

California Coordinated Care Initiative:
**An Opportunity to Improve Access and Services for
Persons with Dementia and their Family Caregivers**

Lora Connolly
CALIFORNIA DEPARTMENT OF AGING

MARCH 2016



Dementia Cal MediConnect Grant Overview

- Three year Administration on Aging grant to the CA Department of Aging, in partnership with the Alzheimer's/Greater Los Angeles, the Alzheimer's Association of No. California, and the CA Department of Health Services (DHCS)
- Federal grant goal: “create sustainable home and community based services system that meets the unique needs of persons with dementia and their family caregivers.”
- Total grant amount: \$744,000
- Grant period: Sept. 2013 – 2016

CA Focus—Cal MediConnect

- Strategic focus on health plans participating in the CA Coordinated Care Initiative (CCI) working to develop integrated care delivery systems.
- A major component of CCI is to align the fiscal incentives and care delivery within managed care model that combine all Medicare and Medi-Cal benefits and services into a single health plan.
- These plans are referred to as Cal MediConnect health plans and are being offered to individuals dually eligible for Medicare and Medi-Cal in 7 counties.

CA Focus—Cal MediConnect

- These health plans must have a system of care with care managers that assist individuals in obtaining the care they need (acute, primary, behavioral health and long term services and supports).
- The three-way contact contract between the Centers for Medicare and Medicaid (CMS), the CA DHCS, and the participating health plans requires Plans to have Dementia Care Specialist.

CCI Participating Counties & Health Plans

County	Cal MediConnect Health Plans
Los Angeles	Care 1 st - Care More - Healthnet - LA Care - Molina
Orange	CalOptima
Riverside San Bernardino	Inland Empire Health Plan - Molina
Santa Clara	Anthem - Santa Clara Family Health Plan
San Diego	Care 1 st - Community Health Group - Healthnet - Molina
San Mateo	Health Plan of San Mateo

 CCI Dementia Grant Year 1-3

 CCI Dementia Grant Year 2-3

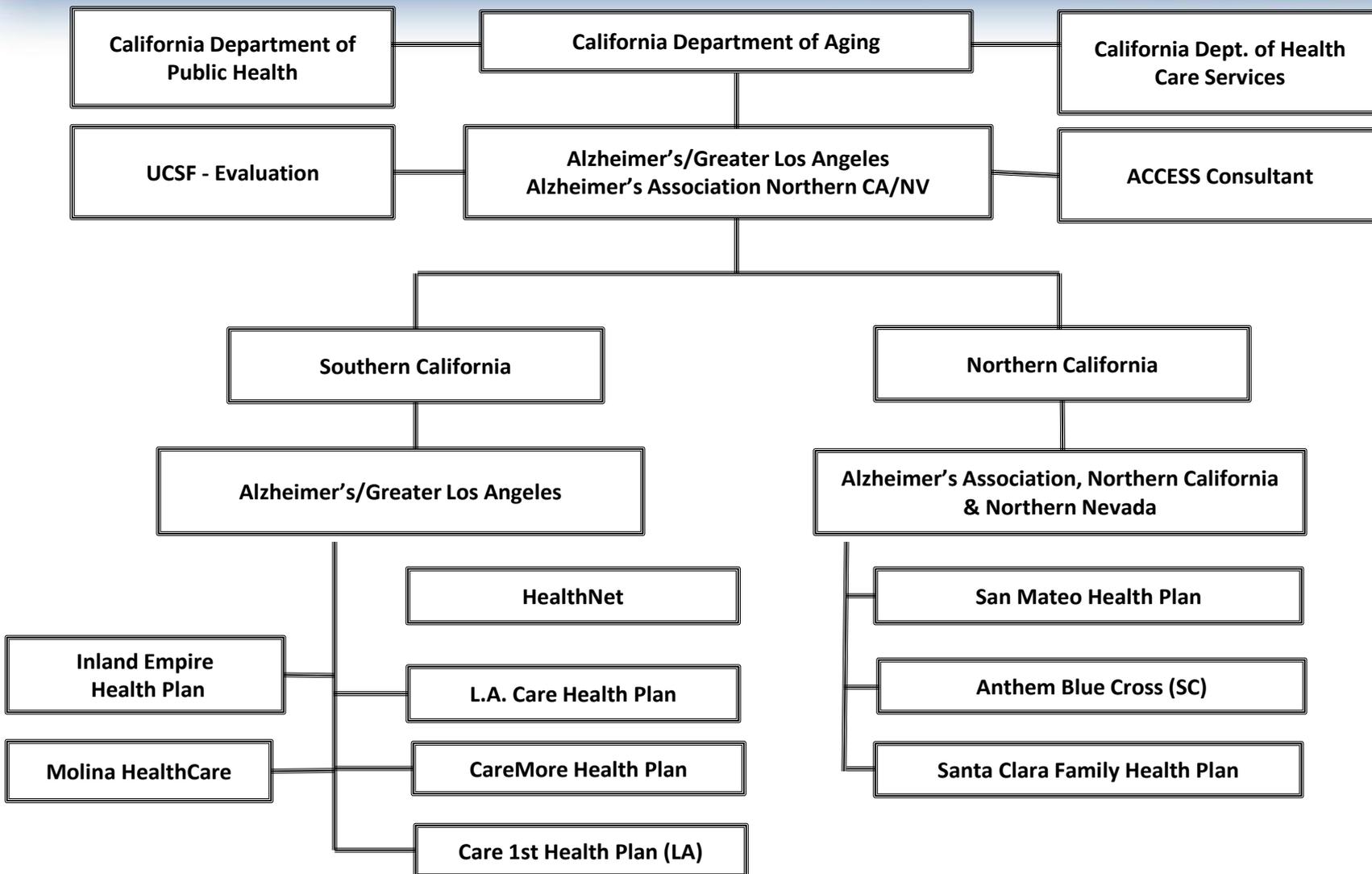
Need for Care Manager Dementia Expertise

- About 13% of individuals who will be passively enrolled in Cal MediConnect will have been diagnosed with Alzheimer's disease or a related dementia
- An additional 13% likely have undiagnosed dementia
- Per capita health care costs for those with Alzheimer's & related dementias rank in the Top 5
- Complex care needs, social supports & high risk for institutionalization

Dementia Cal MediConnect Strategy

- Focus on health plan care managers who have the most direct contact with the individuals and their families
- Tier 1-basic dementia training for care managers in participating health plans (8 hours)
- Monthly case conference calls for 6 months to reinforce training content & assist in handling more complex situations CMs are experiencing
- Tier 2 -Dementia Care Specialist training (12 hours)
- Provide family caregiver education & support

Grant Organizational Structure



Tier 1 Care Manager Training

- Fundamentals of Cognitive Impairment, Alzheimer's Disease, and Related Dementias
- AD8 Screening
- Practical Dementia Care Management
- IDEA! Behavior Management Approach
- Plain Language Fact Sheets on Behaviors
- Caring for the Caregiver
- Resources/Support Services
- ALZ Direct Connect

Tier 2 Dementia Care Specialist Training

- Train the Trainer took place in May 2015
- Dementia Care Specialist Toolkit for Dementia Care Management developed
 - Assessment tools (AD8 screening tool, family caregiver identification tool, and care needs assessment tool)
 - Standardized care plans (adapted from ACCESS Project)
- Training began in late Summer 2015

Dementia Cal MediConnect Grant

	Grant Goal	Accomplishments to Date
8 Hour CM Training	100 CM trained	264 from 7 health plans + several PPGs + contracted LTSS agencies
Dementia Care Specialist Training	8 CMs from health plans	44 CMs from 8 health plans + 1 PPG
Case Conferences		8 health plans + 1 PPG
Family Caregiver Support Training	200 family caregivers	Almost 500 caregivers attending training events
On Line Dementia Care Specialist Training		Coming Soon!

Evaluation & Data: Progress to Date

- Care Manager Surveys Response Rate:
 - 135 baseline
 - 113 post-training
 - 20 six month 😞
- Caregiver Surveys N=96
- Key informant interviews to start in early 2016

Evaluation:

Care Manager Measures

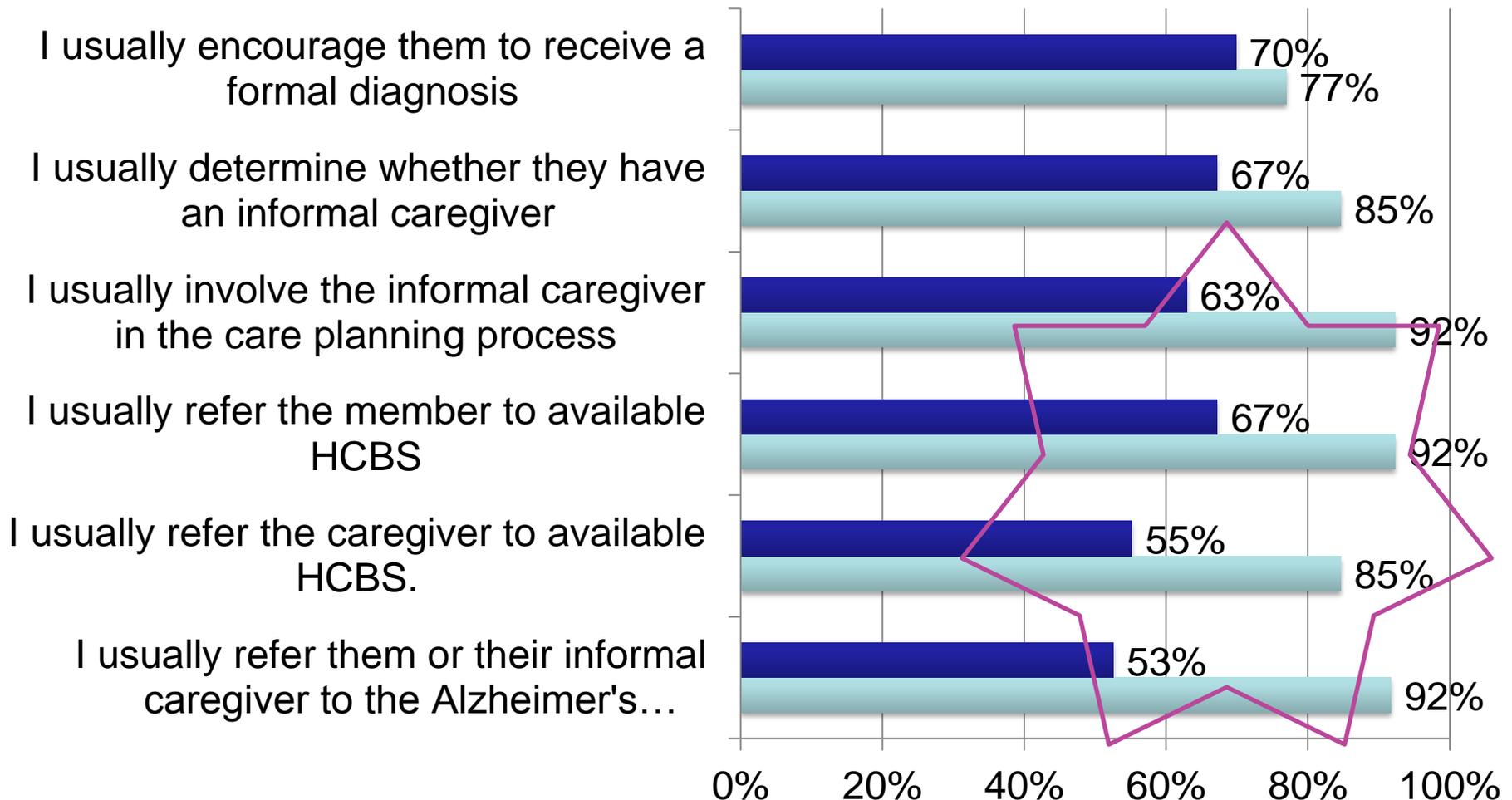
- High level of satisfaction with training & materials
- Increased knowledge about dementia and home and community-based services
- Increased satisfaction with their ability to coordinate the care for persons with dementia (CM self-efficacy)
- Increased number of referrals to HCBS providers, including the Alzheimer's Association

Care Manager Practice Change

When working with a member who may have ADRD...

■ % yes at baseline (n=135)

■ % yes at 6 month (n=13)



Evaluation: Family Caregiver Measures

- ✓ Very satisfaction with training and/or services
- ✓ Increased knowledge about dementia and HCBS resources
- ✓ Increased caregiver self-efficacy

System of Care Measures

- ✓ Adapting Health Risk Assessment to include dementia screening questions
- ✓ Including cognitive assessment into e-medical record for care manager & clinicians
- ✓ Protocol if cognitive screen is positive
- ✓ Ability to identify informal/family caregiver
- ✓ Integration of informal/family caregiver education
- ✓ Adoption of standardized care plans
- ✓ Referral to community resources, including Alzheimer's organizations

What We Know to Date...

- Health Plans & care managers eager to engage
- Health Plans have sought technical assistance in a number of areas (HRA, respite criteria, developing their own physician & caregiver training, etc.)
- Health Plans want Alzheimer's organizations at their county stakeholder meetings & events
- Health Plans have been willing to pay for additional training & consultation
- Has led to the first low literacy dementia education materials in the county

Work in Progress: Challenges

- No cookie cutter approach—each health plan is structured differently & has their own care management model. Must adapt to those differences.
- Even modified Health Risk and Annual Wellness Assessment and e-Medical Record will still miss individuals with dementia.
- Role of Dementia Care Specialist is new and evolving. How to direct persons with dementia to this specialist? How do other care managers learn about and access this specialist?
- Identifying family care givers, their specific role and their needs.
- Getting family caregivers to education & support programs.

Dementia Cal MediConnect Team

Project Co-Directors:

Lora Connolly, MSG

Director

California Department of Aging

Debra Cherry, PhD

Executive Vice President

Alzheimer's Greater Los Angeles

Project Manager:

Jennifer Schlesinger, MPH, CHES

Director, Professional Training and
Healthcare Services

Alzheimer's Greater Los Angeles

Project Evaluator:

Brooke Hollister, PhD

University of California, San Francisco
Institute for Health and Aging

Alzheimer's Greater Los Angeles Team Members:

- Susan Howland, MSG
- Cora Mahon, MSW, ASW

Alzheimer's Association, Northern California and Northern Nevada Chapter Team Members:

- Bonnie Bollwinkel, LCSW
- Elizabeth Edgerly, PhD
- Ruth Gay, MS, Team Lead
- Pauline Martinez, MA
- Alexandra Morris, MA
- Angie Pratt, MAS

Alzheimer's Association California Council

- Susan DeMarois