

Best Practices for Growth Webinar #4: Deliver Care and Prevent Disenrollment



PACE 2.0

June 14, 2022

*Supported By: The John A. Hartford Foundation, West Health, and
The Harry and Jeanette Weinberg Foundation*

Welcome!

Welcome!



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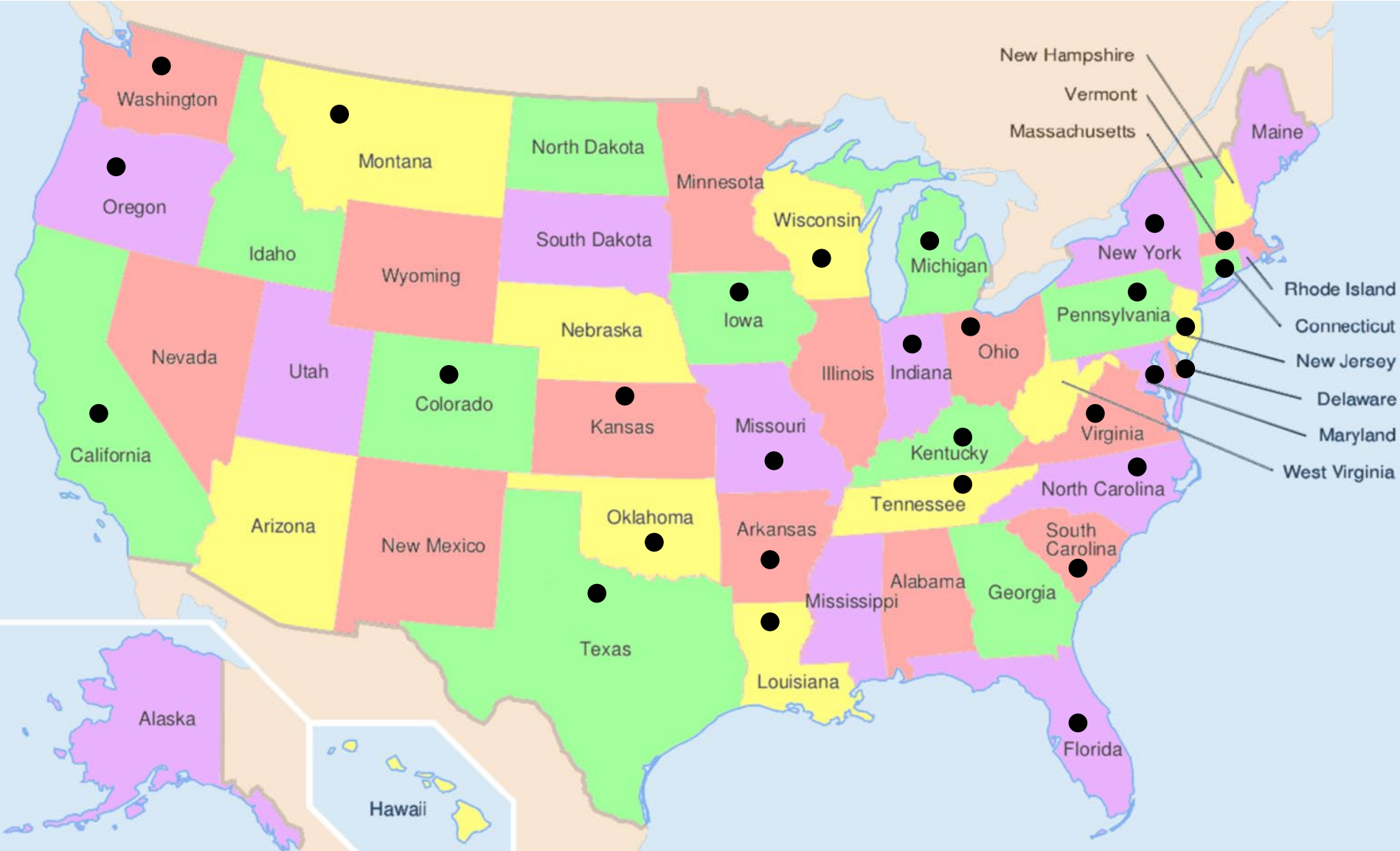


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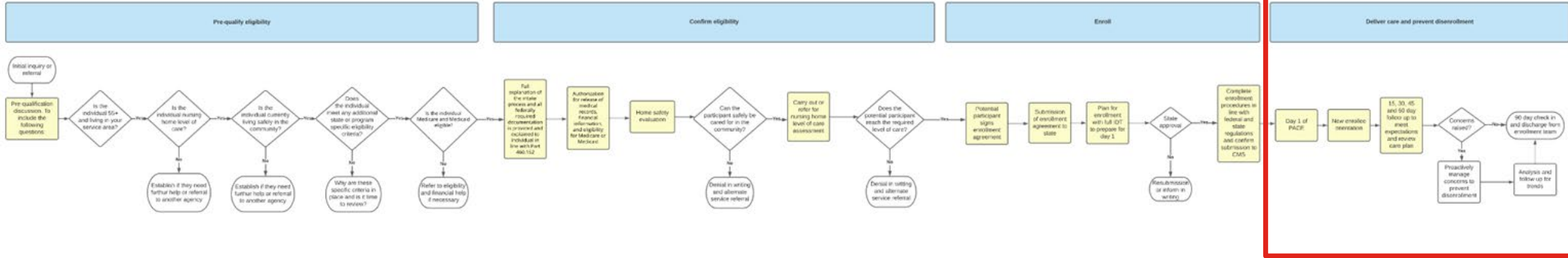


Agenda

- Welcome (5)
- Close Out Enrolling in PACE (30)
- Deliver Care and Prevent Disenrollment Overview (15)
- Process Deep-Dive: Application to Your PACE Organization (30)
- By Next Month (10)

12 Step Enrollment Process

PACE Enrollment Process: Best Practices for Growth

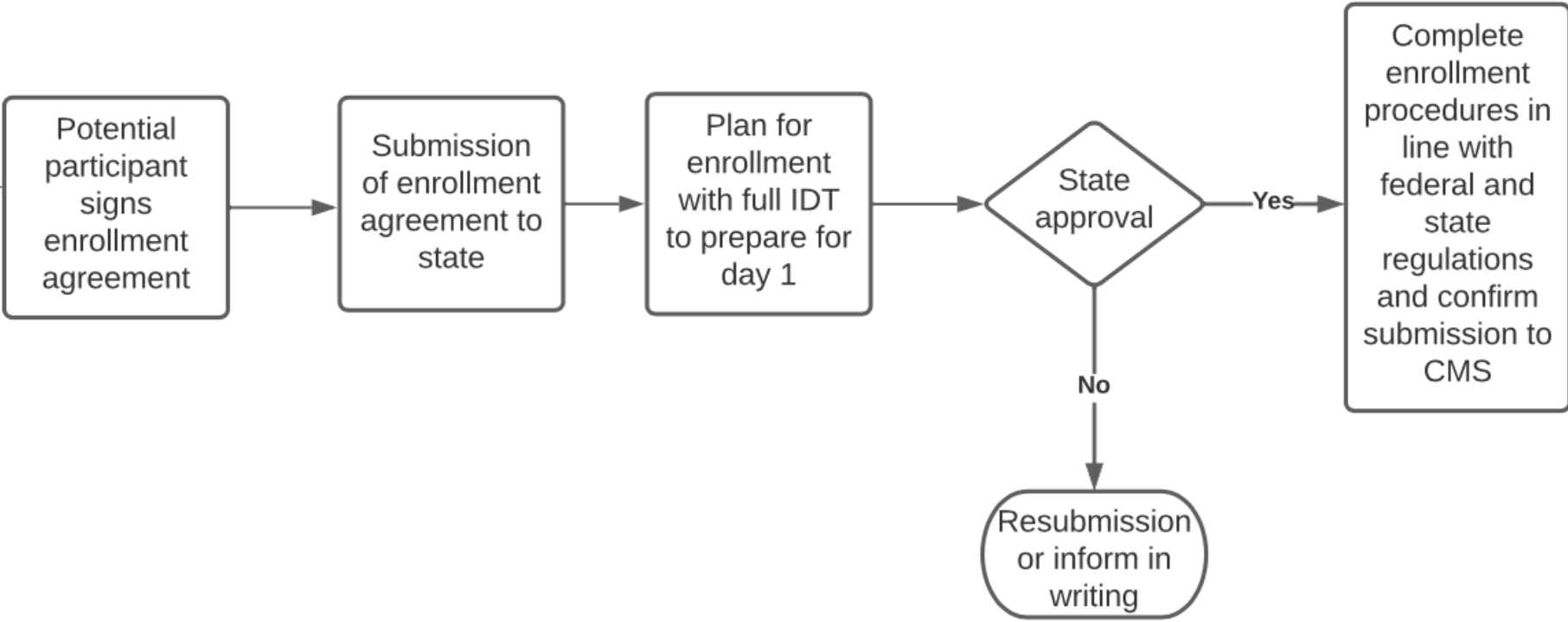


Learning objectives

- Identify best practices for delivering care and preventing disenrollments in PACE
- Identify non-value added steps in your process for delivering care and preventing disenrollments
- Identify 1-2 changes to make to your current process to try with a prospective participant this month

Close out enrolling in PACE

Enroll



Where we left off

1. Review the common delays in your process

1. Determine a standard timeline from qualifying a lead to enrollment. Set a maximum goal.

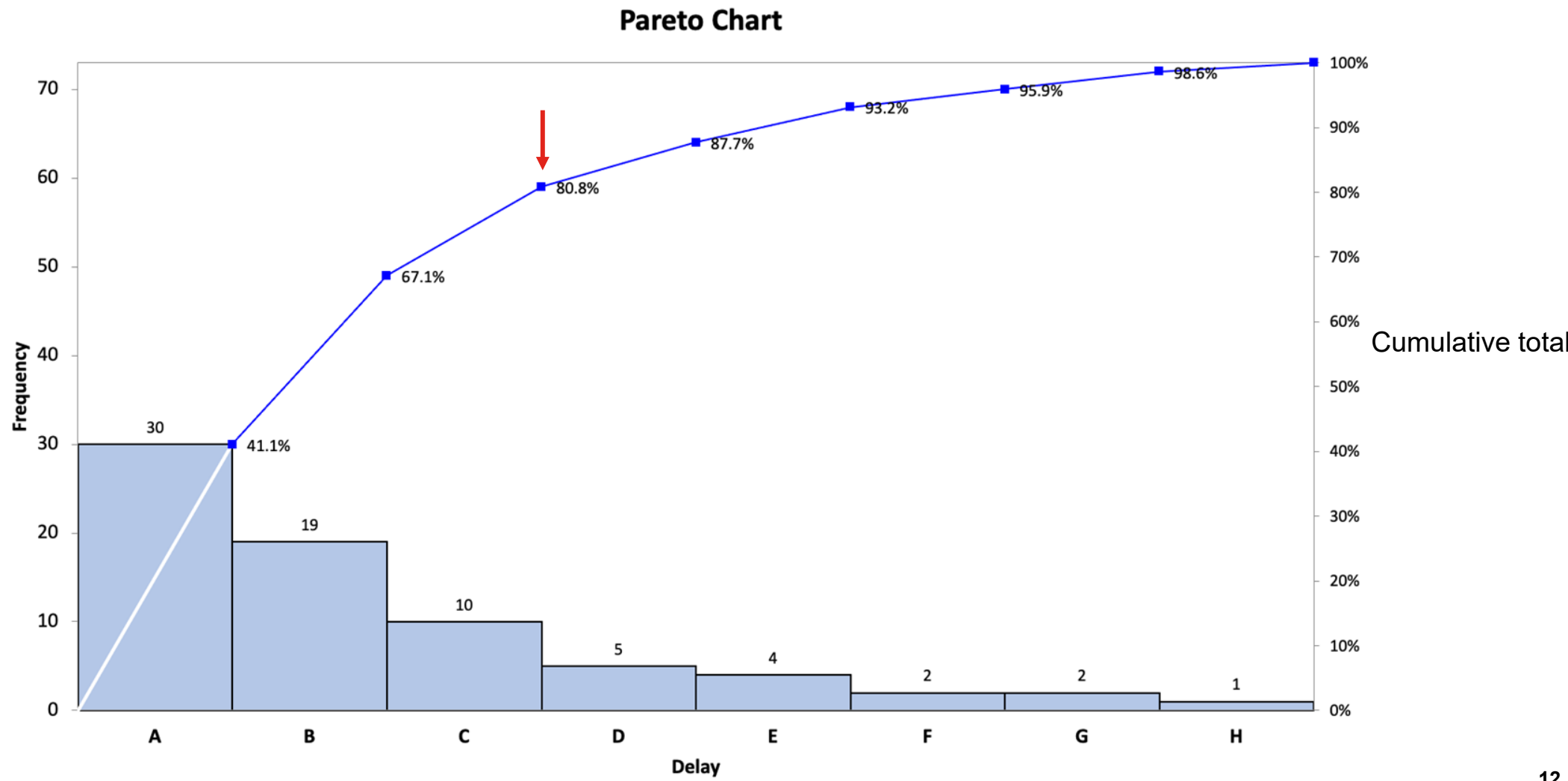
Submission to state

Effective start date

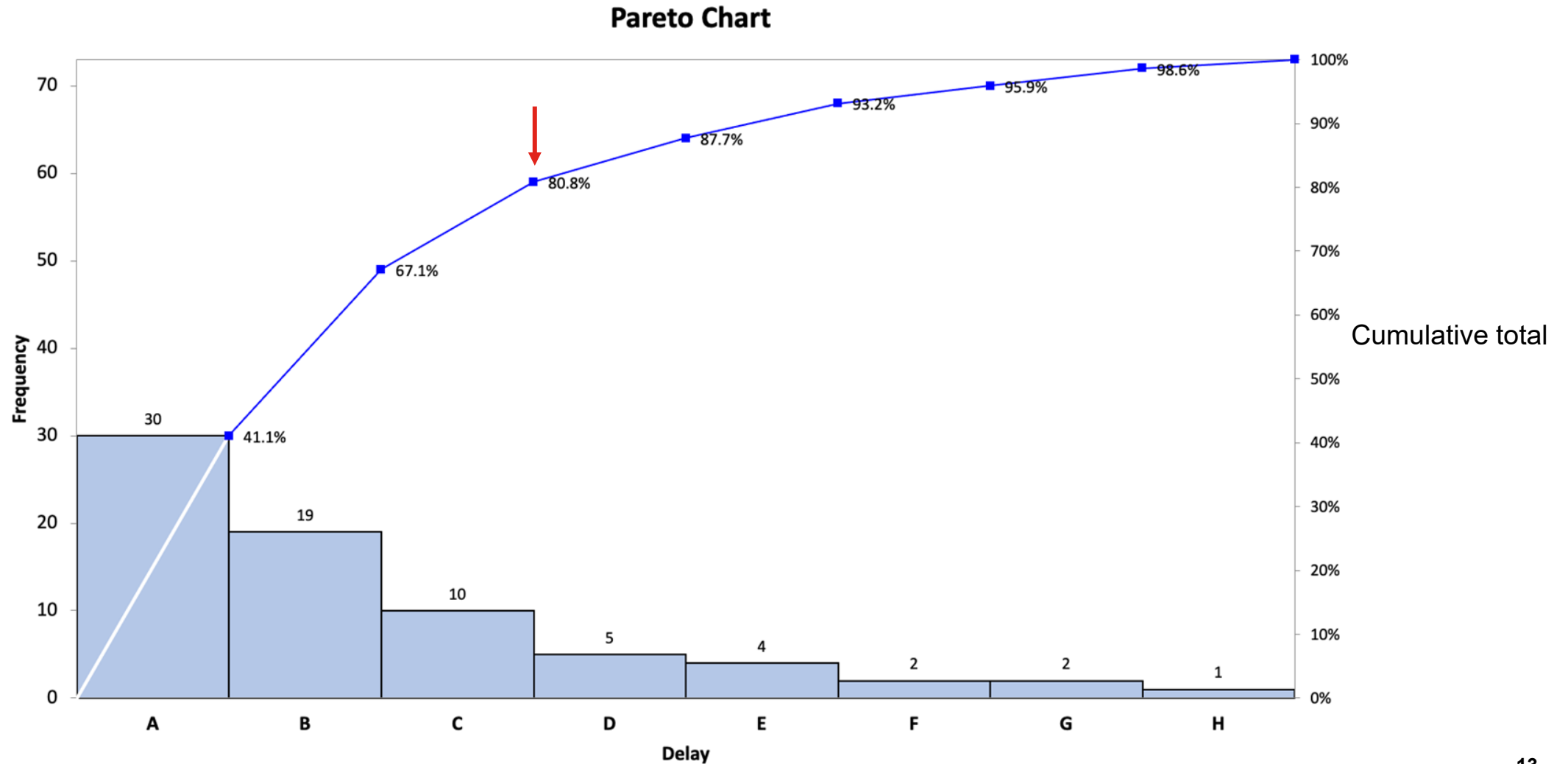
1. Try it!

Common delays

What are your common delays between qualifying a lead and a signed enrollment agreement?



What are your common delays between signed enrollment agreement and day 1 of services?



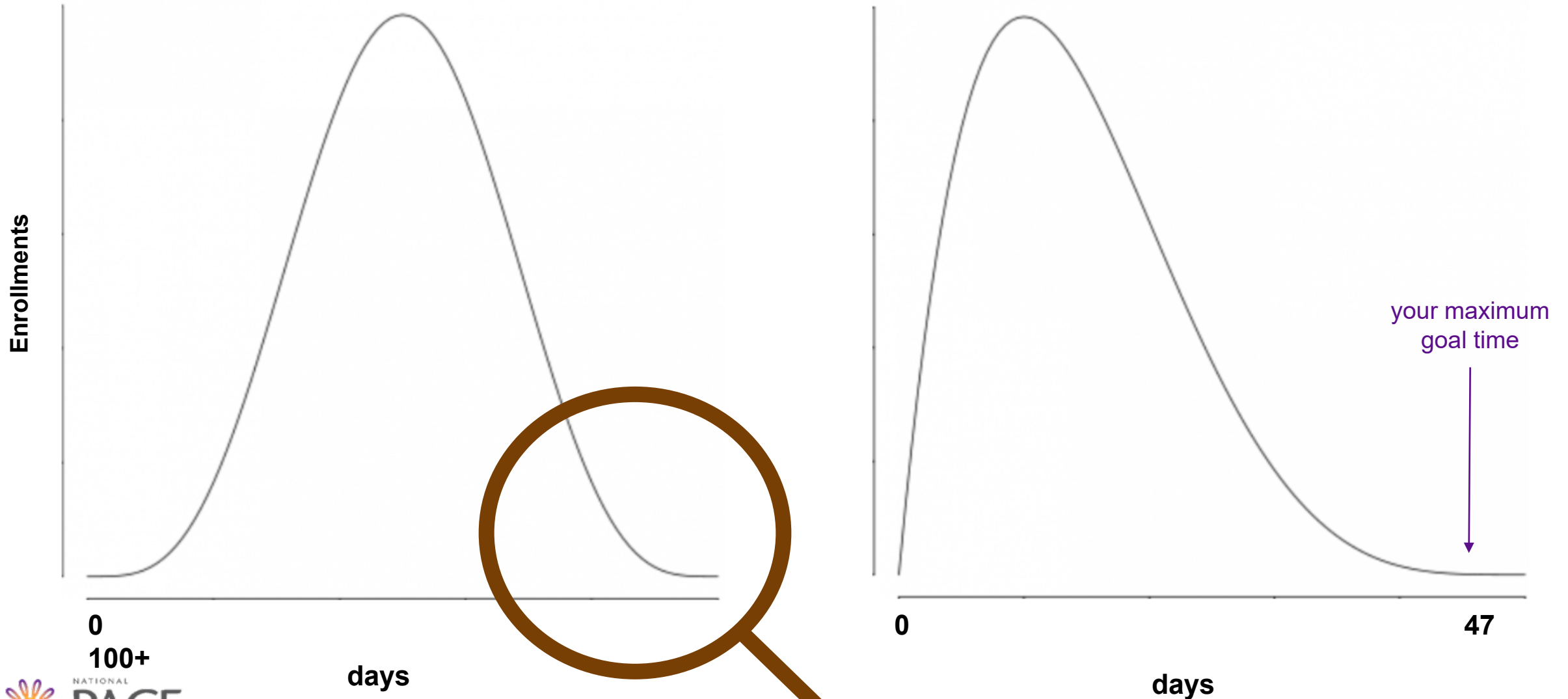
Common delays in your enrollment process

1. Medicaid approval
2. Families
3. Housing
4. Other??

→ **begin trying changes with your most common delay!**

Standard monthly timeline

Your objective: shift your distribution



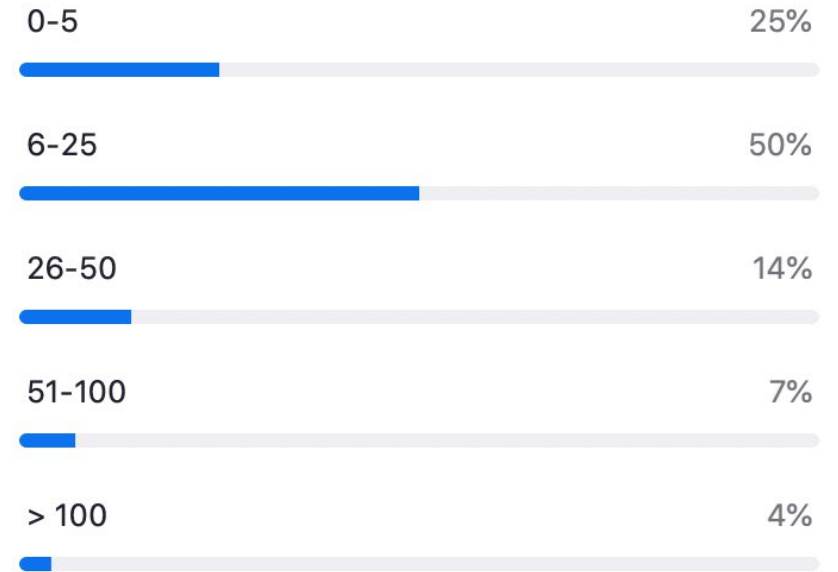
Do you know?

How many qualified leads are sitting in your pipeline?

How many qualified leads do not make the state enrollment cutoff for the month?

Qualified Leads in Pipeline After State Cutoff

1. How many qualified leads are still in your pipeline after the state cutoff (on average)? (Single Choice) *



You did not answer this question

Use your data

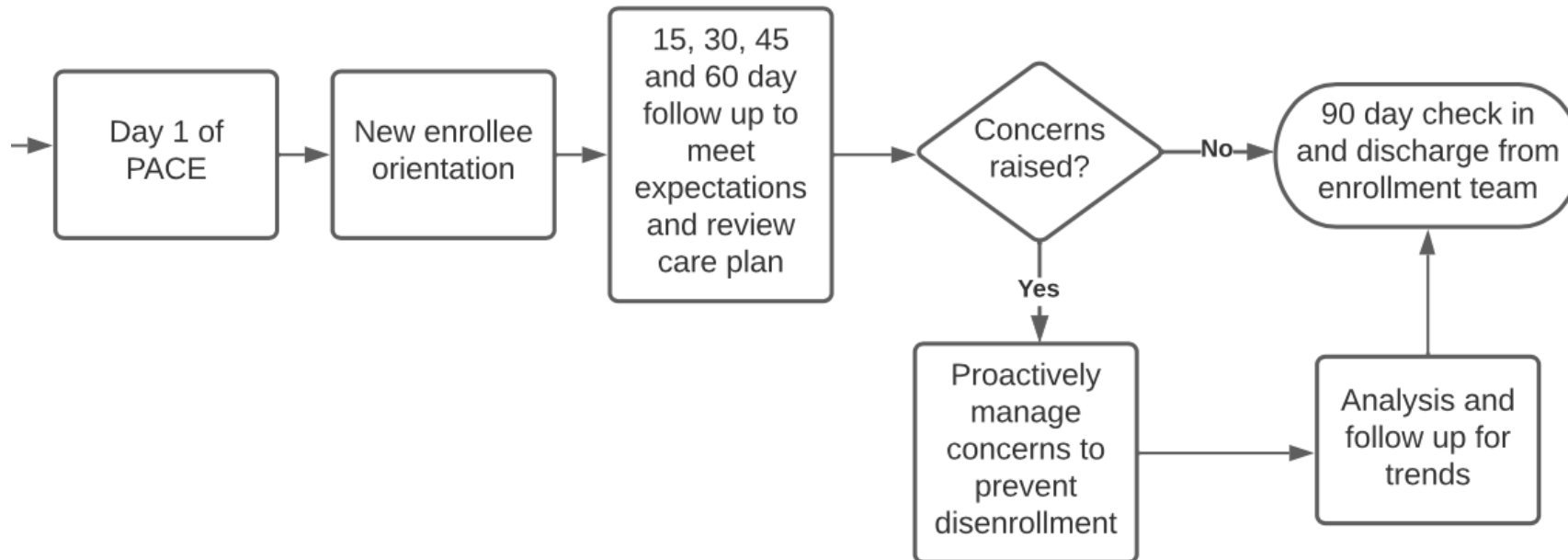
- **Know** how long your process takes
 - Inquiry to signed enrollment agreement
 - Inquiry to first day of services
- **Set a maximum time** for inquiry to first day of services
 - Goal should always be to have the participant's first day of PACE be the 1st of the following month
 - $31 - \text{cut-off date} + 31 = \text{your maximum goal time}$
 - 31 if rolling enrollment
 - 47 if cut-off is 15th of the month
 - 62 if cut-off is 1st of the month

What questions did you encounter?

Deliver Care and Prevent Disenrollment

Standard operating procedure

Deliver care and prevent disenrollment



Two sides of the same coin

1. Reactively prevent disenrollment vs proactively manage expectations.



Day 1

Are you ready to serve?

Have you standardized a process that prepares for day 1?

For example:

- New transportation
- New at home requirements – e.g., hospital bed, oxygen, walker, in home care, etc.
- Medication
- Dietary needs

Day 1

Are you ready to serve?

What is the standard (i.e., templated) day 1 schedule?

How have you prepared the new participant and participant's family?

- written information to prepare
- personalized (templated) pamphlet (e.g., schedule, appointments, photos of clinicians, who to ask questions)

New enrollee orientation

Identify “what matters to you” for each new participant

- Center manager sits down with each new participant on Day 1
 - Best practice: enrollment team contact joins for a handoff
- Cover: priorities, questions, concerns, expectations for their experience and care
- Introduce a go-to staff member for questions, needs, and problems
- Continue checking in each day throughout the first week
 - engage the full center in this

15, 30, 45, 60 day follow up meetings

Goals for participant	Goals for PACE center
To be seen and heard	To know each participant well
To share concerns early and often	To act on concerns to mitigate issues
To feel valued	To retain participants
To be satisfied with the PACE product	To receive feedback about their PACE product and learn from the feedback
To trust they have made the right decision	Participants become their strongest referral sources

If a concern is raised

1. Learn from it
1. Do something
1. Tell the participant what you did
1. Follow up in another 15 days to see if the actions led to improvement. If not, try something else.

Questions?

Process Deep Dive

Application to Your PACE Organization

Poll

Does your PACE organization consider a participant's first 90 days part of the enrollment process?

What is one thing you do well when beginning services for participants?

What is one thing you can improve when beginning services for participants?

By Next Month

By next webinar

- Try an orientation on one day for one participant
- Follow up with a recently enrolled participant. What do you learn?

Evaluation

Next up

Webinar 5: Capacity planning for growth

July 12, 12:30-2:00 ET

Webinar 6: Policy environment for growth

August 9, 12:30-2:00 ET

- State-specific work time