

The past and future of caring for dual eligibles and LTSS recipients

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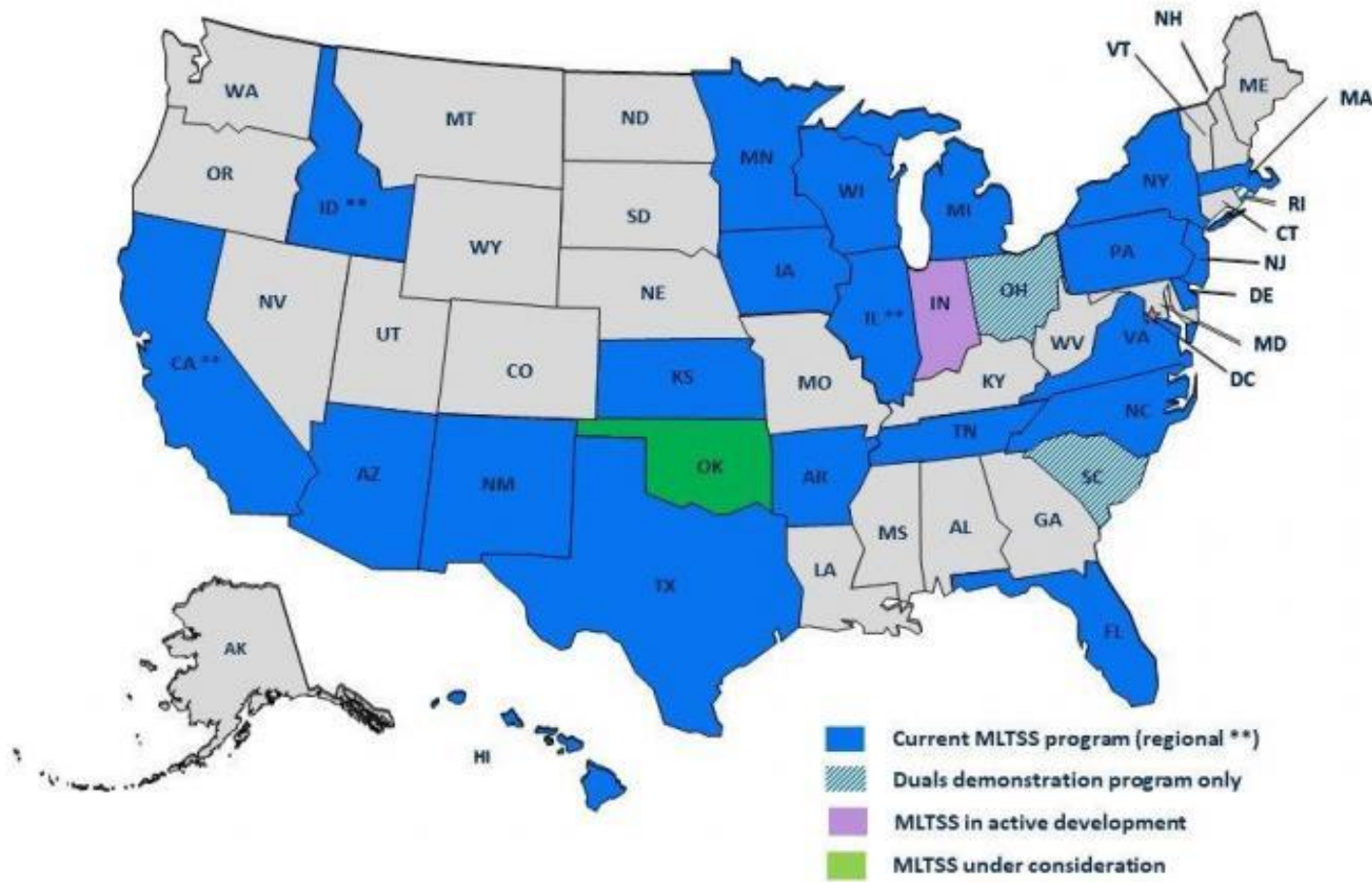




Empowering Alternatives in Delivery of LTSS

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States with MLTSS



Growing Demand for LTSS

- More than 54 million adults ages 65 and older in the U.S.— about 16.5% of the nation's population (U.S. Census Bureau)
- By 2050, adults ages 65 and older projected to rise to 85.7 million— roughly 20% of the population
- More than 12 million people receive LTSS
- LTSS expenditures >\$162.1 billion in 2019
- Medicaid is the single leading payer of LTSS



Critical Shortage of Direct Care Workers



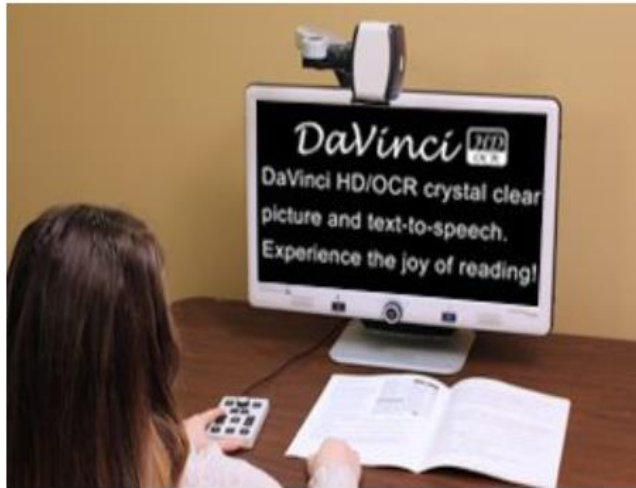
Direct Care Workforce Demand

- The direct care workforce expanded rapidly over the last decade, growing from 3.1 million workers in 2010 to 4.6 million in 2020, however there is a critical shortage of workers to meet demand
- During COVID, many direct care workers transitioned to different professions at the same time that individuals were avoiding nursing home placements and needing personal care
- Enhancing the skills and stability of the direct care workforce is needed as more persons with chronic and complex conditions want to remain in their home.
- 74% of New Yorkers that needed home health aides in 2021 were unable to retain them.
- The current median wage is \$13/hour



Promoting Independence with Technology

- Interventions should emphasize methods to encourage functional independence and ensure that members can live safely at home in the community with dignity
- Assessments by an occupational therapist can identify persons that can benefit from OT, PT or other supports in the home including, environment safety, equipment/technology needs, and social settings.
- Members are empowered to do things for themselves, when possible, rather than having others perform all activities for them.



Support Empowering Alternatives

Empowering alternatives to encourage member independence and improve the direct service provider process:

Durable medical equipment. Example: Member is at risk of falls in the shower, requiring assistance. A shower chair can be used instead to allow the member to shower independently.

Adaptive technology. Example: Member previously loved to cook but is unable to due to safety concerns, requiring assistance. Stovetop safety smart knobs can be installed, avoiding risk of fires and allowing the member to enjoy cooking independently.

Adaptive equipment. Example: Member has fine motor deficits with difficulty dressing, requiring assistance. Adaptive dressing equipment including zipper pulls, button aids and specialized shoelaces can be used instead to allow the member to dress independently

Reablement. Example: Member has difficulty walking, requiring physical assistance. A course of physical therapy can be used to improve strength, balance and overall ambulation,

Home modifications. Example: Member uses a wheelchair and cannot reach the kitchen countertop height, requiring assistance in preparing meals. A kitchen modification can be used to lower the countertops, allowing the member to prepare meals independently

Collaboration with virtual provider team. Example: Member has hip pain that limits ability to transfer from a seated to a standing position, requiring assistance. The member can be connected to a 24/7 provider who can assess the hip pain, prescribe non-opioid analgesics, recommend topical forms of pain relief and order a course of occupational therapy to instruct in safe transfers and joint protection techniques.

Empowering Alternatives

Using Decision Support analytics to match member needs...



INPUTS

- Medical claims, pharmacy claims, assessments, EVV data
- OT/PT personalized assessment (+/- caregiver input)
- State specific rules, guidelines, and resources

... 100's of possible empowering alternatives...

DME	Adaptive Technology	24/7 Collaboration	Reablement	Alternative Care/Settings
Mobility Aids	Smart Home Devices	BH Counseling	Physical Therapy	Day Programs
Transfer Safety Equipment	Voice-Enabled Equipment	Pharmacist Counseling	Occupational Therapy	Chore Services
Respiratory Equipment	HF Chest Wall Oscillation	Alternative Medications	Social Support	Telehealth
Hands Free Wheelchair	Neuromuscular stimulation	Referrals & Renewals	Caregiver Assistance	Caregiver Training
Smart shower	Magnification Applications	Skills Coaching	Services Identification	RPM

...building individualized recommendations to empower members



Example outcomes

- ✓ Installation of a shower chair and handrail allows for independent bathing
- ✓ Revised prescriptions & OT coaching supports safer chair transfers
- ✓ Necessary personal care hours reduced due to improved independence

A Case for Reablement

- Reablement services involve person-centered, goal-oriented services for persons at risk of functional decline, often after an accident, illness, hospitalization.
- Reablement reorients services toward promoting independence, rather than creating dependency.
- The focus is on what a person can do, rather than what they can't.
- Services aim to retain, regain, or learn skills rather than creating dependencies
- Primarily provided by an OT but also involve the multidisciplinary team.
- Can include exercise and training, behavioral change, self-management, equipment, and environmental modifications.



Rethinking our Approach to LTSS

Rethink

- Appropriate level and type of HCBS (return to objectivity)
- Technology First Opportunities
- Empowering Alternatives

Benefits

- Impact on workforce challenges
- Less reliance on paid staff, greater independence and dignity
- Peace of mind for primary caregivers
- Improved quality of life and service delivery experience





Thank you

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Panel Discussion & Question and Answer