Beyond Care Coordination: Cross-Systems Care Integration for Adults with Intellectual and Developmental Disabilities

Betty Geer, DNP, RN, CPNP · Brystal Karber, BA · Nichole Guerra, DBA
The Resource Exchange, Colorado Springs, CO

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Background

Betty Geer
Overview

The Resource Exchange (TRE)
Developmental Disabilities Health Center
TRE Research Center
CIS Role and Research
The Resource Exchange (TRE)

54 years in Colorado Springs Region

Building Independence for People with Intellectual and Developmental Disabilities

...and Remarkable Abilities
Core Services

- Service Coordination
- Navigation
- Early Intervention
- Family Support
- Break Time
- Baby & Toddler Play Groups
Core Services

- Service Coordination
- Navigation
- Early Intervention
- Family Support
- Break Time
- Baby & Toddler Play Groups

Administration

- Executive Team
- Development
- Finance
- HR
- Marketing
- Facilities/IT
TRE

Core Services
- Service Coordination
- Navigation
- Early Intervention
- Family Support
- Break Time
- Baby & Toddler Play Groups

Innovations
- DDHC
- New Heights Behavioral Health
- Research Center
- ECS Innovations
- PEDs Expansion
- TRE Futures
- Consultancy

Administration
- Executive Team
- Development
- Finance
- HR
- Marketing
- Facilities/IT
**DDHC:**

**2011:** founded in partnership with TRE, Peak Vista, AspenPointe, and Memorial Health Foundation

**2014:** Implementation of Care Integration Specialist role began implement at DDHC
TRE Research Center

2014: TRE became Intervention site for the National Institute on Disability, Independent Living, and Rehabilitation Research for POWERSforID RCT

2014: TRE data collection site for LHIDDS - ongoing longitudinal study of health of people with IDD

2016: Mixed methods to assess impact of CIS role at DDHC, including use of MFP QoL interviews

2017: Collaboration with University of Utah in validating HRQOL self-administered survey
TRE Research Center Mission

The TRE Research Center informs approaches to improving health, health care, services, and supports that build independence for people with intellectual and developmental disabilities.
TRE RC Is uniquely positioned for research related to people with IDD

Excerpt from TRE RC Strategic Plan 2017
Cross-Systems Care Integration

Brystal Karber
Cross-Systems Care Integration

- Intro to Cross-Systems Care Integration
- Development of Care Integration
- Beyond Care Coordination
- Case Studies
Meet Rob...
Meet Rob...
Meet Rob...
Meet Rob...
Medical Care

Policy/Legislation

Rob

Long Term Support and Services

Social & Developmental Supports

2011-2013: Lack of Care Integration. Relative disorganization in the collaboration of LTSS and primary medical care.

2013: Care Integration Specialist role implemented with Registered Nurse to address disorganization. Continued difficulty with integration.

2014-present: Care Integration Specialist role held by experienced service coordinators in LTSS waiver systems. Access to both Peak Vista and TRE electronic records.
Beyond Care Coordination

Cross-Systems Integration

- Traditional healthcare operates independently of Long Term Services and Supports.
- Contemporary Care Coordination focuses on medical care and psycho-social factors that affect a patient.
- Case Management focuses on home and community based long-term support and services.
- Care Integration mobilizes and organizes care for people at the intersection of their multiple support systems.
**Cross-Systems Integration**

Access to Systems
- BUS
- Electronic Health Record
- ED Utilization
- Email Servers

Builds Relationships
- The “Pod”
- Families
- Case Managers
- Care Coordinators

Improves Lives
- Patient Plans merge with ISSP
- Critical Incidents and transitional care
CASE STUDIES | Kris

Challenge: Emergency need for guardianship.
Success: Information disseminated quickly to aid speedy follow-up.

Challenge: Concerns of mistreatment and changes in behavior.
Success: Holistic understanding of patient’s health and well-being.
CASE STUDIES | John

Challenge: Lack of support, isolation, mental health needs.
Success: Connected patient to long-term service and support.
Research Findings

Nichole Guerra
Data Collection Methods:
Measuring the Effectiveness of Care Integration Implementation

- In-Person Focus Groups with Staff
- Online Surveys with Staff
- Patient Health & Cost Data
- Patient Quality of Life Interviews
Focus Group Results

- 3 Focus Groups
- 17 Participants
- Sample comprised of DDHC staff and TRE case managers
## Focus Group Results

<table>
<thead>
<tr>
<th>CIS Role</th>
<th>Expanding CIS</th>
</tr>
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<tbody>
<tr>
<td>(Liaison)</td>
<td>(Location, population, tasks)</td>
</tr>
<tr>
<td>• LTWSS rules &amp; regulation</td>
<td>• Peak Vista system</td>
</tr>
<tr>
<td>• Service coordination among partners</td>
<td>• Colorado Springs</td>
</tr>
<tr>
<td>• Access patient info across settings</td>
<td>• Pediatrics</td>
</tr>
<tr>
<td>• Documentation</td>
<td>• Military</td>
</tr>
<tr>
<td>• Patient advocacy</td>
<td>• Increased outreach and education</td>
</tr>
<tr>
<td>• Partner Accountability</td>
<td></td>
</tr>
<tr>
<td>• Resources</td>
<td></td>
</tr>
<tr>
<td>• Information dissemination</td>
<td></td>
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<tr>
<td>• Some outreach &amp; education</td>
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</tbody>
</table>
Impact of Care Integration: Case Example #1

“I had a client that has a lot of medical needs and severe open wounds and we were struggling with his LTHH agency saying [patient] was getting worse and discharging him, and calling 9-1-1 for a reason [case management] did not understand. And because of the CIS, we were able to meet the LTHH agency and his PCP for case conferencing. Give [patient] supports he needs. It was really awesome to give him that support, and the doctor acknowledging the hard work that the client [patient] has done when the LTHH agency was being really hard on him.”
Impact of Care Integration: Case Example #2

“Shared patient between AP and PV. Situation with behavioral health. Patient was and is currently kicked out of his family’s home. Was over-utilizing ER services just to get support, which transferred to crisis services to get support. Is now living in a homeless shelter, which kicked him out a couple of hours ago. He’s very vulnerable. [CIS] has been so helpful of keeping us informed, using/accessing resources to try to resolve the situation, and get the person an emergency comprehensive slot through the state.”
Impact of Care Integration: Case Example #3

“A client was having swallowing issues and some of his psychiatric medicine was too big. [Case Managers] were wondering if [they] could get it in liquid form or crush it and give with applesauce, but [they] did not receive a response. [Case managers] were able to contact CIS who relayed to DDHC, and new scripts were given. Now, [patient] can take his meds without risk of choking.”
Online Surveys with Staff

Frequency of Contact between CIS and Respondents

<table>
<thead>
<tr>
<th>Number of Participants</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Less than Monthly</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
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<tr>
<td>4</td>
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<td>6</td>
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<td>10</td>
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<tr>
<td>12</td>
<td></td>
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</tbody>
</table>

Weekly Contact: 8 participants
Monthly Contact: 6 participants
Less than Monthly Contact: 2 participants
Never Contact: 0 participants
Online Surveys with Staff

Respondents rated how much the CIS role benefits the staff

Respondents rated how much the CIS role benefits a client/patient
### Matching Health and Cost data from Different Sources

<table>
<thead>
<tr>
<th>Health Data (medical records)</th>
<th>Cost Data (RCCO claims data)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertension</td>
<td>Hypertension</td>
</tr>
<tr>
<td>Hyperlipidemia &amp; Lipid Profile</td>
<td>Hyperlipidemia</td>
</tr>
<tr>
<td>BMI &amp; A1C</td>
<td>Diabetes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Data (medical records)</th>
<th>Cost Data (RCCO claims data)</th>
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<tbody>
<tr>
<td>Depression</td>
<td>Mental Health</td>
</tr>
<tr>
<td></td>
<td>Other-M1</td>
</tr>
<tr>
<td></td>
<td>Other-M2</td>
</tr>
</tbody>
</table>
Polypharmacy: A Comprehensive View

Category of Diagnoses (e.g. Psychiatric)
Number of Active Psychotropic Prescriptions
Cost of Psychotropic Medications

35
Quality of Life Survey Instrument Used: Money Follows the Person (MFP)-CMS

Why did we choose the MFP?

- Already used among Colorado’s IDD population
- Free and available to the public
- Feasible to incorporate in a clinic’s daily schedule

MFP-QoL Domains addressed:

- Living Situation
- Choice and Control
- Access to Personal Care
- Respect and Dignity
- Community Integration and Inclusion
- Satisfaction
- Health Status
## Quality of Life Results

N=242

<p>| Patients who reported being happy with their lives |</p>
<table>
<thead>
<tr>
<th>New Patients</th>
<th>Established Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>59.2%</td>
<td>76.4%</td>
</tr>
</tbody>
</table>

P=.088

Taking everything into consideration, during the past week have you been happy or unhappy with the way you live your life?

- Happy
- Unhappy
- DON'T KNOW
- REFUSED

GO TO QUESTION 38a
GO TO QUESTION 38b
GO TO QUESTION 39
Quality of Life Results

N = 242

<table>
<thead>
<tr>
<th>Established patients who reported being happy with their lives</th>
<th>Patients receiving LTWSS</th>
<th>Patients not receiving LTWSS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>78.9%</td>
<td>68.2%</td>
</tr>
<tr>
<td></td>
<td>P = .055</td>
<td></td>
</tr>
</tbody>
</table>

Taking everything into consideration, during the past week have you been happy or unhappy with the way you live your life?

- Happy ........................................... 01
- Unhappy ....................................... 02
- DON'T KNOW ................................... DK
- REFUSED ......................................... R

→ GO TO QUESTION 38a
→ GO TO QUESTION 38b
→ GO TO QUESTION 39
Implications of Preliminary Research Findings

- Expansion of CIS services could benefit people with IDD throughout the local community
- Improved healthcare services for people with IDD through integration and collaboration
- Reduced healthcare costs
- Increased patient and employee satisfaction
- Improved patient quality of life
The Resource Exchange (TRE)

DDHC and TRE Research Center

Cross-Systems Care Integration (CIS)

CIS Role and Research
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Contact:
TRE Research Center
Research@tre.org
bkarber@tre.org