State Long Term Care Programs: Balancing Cost, Quality and Access
A Workshop for Senior State Executive Branch Health Officials

May 6-8, 2002
Indianapolis, IN

...Bridging the gap between researchers and policy makers...

# 2101 East Jefferson Street, Rockville, MD 20852
# ULP telephone: (301) 594-6668, Fax: (301) 594-2035
# E-mail: ulp@ahrq.gov
<table>
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<tr>
<th><strong>State Long Term Care Programs: Balancing Cost, Quality and Access</strong></th>
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<td><strong>WORKSHOP COST:</strong> $400.00</td>
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| **WHEN:** May 6 - 8, 2002  
(Begins at 8:15 a.m., May 6; ends at 12:00 noon, May 8) |
| **WHERE:** The Westin Indianapolis  
50 South Capitol Avenue  
Indianapolis, IN 46204  
Tel: (317) 262-8100  
Fax: (904) 231-3928 |
| **CREDIT CARDS:** Participants may charge the workshop package price to Visa, MasterCard or American Express. SEE REGISTRATION/PAYMENT FORM AT THE BACK OF THIS BROCHURE. For incidental charges, the Westin Indianapolis accepts all major credit cards. |
| **FULL COST:** $400.00 (for lodging, group meals, workshop materials and registration fee) |
| **COMMUTER RATE:** $167.00 (for group breakfasts and lunches, workshop materials and registration fee) |
| **TRANSPORTATION:** The Westin Indianapolis is approximately 15 minutes from the Indianapolis International Airport. Carey of Indiana provides transportation for $10.00 one-way. Reservations may be scheduled in advance by calling (800) 888-4639. The Carey of Indiana booth is located in the Ground Transportation Center. The one-way cost of a taxi is approximately $16.00-$22.00. |
| **DUE DATE:** Monday, April 8, 2002 |
| **DRESS:** Casual (khakis, jeans, polo shirts and casual shoes). Please pack a sweater as meeting rooms can be cool. |

To register, FAX the registration payment form to 207-874-6527 before making your airline reservations. For further information regarding registration, call Laurie Belden, the ULP contact at the National Academy for State Health Policy at 207-874-6524.

CANCELLATION POLICY: In the event of cancellation prior to two (2) work days before the start of the workshop, the amount of the first day’s expenses is non-refundable. The balance will be returned. HOWEVER, if you cancel less than two (2) work days prior to the start of the workshop, you may be required to forfeit the entire amount (or any part thereof) depending on the hotel policy regarding refunds.

SPECIAL NOTE: The workshop notebooks are quite heavy (weighing about 8 pounds each). We have arranged with the hotel for Fed Ex pick-up for those participants who wish to ship their notebooks home. If you wish to ship—please bring a Federal Express shipping form complete with your Federal Express account number or your credit card number and the plastic window to adhere to the box. Boxes for shipment will be provided.
State Long Term Care Programs: Balancing Cost, Quality and Access
A Workshop for State Executive Branch Health Officials
Westin Indianapolis Hotel
Indianapolis, Indiana
May 6-8, 2002

Narrative Workshop Agenda

Session 1: Welcome, Introductions and Overview of the Workshop

Date and Time: Monday, May 6, 8:15 a.m. - 9:15 a.m.

Andrew Stoner
Executive Assistant, Human Resources
Office of the Governor
State of Indiana
Indianapolis, IN

Christine G. Williams, M.Ed.
Director
Office of Health Care Information
Agency for Healthcare Research and Quality (AHRQ)
U.S. Department of Health and Human Services
Rockville, MD

Diane Braunstein
Program Director
Long Term Care and Aging
Center for Best Practices
National Governors Association
Washington, DC

Trish Riley, M.S.
Executive Director
National Academy for State Health Policy
Portland, ME
Content: This session will provide an opportunity for participants to introduce themselves and briefly share with other attendees their involvement in issues related to long term care programs and the challenges they face. The session also will provide participants with an overview of the workshop agenda.

Session 2: The Economic and Fiscal Climate: Impact on State Revenues and Long Term Care Budgets

Date and Time: Monday, May 6, 9:15 a.m. - 10:30 a.m.

Presenters: Donald J. Boyd
Deputy Director
Nelson A. Rockefeller Institute of Government
Albany, NY

Vernon K. Smith, Ph.D.
Principal
Health Management Associates
Lansing, MI

Content: Medicaid comprises one of the largest components of State spending and long term care accounts for 35 percent of all State Medicaid expenditures. In mid-2001, more than half the States projected Medicaid spending would exceed appropriations for Fiscal Year 2002. Setting priorities and managing spending is compounded by the economic recession and the structure of State revenues.

After this session, participants should be able to:

- Understand how the short and long term fiscal framework might shape long term care policy decisions;
- Describe how State Medicaid agencies are coping with budget reductions;
- Discuss findings from a State survey on Medicaid spending trends conducted for the Kaiser Commission on Medicaid and the Uninsured; and
- Discuss the impact of budget reduction options.
Session 3: Projecting Need for Long Term Care Services

Date and Time: Monday, May 6, 10:45 a.m. - 12:15 p.m.

Presenter: Lisa Maria B. Alecxih, M.P.A.
Vice President
Center on Long Term Care
The Lewin Group, Inc.
Falls Church, VA

Content: As budgets are constrained, States need to be able to project the cost of potential demand and to anticipate how different policy alternatives will affect demand. States can benefit from tools that clarify the impact of various policy options and strategies for restructuring long term care services. The session will demonstrate a standardized tool using data from the 2000 census, national survey data on the prevalence of certain conditions and other national sources as well as State-specific data.

After this session, participants should be able to:

- Understand how national data can be applied to State level simulations and
- Discuss how to prepare and analyze data to estimate demand for long term care services and the financial impact of policy options.

Session 4: Understanding AHRQ and the User Liaison Program

Date and Time: Monday, May 6, 1:15 p.m. - 1:30 p.m.

Presenter: Marjorie Shofer
User Liaison Program (ULP)
Office of Health Care Information, AHRQ
Rockville, MD

Content: This session will describe the overall objectives of AHRQs User Liaison Program and discuss Agency resources available to State and local officials.

After this session, participants should be able to:
Understand the mission and purpose of AHRQ and the User Liaison Program and
Identify upcoming workshops and events and other AHRQ products that State policymakers can use.

Session 5: Managing Demand for Long Term Care Services During Times of Economic Crisis

Date and Time: Monday, May 6, 1:30 p.m. - 3:00 p.m.

Presenters: Richard Ladd
Ladd and Associates
Turner, OR

Charles Reed
Former Assistant Secretary
Washington Department of Social and Health Services
Olympia, WA

Content: Times of crisis present unique opportunities to introduce policy and program changes. This session reviews examples from two States that significantly restructured their long term care delivery and financing system because of budget constraints.

After this session, participants should be able to:

- Understand how the fiscal environment led to major changes in the organization and delivery of long term care services;
- Learn how resources were shifted from institutional community services to home and community services;
- Discuss the information, data and research findings that are needed to support reorganization; and
- Discuss the process for developing and implementing change.

Session 6: Budgeting for Home Care to Assure Savings and Benefits

Date and Time: Monday, May 6, 3:30 p.m. - 5:00 p.m.
Presenter: William G. Weissert, Ph.D.
Professor and Chair
Department of Health Management and Policy
School of Public Health
University of Michigan
Ann Arbor, MI

Content: States make policy choices when they allocate resources to assure people receive services in relation to their need. This session discusses a system for allocating service budgets according to patients’ risk of specific adverse outcomes, the cost implications of those outcomes, and the ability of home care to mitigate the outcome.

After this session, participants should be able to:

- Understand why home care allocation needs improvement;
- Identify what factors most influence the bottom line; and
- Determine how this information can be translated to policy choices.

Session 7: The Impact of Workforce Shortages on Cost, Quality and Access

Date and Time: Tuesday, May 7, 8:30 a.m. - 10:00 a.m.

Presenters: Robyn Stone, Dr.P.H.
Executive Director
Institute for the Future of Aging Services
American Association of Homes and Services for the Aging
Washington, DC

Edward S. Salsberg, M.P.A.
Director
Center for Health Workforce Studies
School of Public Health
State University of New York at Albany
Rensselaer, NY

Content: Recent analysis suggests that 758,000 more nurses aides, home care aides and home health aides will be needed by 2008 to meet the rising demand for home care. Yet low wages, difficult jobs and lack of opportunities for advancement limit recruitment and retention efforts. This session offers an
overview of the workforce challenges facing policy makers and providers and the findings from a review of State efforts to strengthen the paraprofessional workforce.

After this session, participants should be able to:

- Understand the impact of supply and demand on the general labor force and how they affect the long term care workforce;
- Describe the policy options for responding to workforce shortages; and
- Describe research findings about the effect of State initiatives, such as financial incentives, health insurance, career ladders, and training, to stabilize and expand the workforce.

Session 8: Enhancing Access Through Comprehensive Delivery Systems

Date and Time: Tuesday, May 7, 10:15 a.m. - 11:15 a.m.

Presenter: Judith Frye
Director
Center for Delivery Systems Development
Office of Strategic Finance
Wisconsin Department for Family and Health Services
Madison, WI

Content:
The Wisconsin Family Care Demonstration program is one of the most extensive examples of the reorganization of State long term care delivery systems since the advent of home and community based services. The Family Care program creates a "one-stop shop" for information about all long term care services and access to a single organization to select services appropriate to the beneficiary. The program consolidates all Medicaid long term care services into a single menu of options to support independence and quality of life, while recognizing the beneficiary’s need for support to remain independent.

After this session, participants should be able to:

- Understand the results of this effort to consolidate and capitate all long term care services and
- Discuss the planning and preparation needed to implement comprehensive entry programs and to integrate Medicaid financing.
Session 9:  Cashing Out Services:  Consumer Choice and Fiscal Control

Date and Time:  Tuesday, May 7, 11:15 a.m. - 12:30 p.m.

Presenters:  Sandra Barrett
Assistant Director
Arkansas Division of Aging and Adult Services
Little Rock, AR

Content:  Cash and Counseling is a three-State demonstration program that offers beneficiaries cash rather than agency-based services. Participants may hire friends, relatives, and neighbors to assist them with daily personal care services. Participants are not limited to specific services and may purchase other services or items related to their personal care.

After this session, participants should be able to:

• Understand the findings from the demonstration;
• Discuss the lessons of the Cash and Counseling demonstration for State and Federal policymakers; and
• Discuss the implications of the findings for broader application in community based programs.

Session 10:  Quality of Care in Nursing Homes

Date and Time:  Tuesday, May 7, 1:30 p.m. - 3:00 p.m.

Presenters:  Catherine Hawes, Ph.D.
Professor
Department of Health Policy Management
School of Rural Public Health
Texas A&M University System Health Science Center
College Station, TX

Charles D. Phillips, PhD, MPH
Director, Health Services Research Program
Department of Health Policy and Management
School of Rural Public Health
Texas A&M University System Health Science Center
College Station, TX
Content: The session will discuss what is known about effective regulatory systems to ensure quality of care. This will include information on standards, survey processes, complaint investigations, and the use of enforcement remedies, as well as special initiatives to enhance quality, such as the use of Quality Assurance Nurses (QANs) and the use of Civil Money Penalty (CMP) funds for quality initiatives. It also will include information about consumer and ombudsmen views of model state practices in nursing home quality assurance and initiatives aimed at preventing abuse and neglect of nursing home residents.

This presentation will also focus on the lessons learned in two projects, one in New York City and the other in Cleveland, Ohio. In these projects researchers identified higher quality nursing homes that operated at relatively lower costs. The presentation will emphasize the strategies staff in these facilities used to provide high quality care with limited resources.

After this session, participants should be able to:

- Understand the findings from the evaluations of regulatory approaches and model practices in nursing home settings in relation to policies and practice in their own states;
- Discuss new strategies to raise quality of care; and
- Understand how nursing homes can provide high quality services at relatively low cost.

Session 11: Quality Indicators for Home and Community Based Services

Date and Time: Tuesday, May 7, 3:15 p.m. - 5:00 p.m.

Presenters: Brant E. Fries, Ph.D.
Senior Research Scientist
Institute of Gerontology
School of Public Health
University of Michigan
Ann Arbor, MI

Scott Miyake Geron, M.S.W., Ph.D.
Associate Professor
School of Social Work
Content: This session will review the development of a system of quality indicators for home and community based services using the Resident Needs Assessment - Home Care (RAI-HC) instrument. It will also present a new, more reliable survey instrument for measuring consumer satisfaction. The Home Care Satisfaction Measure (HCSM) survey instrument contains 60 items that cover worker competency; system adequacy; interpersonal characteristics of the service provider; service choice, dependability and convenience; and quality.

After this session, participants should be able to:

- Understand how indicators can be developed using a standardized assessment tool;
- Determine how States can use the RAI-HC instrument to monitor and compare the quality of care delivered by home care agencies; and
- Discuss the use of a satisfaction survey instrument that explores multiple aspects of the delivery of home care services.

Session 12: Federal Quality Assurance and Improvement Initiatives

Date and Time: Wednesday, May 8, 9:00 a.m. - 10:00 a.m.

Presenter: Mary Jean Duckett
Disabled and Elderly Health Programs Group
Centers for Medicare and Medicaid Services (CMS)
U.S. Department of Health and Human Services
Baltimore, MD

Content: Pressure to manage demand and restrain costs growth can affect quality. This first of three sessions addressing quality discusses a multi-tiered initiative by CMS to develop quality improvement strategies and tools for use by Federal and State agencies to improve the quality of care in home and community based programs.

After this session, participants should be able to:
- Discuss the emerging framework for Quality Indicators within home and community based services;
- Discuss quality improvement tools for States and how to use them; and
- Understand CMS’ plan to offer technical assistance on quality improvement to States.

Session 13:  **Federal/State Partnership for Long Term Care: Next Steps**

**Date and Time:** Wednesday, May 8, 10:15 a.m. - 11:15 a.m.

**Presenter:** Mary Jean Duckett
Disabled and Elderly Health Programs Group (CMS)

**Content:** The Federal Department of Health and Human Services led the preparation of a recently released report to the President, “Delivering on the Promise: Preliminary Report of Federal Agencies’ Actions to Eliminate Barriers and Promote Community Integration.” This report details proposed and potential actions to implement the President’s Executive Order 13217 to implement the Americans With Disabilities Act (ADA). This session will present initiatives and policy changes that support the delivery of supportive services in community settings.

After this session, participants should be able to:

- Understand the action steps that have been proposed to implement Executive Order 13217;
- Discuss how Federal waiver authority may be used to demonstrate new ideas in the organization and delivery of long term care services;
- Discuss options under consideration for giving States additional flexibility to balance cost, quality and access; and
- Understand additional funding opportunities for Real Choice Systems Change Grants.

Session 14:  **Take-Away Lessons and Ideas for Future Research**

**Date and Time:** Wednesday, May 8, 11:15 a.m. - 11:45 a.m.

**Presenters:** Marjorie Shofer
ULP/AHRQ
This session will highlight the key issues, crosscutting themes, and “take-away” messages that emerged over the course of the workshop. The session also will provide participants with the opportunity to identify and discuss areas for future research that would help inform State and local government policy development on long term care. The discussion will provide information to AHRQ that can be used to help set the Agency’s research agenda.

Session 15: Workshop Closing Comments

Date and Time: Wednesday, May 8, 11:45 a.m. - 12:00 noon

Presenters: Diane Braunstein
NGA

Marjorie Shofer
ULP/AHRQ

Content: This session will provide an opportunity for participants to make concluding comments about the workshop and provide time to fill out a workshop evaluation.
STATE LONG TERM CARE PROGRAMS: BALANCING COST, QUALITY AND ACCESS
May 6-8, 2002 - Indianapolis, IN

PARTICIPANT INFORMATION - REGISTRATION/ PAYMENT FORM

Name: ____________________________________________
   Formal--including degrees: (for printed participant list)   Nickname: (for name badge)

Title: _____________________________________________

Division/Unit: ______________________________________

Organization: _______________________________________

Address: __________________________________________

____________________________________________________

Internet E-Mail Address: ______________________________

Telephone #’s (WORK) _______________________ (FAX) ___________________

PLEASE INDICATE SPECIAL DIETARY RESTRICTIONS, FOOD ALLERGIES, OR SPECIAL NEEDS FOR PHYSICALLY
CHALLENGED. We will ask the hotel to provide vegetarian meals when possible.

____________________________________________________________________________________

HOTEL INFORMATION: Check-in (date) ____________ Check-out (date) ________________
(A room reservation will be made for you at the hotel by the ULP contractor based on the dates noted above.)

$400.00 PACKAGE PAYMENT DEADLINE - April 8, 2002. Checks are to be made payable and mailed to National Academy
for State Health Policy, ULP’s contractor for this workshop (see address below). NASHP’s Federal ID Number is: 52-1576801. Payment may be by check or credit card. NASHP accepts VISA, MasterCard and American Express. NASHP does not accept State vouchers or purchase orders. Please read carefully the invitation package and confirmation letter for our cancellation policy.

PERSONAL CHECK ENCLOSED: _________ Please HOLD _________ Okay to Cash _________

CREDIT CARD COMPANY: ____________________________ AMOUNT CHARGED: $ _______

CREDIT CARD NUMBER: _____________________________ EXP DATE: ________________

NAME PRINTED (as it appears on credit card): ________________________________

SIGNATURE: ______________________________________________________________________

SEND THIS COPY WITH PAYMENT TO:

Laurie Belden
ULP Meeting Coordinator
National Academy for State Health Policy
50 Monument Square, Suite 502
Portland, Maine 04101
Phone: 207-874-6524        FAX: 207-874-6527