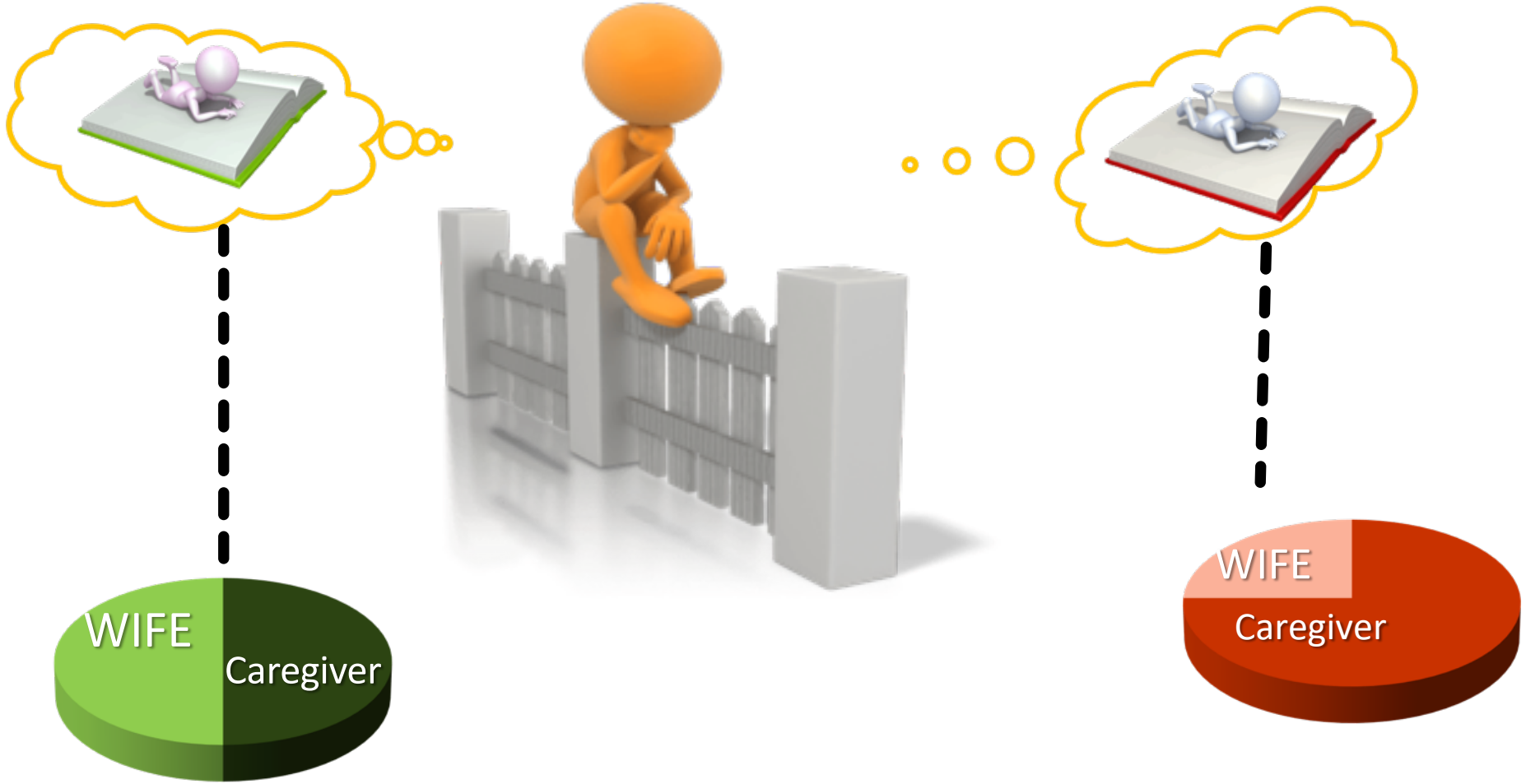
- Researchers at University of Wisconsin
- Thousands of Caregivers
- Hundreds of Care Managers & Administrators representing
  - State Units on Aging
  - Area Agencies on Aging
  - Alzheimer's Association
  - Home Care Organizations
  - Senior Care programs

Caregiving Activities ≠ Predict Intention To Place



Hours of Care ≠ Caregiver Burnout

TCARE



Caregiving Journey: Systematic Change Process

- Change in *activities*
- Change in *relationship* with care receiver
- Change in *identity* of caregiver

Measurable Predictors of Burnout

Relationship Burden

Objective Burden

Depression

STRESS

Identity Discrepancy

TCARE

Impact in Washington (2,300 caregivers)

20% + 21 mo. = $20M

Less likely to use **Medicaid LTSS service usage**

Delay in **nursing home/ALF placement**

Annual savings

Washington State Department of Social & Health Services

RDA-Report 8.31 "Expanding Eligibility for the Family Caregiver Support Program in SFY 2012"
Bridget Lavelle, PhD, David Mancuso, PhD, Alice Huber, PhD, Barbara E.M. Felver, MES, MPA

TCARE

Legislatively Mandated FCSP in Washington

TCARE

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

CMS 1115 Approved

https://www.dshs.wa.gov/altsa/stakeholders/caregiver-assessment-and-planning-tcare

TCARE

TCARE® ROI with Medicaid Plans

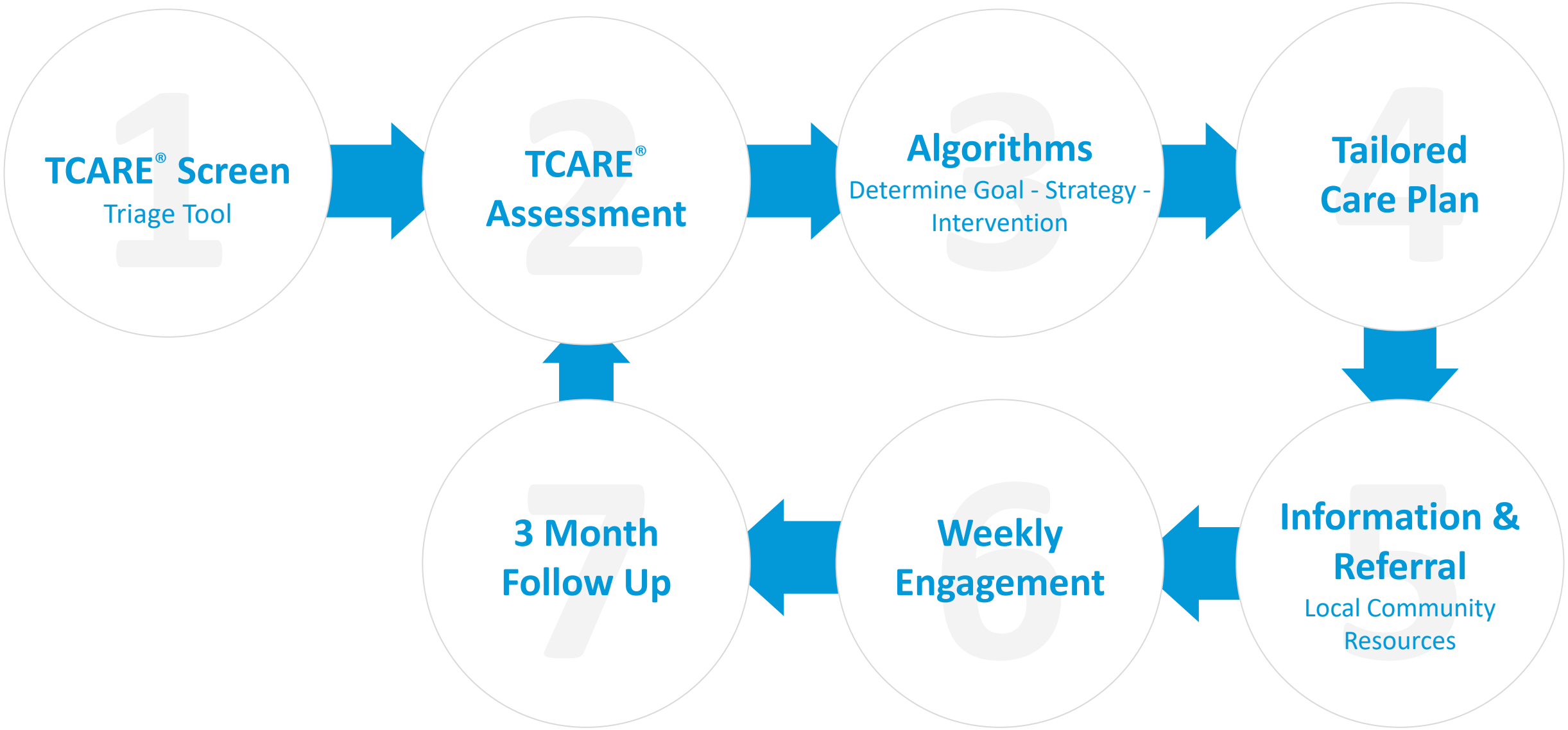
LTSS / HCBS Reduction
20%

21 month Delayed nursing home placement

Improved HEDIS Measures

CONFIDENTIAL — All rights reserved.

TCARE® Solution/Protocol Map



TCARE® Implementation

TCARE Footprint

500+

Certified TCARE Specialists

Reduced levels of stress in as little as

3mo.

Caregivers Impacted

200,000+

84%

Report lower levels of stress & depression

79%

Engagement at the 3 mo. follow up ; 54% at 12 mo.

TCARE

TCARE

Also available in 7 languages

MILITARY

OLDER ADULTS /DEMENTIA

DEVELOPMENTALLY DISABLED (IDD)

TCARE SUMMARY

Comprehensive Assessments

1

Identify a caregiver's true needs & root causes of stress/depression/burnout

Helps support staff with proper identification of those in greatest need

Person Centered Care Plans

2

Resources are driven to those identified as greatest risk:

- Available,
- Accessible,
- Acceptable
- Affordable

24

Clinical Outcome Reporting

3

Continuous Engagement and data collection delivers outcomes:

- Validated Less depression
- Lower stress scores
- Ability to show lengthened aging In place
- Lower program cost to LTC

Program Impact

4

Pathways to Monitor

Where your dollars are going

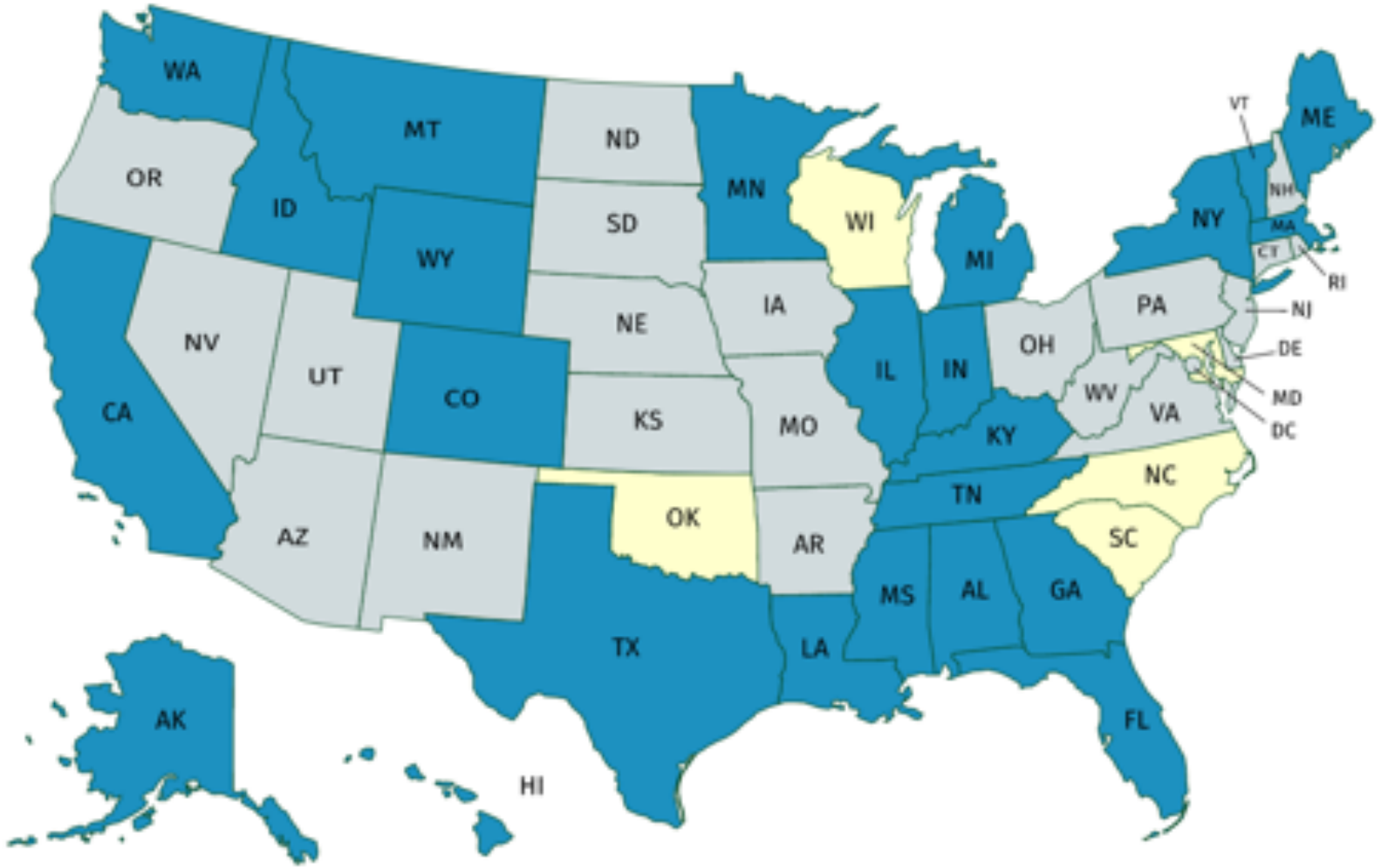
Caregiver Demographic

Outcomes to seek $$$$

PROGRAM SAVINGS = EXPANSION

TCARE

TCARE Client Footprint



TCARE

TCARE's Customers

State/Agency Payers

Washington State Department of Social & Health Services

NEW YORK STATE OF OPPORTUNITY. Office for the Aging

*pending implementation

HAWAII STATE DEPARTMENT OF HEALTH

STATE of ALASKA Department of Health and Social Services

Health Plans

MASSACHUSETTS

Cigna

Anthem

UnitedHealthcare

BlueCross BlueShield Minnesota

EmblemHealth

Private Insurance (Life/LTC)

RGAX

Aflac

THRIVENT FINANCIAL

Prudential

*pending implementation

Genworth

*pending implementation

Mutual of Omaha

*pending implementation

TCARE

- Did the project meet milestones for building operations?
- What services and supports did program participants receive?
- Was the training effective increasing knowledge about dementia in the broader service deliver system
- Did the intervention improve caregiver outcomes?

Goals of the Evaluation: What We can Measure in the Shorter Term

- Did PANDA delay or prevent nursing facility placement?
- Did PANDA delay or prevent spenddown to Medicaid?
- Did PANDA result in the use of less publicly-funded services?

Goals of the Evaluation: Longer Term Measures

- HCBS Strategies has been working with M4A to develop quarterly reports to summarize participants served, trainings, services delivered, and outcomes

- Discussion data is from the initial two quarters of the project, April 1 through September 30, 2020

Short Term Findings

- 90 individuals were enrolled in the pilot
  - 46 persons with Dementia (PWD) & 44 caregivers
  - 50% of PWD are spouse/partners of their caregiver and 45% are parents
  - 23% of PWD live alone
  - 96% of PWD and 70% of caregivers are age 60+
  - 59% of PWD and 72% of caregivers are female
  - 15% of PWD and caregivers identified as being part of a minority group
  - 80% of PWD and 78% of caregivers live in an urban setting

Who Is Being Served Through PANDA?

- Services provided thus far include:
  - Caregiver education (10 individuals)
  - Financial and/or legal services (2)
  - In-home services (4)
  - Living environment modifications (3)
  - Respite (3)
  - Pelham Community Paramedic Supports (15)

Services Provided Through PANDA

- M4A staff are following up with participants and caregivers every 6 months
- Capturing critical incidents information to identify potential impacts of pilot interventions
  - Incidents include falls, hospitalizations, ER visits, NF admissions, 911 calls
- 73% of PWD reported falls in the last 6 months
  - 6% of PWD reported ER visits or 911 calls in last 6 months
  - 3% of PWD reported hospitalizations or NF admissions in last 6 months

Tracking Critical Incidents

- M4A and their partners are offering four trainings for targeted audiences
  - Dementia Friendly First Responder Workshop
  - Brain Health Training
  - Care Resistant Behaviors Training
  - Elder Justice Training
- Despite challenges from COVID-19, over 50 individuals have received at least one of the trainings
- Outreach has included coffee break events, IDD webinar, newsletters, and targeted outreach to discharge planners

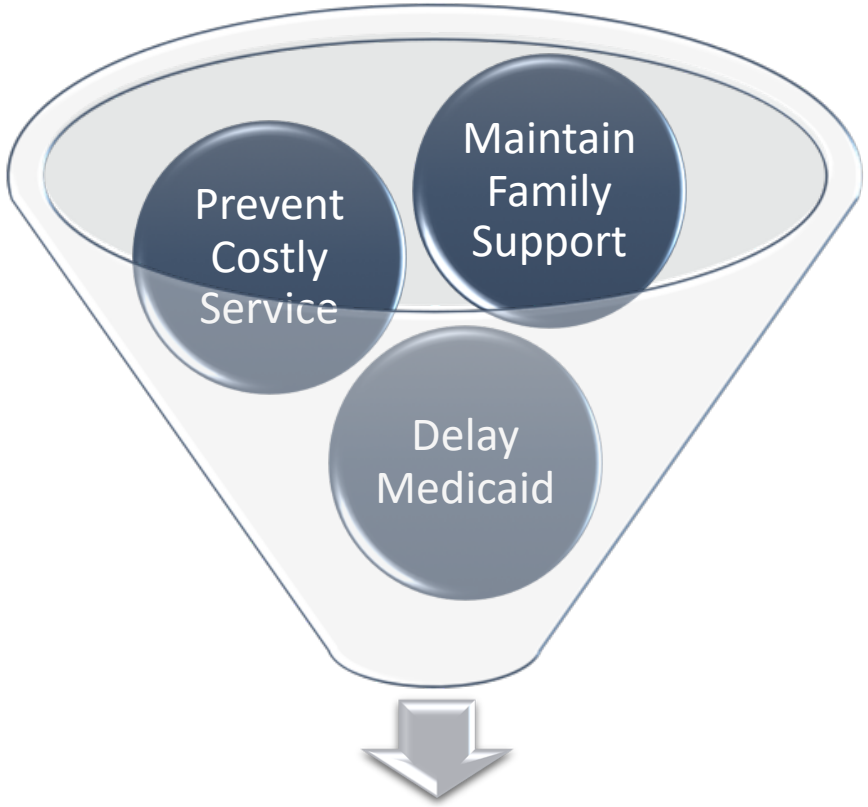
Training & Outreach

- 30 caregivers received the TCARE Screen and 11 proceeded to the full TCARE assessment
  - 58% of caregivers reported a High relationship burden and stress burden
  - 70% reported a High objective burden
  - 76% reported a High identity discrepancy
  - Caregivers reported a higher score for intention to place in the future than intention to place now, however both averaged to a score that indicated placement was unlikely

Outcomes of the TCARE Screen & Assessment

- M4A is administering the QoL-AD at 6-month intervals to pilot participants with Dementia
- QoL-AD captures a wide range of measures, including physical health, energy, mood, family, marriage, self as a whole, ability to do things for fun, memory, and living situation
- Only living situation had an average rating of “Good”
  - Ability to do things for fun, money, and ability to do chores around the house all scored as “Poor”

Quality of Life-Alzheimer’s Disease (QoL-AD) Survey



Business Case for State and Medicaid Funding

Sustainability Plans

Administrative Match

Waiver Service

State Plan

Opportunities for Medicaid Funding

- Matching Funds (usually 50%)
- Help Medicaid to be more effective and efficient
- Traditionally has been outreach, eligibility, service coordination for people who are Medicaid eligible
- Requires infrastructure to determine portion of time that is Medicaid related

Medicaid Administrative Match

Time spent working with people who are at high risk of going onto Medicaid

Allow person to remain in community longer by shoring up informal support, making private pay go further and connecting to other supports

Consistent with other CMS Efforts: Money Follows the Person (MFP)

Balancing Incentives Program (BIP)

Much of the PANDA staff time could be claimed

Medicaid Administrative Match to Reduce Future Medicaid Spending

Participants would have to be Medicaid eligible, meet Nursing Facility (NF) level of care, and have available waiver slot

Could fund some or all PANDA components

Would have to be open to any willing and qualified provider (unless using a 1915(b) waiver)

Funding Portions of PANDA Using a 1915(c) Waiver

Participants would have to be Medicaid eligible, meet NF level of care

Could fund some or all PANDA components

State could not cap number of people who received it

State would receive 6% enhanced match

Would have to be open to any willing and qualified provider (unless using a 1915(b) waiver)

Funding Portions of PANDA Using a 1915(k) Community First Choice Option

Participants would have to be Medicaid eligible and meet targeting criteria

Could fund some or all PANDA components

State could not cap number of people who received it

Would have to be open to any willing and qualified provider (unless using a 1915(b) waiver)

Funding Portions of PANDA Using a 1915(i) Medicaid State Plan HCBS

Can better target people early in their LTSS journey, reducing future issues

State can limit commitment to any new spending

May be bureaucratically simpler (no waiver/SPA, regulations, etc.)

Easier for the state to take corrective action if problematic

Medicaid Administrative Claiming May Be the Best Starting Point

- Support for Program
- Review Pilot results for determination of expansion capability
- Collaborate with Medicaid for available sources of funding where possible to assist with sustainability
- Use of the ADRC to further support Panda Project activities and assess for any needed enhancements
- Provide enrollment assistance for those who may need additional services and supports through our waiver programs

Role of Alabama Department of Senior Services