

PENNSYLVANIA DEPARTMENT OF AGING

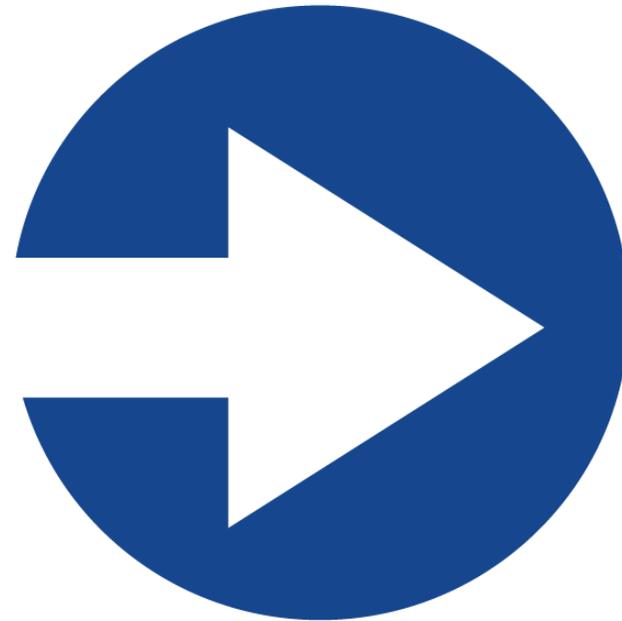


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**Pennsylvania Long-Term Care Council
2019 Membership Survey Results
April 18, 2019**

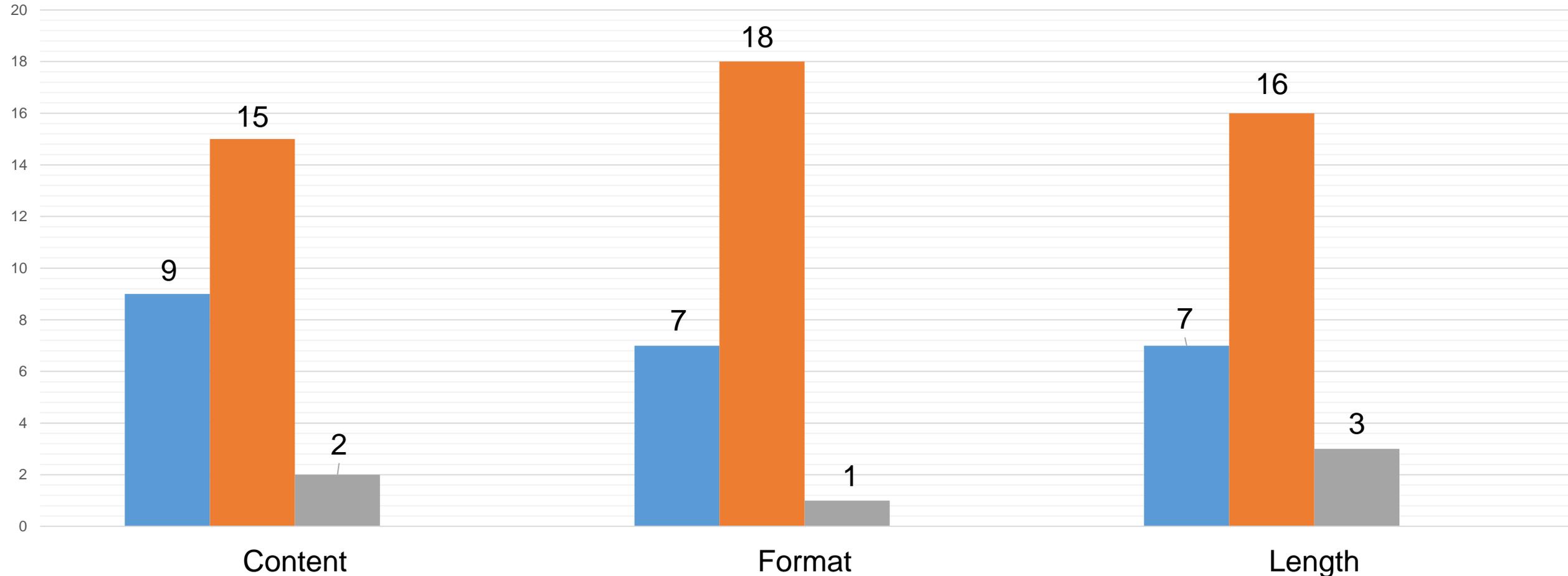
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Continuous Improvement & Setting the Course

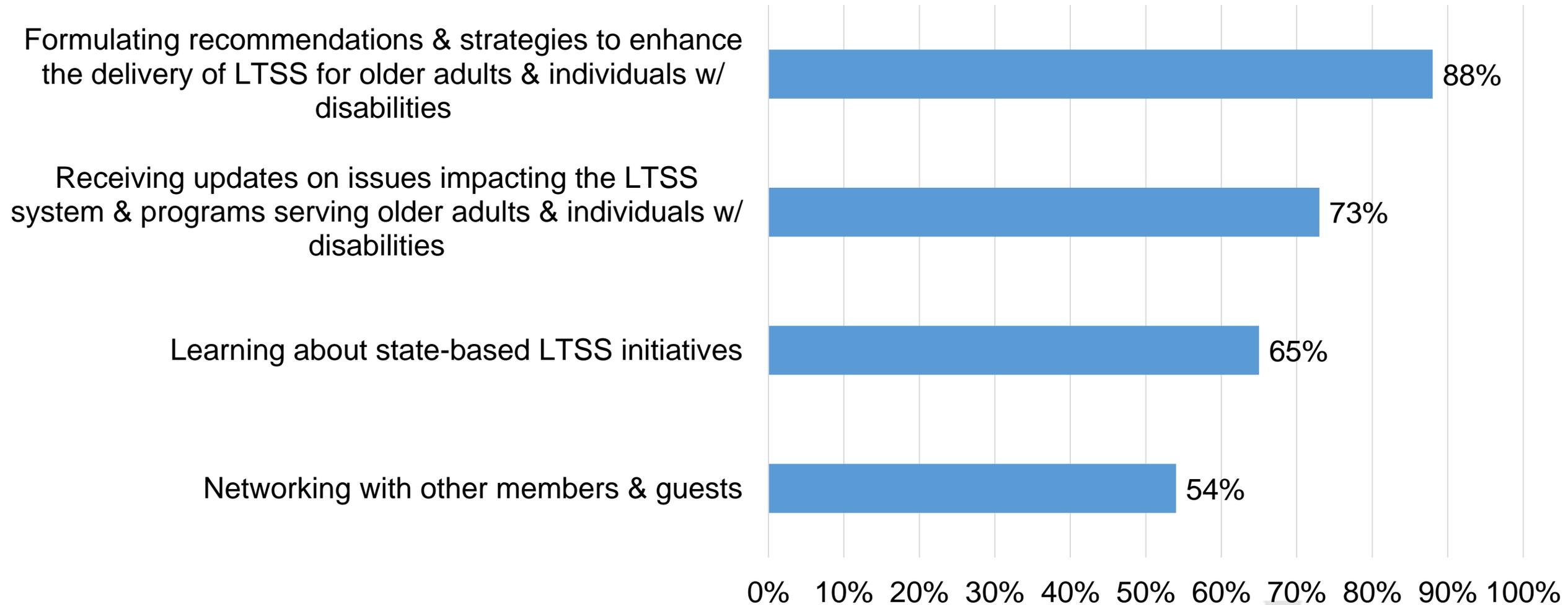


Content, Format, and Length of Meetings

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree



What do you enjoy most about serving on the council?



How can the work of the council be better aligned to meet its duties and responsibilities and maximize effectiveness?

Council Meetings:

- More information sharing and asking state agencies how we can support them
- Shifting focus to other topics or splitting the meetings into two parts: the first half devoted to the current topic and the other on current events
- Receive updates from other stakeholder and advisory groups (e.g., the Governor's Cabinet and Advisory Committee for People with Disabilities, Managed Long-Term Services and Supports Subcommittee, etc.)

Council Priorities:

- Establish specific deadlines for completion of final recommendations and projects
- Less focus on labor issues, more focus on appropriate delivery of services
- Better understanding of how all the systems (e.g., government, private & non-profit sector) impact an issue
- Maintain the focus on the LTSS continuum, both within facilities and the community

Meeting duties/responsibilities and maximizing effectiveness (cont'd)

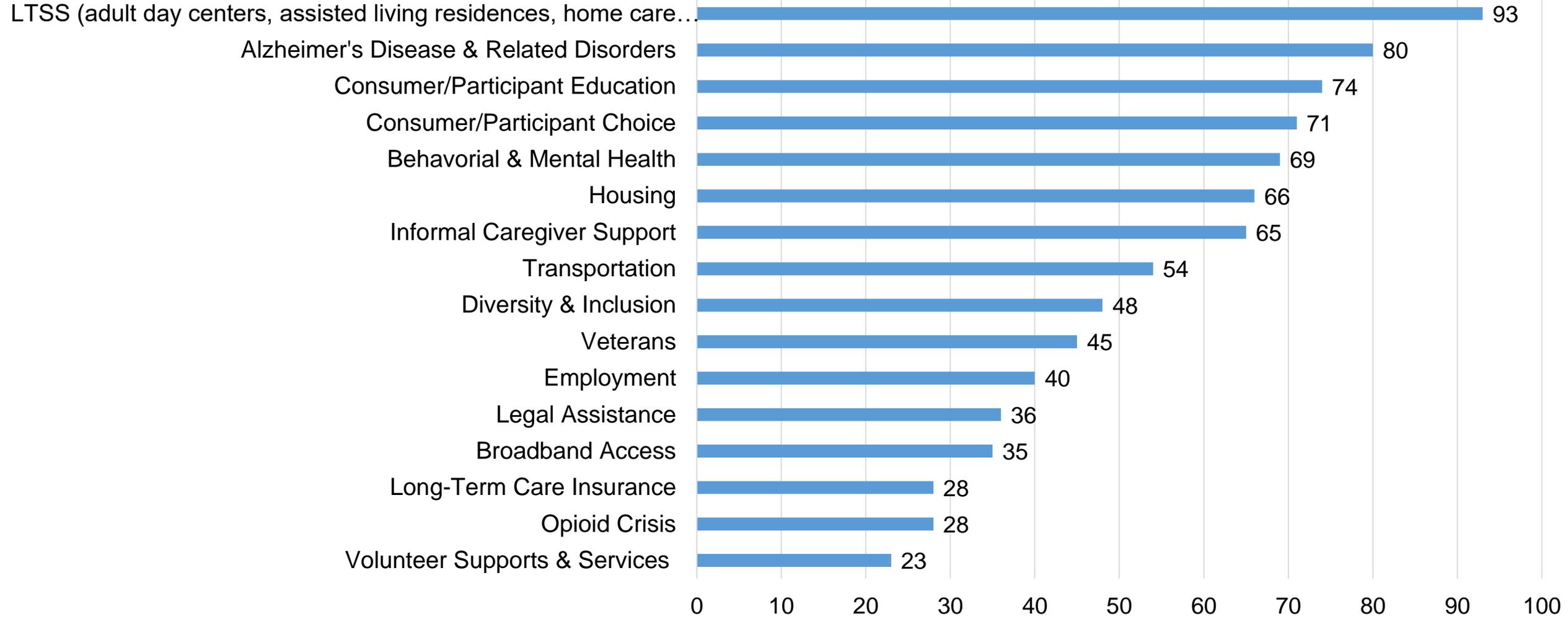
Council Priorities (cont'd):

- Focus on goals that are realistically obtainable
- Explore ways to better educate Pennsylvanians about the LTSS system and solicit input from the general public about current flaws in the system to drive priorities and recommendations for system adjustments
- Be strategic about the overall LTSS system and not focus solely on Medicaid or on home and community-based services but think more broadly about how Pennsylvania can create a LTSS for all people.

Committee Meetings:

- Continuing utilizing teleconferences for committees to work on issues between meetings
- Continue having in-person committee breakout sessions as part of council meetings as this approach seems to yield better conversation and feedback
- Stay focused and make sure recommendations include specific steps of implementation
- Select different topics for each committee to broaden impact of council, allowing each committee to work simultaneously to focus on a larger variety of issues and reduce duplication of efforts

Topics



Are there other topics you believe the council should consider exploring or monitoring?

- Area agencies on aging
- Education and outreach on advance directives and palliative care
 - Associated impact on LTSS needs/costs and supports planning
- Elder abuse
 - Older Adult Protective Services
 - Reforming system
 - Office of Inspector General Report
- Enhancing awareness of available grants and resources for LTSS partner organizations (e.g., housing entities) to supplement/supplant government funding when needed
- Guardianship reform and power of attorney issues

Additional Topics (cont'd.)

- Long-Term Services and Supports
 - Access to programs/services
 - Adult day care expansion
 - Care coordination/reducing fragmentation
 - Community HealthChoices
 - Engagement with administration & DHS on CHC-related matters
 - Costs
 - Eliminating silos (e.g., regulatory, licensing, program eligibility)
 - Expand/mirror the Act 150 Program for individuals 60 and over who become disabled after turning age 60 via a sliding pay scale for those not Medicaid income eligible
 - Federal/state supports
 - LIFE Program
 - Models of care/services
 - Quality of programs/services
 - Nursing Facilities and regulations, quality improvement, and fulfilling residents' dietary needs
 - Third-party reimbursement/funding structure/rate review across LTSS continuum
 - Allowing Medicaid, etc. for personal care homes

Additional Topics (cont'd.)

- Medicaid/Medicare
 - Integration
 - Medicare reform from a state's perspective
 - Further streamlining Medicaid system to shift dollars to consumers' care needs
- Public/private partnerships to address LTSS needs
- Social isolation
- Technology
 - Assistive technology/technology supports
 - Telemedicine
 - Development of standardized electronic medical records for interfacing with LTSS system
- Volunteer support programs for seniors and those with disabilities
 - Expansion/creation of programs to meet future LTSS needs

Additional Topics (cont'd.)

- Wellness education
- Workforce
 - Workforce incentives
 - Impact of health insurance system on nursing workforce
 - Changing duties of nurse aides, LPNs, and RNs in wake of staffing shortages
- Additional feedback: “When we talk about consumer/participant choice and education it needs to be broad to cover all consumers and all settings of care. We should not get pigeon holed into MA [Medicaid] only and [home and community-based services] HCBS only. It is only by thinking broadly that we can make a difference for PA's seniors!”

What types of presentations or briefings (e.g., issue or program specific) do you believe would be helpful to the council in determining future priorities?

- Area agencies on Aging
- Behavioral/mental health
 - Needs of older adults
 - Services overview
 - Services planning for future
- Best practices and model programs
 - Other countries' approaches to LTSS
 - Expert presentations (both governmental and non-governmental) on successful programs in Pennsylvania and other states related to council priorities and other issues
- Community Health Choices (CHC)/LTSS Managed Care Organizations
 - Hearing about and advising on rates, quality assurance mechanisms, care plan development, the development of access opportunities for rural elderly/others, assisted living as a CHC option, and balancing the "least restrictive alternative" for consumers against "reasonable cost considerations" for the taxpayer, etc.

Presentations/briefings (cont'd.)

- Commonwealth updates
 - Continue report-outs from Office of Long-Term Living and Department of Aging
 - Expand to include other DHS program offices (e.g., Office of Developmental Programs, Office of Mental Health and Substance Abuse Services, etc.) when appropriate
- Government-related LTSS policies and state budget issues
- LTSS cost and third-party reimbursement
- Hearing from consumers and workers throughout the LTSS continuum, including:
 - Those encountering obstacles in obtaining services (e.g., income/eligibility criteria, unaware of programs, waiting lists, etc.)
 - Current status of nursing home care through the eyes of residents and staff
- Housing, including renovations to help seniors stay in their homes
- LIFE program
- Managed care through home and community-based services

Presentations/briefings cont'd.

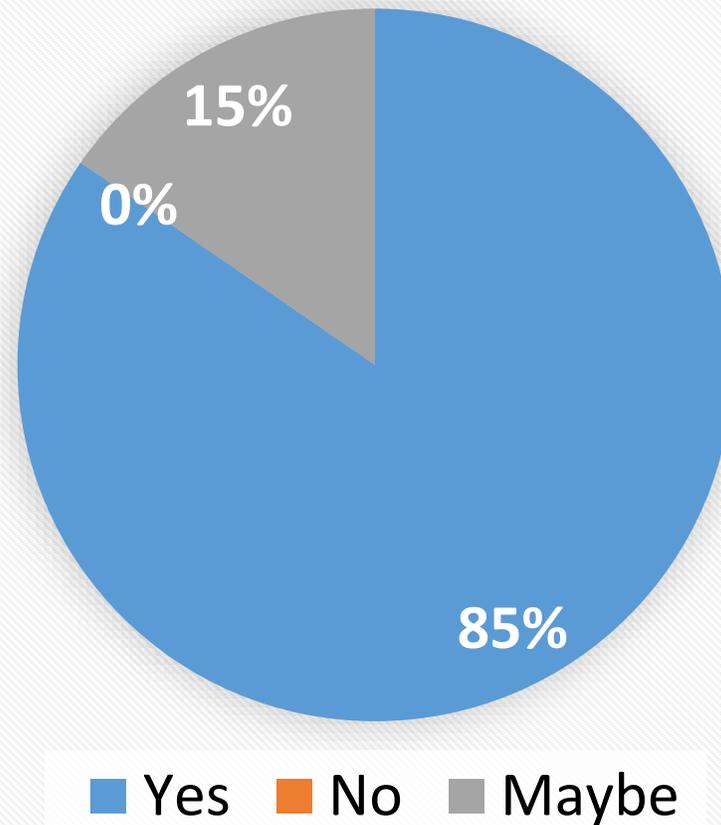
- Medicare vs. Medicaid interaction and Medicare-related product offerings such as Medicare Advantage plan choices in Pennsylvania
- Overview of Pennsylvania Council on Aging
- Relationship between DHS and PDA regarding LTSS
- Senior Law Helpline
- Strategic planning workshop
- University studies on LTSS system (e.g., University of Pittsburgh, University of Massachusetts, etc.)
- Additional Feedback:
 - Briefings and presentations should be consumer-centric and tied to the goals and objectives of the council.
 - Those presented in the past were very informative and relevant to the work of the council.

Presentations/briefings cont'd.

Additional feedback cont'd.

- I appreciated the meeting specifically dedicated to hearing from direct care workers as it deepened my understanding and supported the formulation of recommendations.
- Polling the public to see what they consider to be a need or priority around LTSS
- Feedback from council members regarding dietary needs of nursing home residents
- With the number of people needing services increasing, the two big questions that will need to be addressed are who is going to take care of our seniors and who is going to pay for the ever-increasing costs?

Are you willing to participate in a one-day planning session to set goals and objectives for the council, including identifying priorities, timelines, and measurable outcomes?



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