

Regional Coalition Conference Call Summary
Thursday, June 4, 2015 – 9:30 to 10:30 AM

If you participated but missed the roll call, please send Jack a note:
jack@gacinstitute.org.

9: 30 AM LTSS Access and Quality – the CalQualityCare.org Website

Charlene Harrington, RN, PhD, FAAN; emerita professor, UCSF School of Nursing,
For more information about Prof. Harrington:

<http://profiles.ucsf.edu/charlene.harrington>

<http://www.reportingonhealth.org/resources/sources/charlene-harrington>

PowerPoint slides are attached to the agenda

www.CalQualityCare.org is a website started in 2002

Initially, the website focused on SNFs; by 2009, it looked at all LTSS.

Website redone in 2013 –

More than 2,000,000 Californians use LTSS each year. Annual statistics:

- 400,000 use nursing homes (most as short-term);
- 150,000 use residential care facilities for the elderly (RCFEs),
- 600,000 use home health;
- 100,000 use hospice.

The site helps monitor quality of care in the changing world of health care

See chart on numbers of providers in PowerPoint presentation

The Website has maps of provider location, with color-coding by quality

www.CalQualityCare.org has a five-level rating system – for nursing homes, home health, hospice, and intermediate care facilities for persons with developmental disabilities

There's extensive information on some providers and limited data on other categories of providers

California HealthCare Foundation has invested heavily in the website design

Prof. Harrington's hope is to find a state agency to maintain the website, however it's been difficult to find a state agency to manage and maintain it.

Question: How do we get new information to the Web master e.g., information on RCFEs. Response: send an email to Prof. Harrington or to the website to delete or add a provider. However, there aren't much data from public websites, e.g., only about 10 percent of RCFEs have been willing to input data.

We think that in the future the State Dept of Social Services will collect more data that we will be able to post. Send corrections, etc. to:

Charlene.Harrington@ucsf.edu or, at the bottom of the landing page for <http://www.calqualitycare.org/>, click "report issue"

Question: Do people use the Website? Is it valuable?

Wendy Peterson: Anecdotally, I talk to many people who use it, mostly family caregivers looking for assistance.

Questions: Are their trends in quality in California?

Answer: The website has educated providers so they are more aware of the indicators; this improves quality. In general, staffing is the key to quality – and providers are paying more attention. Also, federal and state regulators are monitoring the accuracy of the data.

We see tremendous variation in quality, while consumers sometimes think that quality is uniform across licensed providers, which is not the case

Question: Can you do comparative studies, even on number of types of licensed providers?

Response: Yes, data go back to 2002, although we haven't ourselves done investigations. We believe that these data are useful for local, county, and state planning

Question: Do area agencies on aging (AAAs) use the information on the website for their planning?

Response: In Alameda County, we have more than 300 sites in our planning area. It's a big challenge to keep up with quality. Meanwhile, long-term-care ombudsman data are entered in a separate data source.

Question: Do AAA directors even know about this data source?

Response: To ensure that they do, perhaps www.CalQualityCare.org can be an agenda item during an upcoming meeting of CA Assoc of AAAs (C4A)

Question: Any fallout from the *Sacramento BEE* articles about ownership changes and consolidation of SNFs – and how difficult it is to find out who owns what?

Response: A bill has been introduced to encourage more disclosure of ownership – the bill is a two-year bill. Also, the *BEE* plans follow up reporting. Research shows that quality varies by ownership – big chains tilt toward the lowest quality

Question: What about asking the California Health and Human Services Agency to house the website?

Response: A new state Office of the Patient Advocates is interested – right now, the office focuses on managed care. The office is mandated to provide information to the public about managed care and hospitals.

Question: Is there anything this group can do?

Answer: letter to CHCF supporting transition support ...

Funding ends in December, so action is urgent.

Question: Others can share the letter with advisory commission on aging.

Also, we can send the note to Olmstead Committee to get a letter of support

Question: can we get a sample letter or a list of facts?

Charlene will put that together a sample letter.

~10:00 AM Coalition by Coalition Look: 2014 Accomplishments/2015 Projects

LAAAC: Dawn Lovelace

This year's Summit on LTC – expanding it to reach more.

- Added a live stream
- Almost 400 registrants (capacity of 300 participants) – reached 100 to 150 people through live stream
- Local elected officials were present
- Also looped in the mayor's initiative
- Membership is extending, thanks in part to relationship with other regional coalitions
- Thirteen coalitions viewed the Summit – a link provided for viewing which coalitions used in different ways.
- A DVD will be available soon
- Thanks to GACI for assistance in getting the live stream out
- If you did participate in the live stream, please provide feedback to Dawn

Central Valley LTSS Coalition: Marlene Hubbell

- This has been a year of pulling resources together
- Reinvigorating the coalition's Website as well as the coalitions mission
- Did a spring conference
- Spring review of outreach, including pushing information of their Website
- Creating materials for outreach and how to generate listening – how to do this in a conservative area of the state (and in a county that's not a CCI county) Please send samples of outreach flyers, etc.
- Send samples to marlenehubbell@sbcglobal.net

Upcoming reports

- Note: in July: Aging Services Collaborative of Santa Clara County and Community Living Council of Nevada County
- Note: in August: Yolo Healthy Aging Alliance and Monterey Bay Aging and Disability Resource Coalition
- Note: in September: Senior Coalition of Stanislaus County and Service and Contra Costa Advisory Council on Aging

SCAN Foundation Update

Thanks to Debbie and Dawn of being conference co-chairs

Registration for Summit and for Community of Constituents conference are separate – Summit by end of July – Watch for it in a Google Group posting

Please do provide information to Marlene that you are using to get people ready for transformative events in aging and disability LTSS services. Look forward to the sharing on the Google Group

Collaborative Update

Communications workgroup request: media contact lists

Consumer advisory panels at health plans: Friday, June 5

Notes:

The next calls, first Thursdays of the month, from 9:30 to 10:30:

- *July 2*
- *August 6*
- *September 3*

Participants:

Charlene Harrington, UCSF School of Nursing

Alameda County: Wendy Peterson, Tracy Murray, Karen Grimsich, and Sheri Burns

Orange County: Christine Chow and Mallory Vega

San Francisco: Melissa McGee, Cindy Kauffman

San Diego: Jenel Lim, Brenda Schmitthenner, and Lisa Hayes

Bay Area Senior Health Policy: Cassandra Chan and Katherine Kelly

Riverside: Renee Dar-Khan, Paul Van Doran, Lisa Hayes

L.A.: Dawn Lovelace

Santa Clara: Marilou Cristina

Yolo: Sheila Allen, Fran Smith, Pam Miller, and Charlotte Dorsey

Chico: Forest Harlan and Sarah May

Central Valley: Marlene Hubbell

Stanislaus: Dianna Olsen, Erlinda Bourcier, and Maria Profeta

Nevada County: Ana Acton and Pam Miller

Monterey Bay: Patty Talbot and Elsa Quezada

Ventura County: Sue Tatangelo, Blair Craddock, Paul Norr, Brenda Birdwell, and Adrianna Quintero

San Mateo: Cristina Ugaitafa and Marilyn Baker-Venturini

Service and Advocacy: Jennifer Griffin and Dani Anderson

Co. Co. Co.: Ella Jones and Gerald Richards

TSF: Kali Peterson

GACI: Jack Hailey, Alyssa Dunham, Jack Neeley