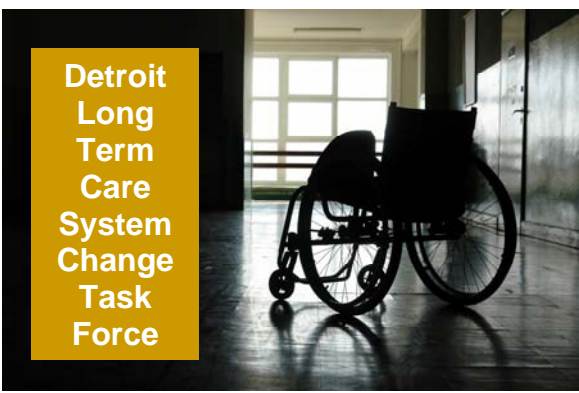




Subcommittee Report



MEMORANDUM

To: Detroit Long Term Care System Change Task Force
From: Marian Banks-Nickleberry and Earlene Traylor Neal, Co-Chairs
Date: November 21, 2008
Re: Access Subcommittee Report

ITEMS FOR INFORMATION

The following information will provide a brief status update of the activities of the Access Subcommittee:

- 1. The Access Subcommittee year-to-date have held three (3) subcommittee meetings:

<u>Date</u>	<u>Location</u>	<u>Number in Attendance</u>
October 13, 2008	DAAA/SPE Annex	15
October 31, 2008	Northwest Activities Center	14
November 18, 2008	DWCLTCC Conference Room	15

- 2. Next meeting is scheduled for December 16, 2008, in the DWCLTCC Office Conference Room, from 1:00 PM to 3:00 PM.

During Our Last Meeting:

- 1. Reviewed the purpose of the Detroit Long Term Care System Change Task Force and Task Force Governance Structure
- 2. Provided overview of the Access Subcommittee Mission, Goals and Scope of Work
- 3. Discussed today's Leadership & Steering Committee meeting and required report
- 4. Reviewed responses to Access questionnaire

Our primary work thus far has centered on:

I. OUR FOCUS:

(**Because “Access” encompasses many dimensions**) We will focus on

- A. Broad Access Issues (Standards, data, information systems)
- B. Specific Access Issues (broad to specific)
 - 1) Information & Assistance (policies, procedures)
 - 2) Intake / Screening functions
 - 3) Assessment
 - 4) Long Term Care Options Counseling/ or other services
 - 5) ADRC (Collaborative /Regional Focus)

II. OUR PROCESS:

We have outlined the process we will undertake in developing Policy Recommendations related to Access:

1. Self Study (What are we doing now/where are the gaps/areas of improvement)
2. Facilitated Meetings to tease out issues related to “Access barriers”
3. Conduct Review of Relevant Information/literature and Best Practices (Lewin Group as resource)
4. Review Feedback from Focus Groups (input from representative consumers)

III. OUR ACTIONS/: SUBCOMMITTEE ACHIEVEMENTS (Thus far we have :)

1. Developed **Access specific** questions that will be included in Long Term Care Focus Groups
2. Developed Questionnaire for Access committee participants with the following categories:
 - A. Population / Sub-Population
 - B. Access process used each agency
 - C. Timeframe for accessing agency system (i.e., programs and/or services)
 - D. Describe access issues / barriers experienced by agency
 - E. Source of technology used (i.e., databases or spreadsheets)
 - F. How is back door access handled?
 - G. List any Access questions to share with Focus Groups
 - H. Identify any gaps in services
3. Developed Response Grid/ (Responses from Questionnaire)
Committee members reviewed and discussed each category on the questionnaire, several issues surfaced that we will further explore as we further our work. We may seek consultation with the **Lewin Group; they have extensively researched the issue of consumer Access**, this will be the topic at our next regularly scheduled meeting on (December 16, 2008)
4. Developed Consensus:
The subcommittee agreed to do a self study that will start at the next subcommittee meeting (December 16, 2008) – members will begin outlining the

step-by-step process of how calls for assistance are handled by each represented agency This will assist in identifying *duplication, gaps in access and services* etc.'

5. Discussed Selection of A group Facilitator (to achieve neutrality in process)

NEXT STEPS:

*Engage in facilitated discussions to look at existing access systems
Begin flow chart outlining Access process for each represented agency.*

*Review and Discuss best practice models
Explore collaboration partnering opportunities*

Moving Towards Enhancing the Quality of Care

*Detroit Area Agency on Aging ▪ 1333 Brewery Park Boulevard, Suite 200 ▪ Detroit, MI 48207
Tel (313) 446-4444 ▪ FAX (313) 446-4445*

www.daaa1a.org