



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Janice K. Brewer
Governor

Clarence H. Carter
Director

JUL 17 2011

The Honorable Janice K. Brewer
Governor of Arizona
1700 West Washington
Phoenix, Arizona 85007

Dear Governor Brewer:

Pursuant to A.R.S. § 41-4102, the Interagency Council on Long Term Care (IACLTC) encloses the Interagency Council on Long Term Care 2011 Final Report.

If you have any questions, please contact Melanie Starns, Council Chair, at (602) 542-2591.

Sincerely,

Clarence H. Carter
Director

Enclosure

cc: President Russell Pierce, Arizona State Senate
Speaker Andy Tobin, Arizona State House of Representatives
Secretary Ken Bennett, Arizona Secretary of State
Janet Fisher, Acting Director, Arizona State Library, Archives and Public Records

ARIZONA

**INTERAGENCY COUNCIL ON
LONG TERM CARE**

FINAL REPORT



**Prepared by:
Interagency Council on Long Term Care**

June 30, 2011

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This document is available in alternative formats by contacting
The DES ADA Coordinator at 602.542.2591**

Interagency Council on Long Term Care

2011 Final Report

This is the final report of the Interagency Council on Long Term Care, which, after ten years in operation, has met its intended goals and sunsets on June 30, 2011. The following report provides a brief background and highlights the major activities of the Council. Questions on this report may be directed to the Department of Economic Security at the address listed in the Membership Roster at the end of the report.

I. Background

In 2001, the Arizona Legislature passed Senate Bill 1196 and created the Interagency Council on Long Term Care (IACLTC). Pursuant to A.R.S. § 41-4102, the purpose of the Council was "to help the state achieve a coordinated long term care services delivery system." Additionally, the Council was required to "define this state's long term care obligations by coordinating applicable state and federal mandates that relate to long term care services." An annual report of the Council was prepared pursuant to A.R.S. § 41-4102(C).

II. Council Operating Guidance

Council Vision Statement

The Long Term Care System in Arizona will be a family-friendly continuum of services that is person-centered involving seamless partnerships of the medical, social, physical, and mental health communities.

Council Mission Statement

Improve the quality of life for Arizona residents through a coordinated long term care delivery system.

Council Purpose

The purpose of the Council is to help the state achieve a coordinated long term care services delivery system. Additionally, the Council is required to define this state's long term care services including quality of care issues, access to services, and coordination/integration of those services.

III. Membership

Arizona Revised Statute § 41-4101(A) mandated the Council's representation be the directors or the designees of the following departments:

- Department of Economic Security (DES)
- Department of Health Services (DHS)
- Arizona Health Care Cost Containment System (AHCCCS)
- Department of Commerce (Commerce)
- Department of Insurance (DOI)

The following entity representations were made as appointments:

- Executive Director of the Governor's Advisory Council on Aging
- Executive Director of the Governor's Council on Developmental Disabilities*
- State Long Term Care Ombudsman

In addition, the following representations were made as three year gubernatorial appointments:

- One representative from an Agency on Aging in an urban area
- One representative from an Agency on Aging in a rural area
- Two members of the House of Representatives (non-voting)
- Two members of the Senate (non-voting)

A roster of the final year's appointments is attached as **Appendix A**.

IV. Public Meetings

Pursuant to § A.R.S. 41-3901(D), the Council was required to hold a public meeting to solicit comments on ways to improve Arizona's Long Term Care delivery system from the community so that it:

- Ensured the dignity of consumers;
- Met the individual needs of consumers;
- Provided high quality programs and services;
- Provided an opportunity for consumers to choose and have input in their services;
- Enhanced home and community-based care;
- Integrated funding sources to provide affordable services; and
- Coordinated state and federal mandates.

Due to the Council's sunset in 2011, no public meetings were held this calendar year.

* The name of the Governor's Advisory Council on Developmental Disabilities was changed during 2010 to the Arizona Planning Council on Developmental Disabilities (APCDD).

IV. Meeting Dates

- A. The Council was required, by statute, to meet four times a year. The Council held meetings on the following dates:

February 2, 2011

April 6, 2011

June 1, 2011

In accordance with A.R.S. § 41-4102, the Council will sunset on June 30, 2011.

V. Inter Agency Council on Long Term Care Accomplishments

During its existence, the IACLTC developed and set into motion several activities and projects that have enhanced the long term care system in Arizona, including (but not limited to):

- A. ***Quality in Long Term Care Initiatives*** – A major purpose of the IACLTC was to better coordinate long term care services in Arizona resulting in improved care for care recipients. A number of efforts were conceived by the Council and launched by the appropriate member agencies including significant initiative to reduce pressure ulcers and restraint use in long term care. Working in partnership with the nursing facility and assisted living industries, trainings were held to help Long Term Care (LTC) staff learn better ways to manage those susceptible to pressure ulcers and how to ensure patient safety without the use of physical or chemical restraints. The trainings were well attended, with standing room only, and the feedback was positive. As a result, Arizona saw a reduction in pressure ulcers and the use of restraints.

Another quality-related effort that the IACLTC was significantly involved in was the implementation of *Executive Order 2007-01, Quality in Long Term Care*. While there were many elements of the Executive Order, those in which the IACLTC and its membership were involved included the following:

1. DHS, DES, and AHCCCS (all IACLTC members) shall develop a comprehensive three-year strategy to improve quality in long term care, including focusing on nursing homes in the first year, assisted living in the second year, and community care in the third year. *A three-year plan was developed.*
2. AHCCCS, DHS, and DES shall work together with the Arizona Long Term Care System program contractors to address and correct quality of care deficiencies in long term care facilities. *The agencies, with input from the IACLTC, developed Interagency Memorandums of Understanding and a united approach to quickly address issues and assist long term care service providers.*
3. DHS, AHCCCS, and DES shall enter into intergovernmental services agreements, using existing resources, to jointly staff a full-time position within the DES Division of Aging and Adult Services to work with community advocates, long term care

providers, community colleges and other entities as deemed necessary to address the shortage of long term care direct care support professionals in Arizona. *The Direct Care Workforce Specialist position was created and is a position which also comes to a close on June 30, 2011, as direct care worker training has been developed and implemented, community leadership established, and the effort is now moving to the private sector, with ongoing input from IACLTC members.*

4. DHS shall post Quality Ratings of individual nursing homes on the Department's website by no later than July 2007. *The Department of Health Services launched, in July 2007, the ability to review individual quality ratings for each Medicare certified nursing facility in Arizona.*
5. DHS shall also post regulatory surveys for nursing homes and assisted living facilities on its website to provide consumers with quality information about assisted living facilities beginning no later than January 2008. *The Department of Health Services launched on-line reviews of regulatory surveys for nursing homes as well as quality and regulatory information for assisted living facilities in 2007.*
6. DHS, during its survey process of nursing homes and assisted living facilities, shall foster better understanding and compliance with federal law regarding the provision and appropriate explanation of the Residents' Bill of Rights to all residents. *The Departments of Health Services and Economic Security entered into an Interagency Agreement related to the Long Term Care Ombudsman Program visiting each facility at least once per year and conducting training on residents' rights, conducting in-service trainings for staff, etc.*

B. AZ Links – AZ Links is Arizona's version of an Aging and Disability Resource Center, a federally funded initiative to ensure that service systems that help people with disabilities and older adults work together to improve cross-network referral outcomes. AZ Links, one of the IACLTC's committees, worked to ensure that these populations have one-stop access to a plethora of information to assist them in maintaining their independence, and that people know of private section options for long term care so as to prevent or delay reliance upon publically funded long term care for as long as possible. Currently, there are AZ Links sites in nine (9) counties in Arizona, along with a website: www.azlinks.gov

C. Transition Coaches – Transition coaches was the latest project associated with the IACLTC. This federally funded project is spearheaded by the Department of Economic Security, this project works with Area Agencies on Aging, hospitals and long term care service providers to ensure that older adults and people with disabilities make the transition from hospital to home successfully, thereby reducing hospital recidivism rates. Sometimes hospital discharge planning does not result in patients receiving full information about the variety of home and community based services available to assist them in remaining independent. This project will assist those who can benefit from additional short-term assistance in making the necessary connections with community services to reduce hospital recidivism and ensure a successful transition from the hospital to home.

- D. Direct Care Workforce Initiative*** – As noted above, this project was a joint venture between the Arizona Departments of Economic Security and Health Services and the Arizona Health Care Cost Containment System, and was a committee of the IACLTC. This effort started in 2005 as the Citizens’ Workgroup on Long Term Care. In their 2005 report to the Governor, the workgroup made several recommendations, including the development of a standardized, portable training curriculum for direct care workers (unlicensed staff providing direct hands-on care) in health and long term care settings. Since 2005, the Direct Care Workforce Committee of the IACLTC has developed this type of curriculum and began offering train-the-trainer workshops in 2007. Using an incentive-based approach rather than a regulatory one, many employers are using the new curriculum and have voluntarily started to use it in their operations. The project has now come to fruition and the jointly funded position will end on June 30, 2011; however, the project will transition to community/private sector leadership, with continued input from IACLTC members, and the efforts around the direct care workforce will continue.
- E. Consumer Directed Care*** – Over the past decade there has been an important movement nationally towards consumer directed care options in the long term care services system. The IACLTC provided an important sounding board for AHCCCS as it worked with the community to develop its consumer directed care option in the Arizona Long Term Care System. This approach was very important as the number of direct care workers are projected to decline to a critical low in the next several years. The consumer directed care model allows for consumers to utilize neighbors or others known to them who are capable of providing the care necessary to help them remain living independently – an option that is especially important in areas where there is a dearth of formal service providers or where workforce shortages exist. This option may also be useful to people with cognitive impairments, such as Alzheimer’s disease, where maintaining a routine and consistency is important to prevent exacerbating the client’s medical condition.
- F. Long Term Care System Coordination*** – During all IACLTC meetings, Council members shared news and information about federal mandates, directives, and funding opportunities that affected health and long term care services in Arizona. The information provided helped the Council members to better coordinate state responses to grant opportunities, discuss and provide a single Arizona voice for comments on federal policy, and other efforts that furthered the purpose of the IACLTC. It also allowed those members leading specific efforts to gain a broader perspective and input from their colleagues those working directly with long term care recipients. The IACLTC also provided an opportunity to work out joint approaches on how to deal with facilities in jeopardy – opportunities that eventually led to a formal agreement as to each state agency’s role in an emergency situation or the sudden closing of a facility. This, in turn, improved care for patients, ensured that all federal and state laws and mandates were met, and ultimately ensured that no clients “fell through the cracks” during emergency situations. In the end, it is because of these formalize agreements that the IACLTC can sunset as those working relationships have matured, processes have changed and the IACLTC no longer serves as the central place where such coordination is taking place.

VI. Conclusion of the Inter Agency Council on Long Term Care

The Council will sunset on June 30, 2011, in accordance with A.R.S. § 41-4102. The IACLTC was established as a collaborative group with a focus on improving the coordination and quality of long term care services. The IACLTC has made great strides in coordinating long term care services in Arizona and it is because of these strides that the Council can sunset without resulting in a negative impact on the quality of care.

Prior to the creation of the IACLTC, there was much fragmentation in long term care and a clear lack of coordination between the various state agencies involved in providing long term care services in Arizona. Over the past 10 years, with the help of the IACLTC, the relationship among the various agencies involved (including Department of Economic Security (DES), Department of Health Services (DHS), Arizona Healthcare Care Cost Containment System (AHCCCS), Department of Insurance, etc.) has matured and numerous Interagency Agreements and Memorandums of Understanding, as well as collaborative working relationships, have been forged further solidifying the agencies' commitment to creating and providing a coordinated system of long term care services. These agreements and relationships will continue and grow regardless of the existence of the IACLTC.

Where none used to exist, several groups now regularly meet to discuss and coordinate long term care efforts. A prime example is the Arizona Quality Counts Partnership (AQCP), a collaboration of public and private entities focused on ensuring quality care among long term care services in Arizona, which promotes nationally accepted best practices to improve direct care. Federally funded, AQCP has now been in place for several years and has made significant improvements in person-centered care especially in nursing facilities and assisted living homes.

In addition to the AQCP, there are numerous other informal groups that meet on a regular basis to ensure coordination of services, consistency in approaches to things such as consumer directed care, and to coordinate cross-agency responses in emergency and other difficult situations throughout the long term care system. Many of these groups did not exist when the IACLTC was first established, making its creation important; however, today the IACLTC was just one of many groups that worked on long term care issues. Many of the members of the Interagency Council on Long Term Care have shifted their involvement to one or more of these other coordination efforts and will, in that way, continue the work of the IACLTC.

On behalf of the members of the IACLTC, we appreciate the opportunity to serve.

APPENDIX A

INTERAGENCY COUNCIL ON LONG TERM CARE MEMBER ROSTER

2011 Interagency Council on Long Term Care Member Roster

<p>Mr. Clarence H. Carter, Director Department of Economic Security Ms. Melanie Starns, LTC Chair, and DES Assistant Director, Division of Aging & Adult Services 1789 W. Jefferson, 2nd Flr., SE, Site Code 001A Phoenix, AZ 85007 (602) 542-6572, Fax (602) 364-0743 CCarter@azdes.gov MStarns@azdes.gov</p>	<p>Mr. Donald E. Cardon, Director Department of Commerce Mr. Jerry Ewing, Assistant Deputy Director 1700 W. Washington, Executive Tower, Suite 600 Phoenix, AZ 85007 (602) 771-1164 or (602) 771-1100 (main number) DonC@azcommerce.com JerryE@azcommerce.com</p>
<p>Mr. William O. Humble, Director Department of Health Services Ms. Mary Wiley, LTC Vice Chair and Assistant Director, DHS Division of Licensing Services 150 N. 18th Avenue, Suite 510 Phoenix, AZ 85007 (602) 364-3064, Fax (602) 364-4808 HumbleW@azdhs.gov WileyM@azdhs.gov</p>	<p>Ms. Mary Lynn Kasunic President & CEO/Area Agency Director Area Agency on Aging, Region One, Inc. 1366 East Thomas Road, Suite 108 Phoenix, AZ 85014 (602) 264-2255, Fax (602)230-9132 kasunic@msn.com</p>
<p>Vacant Arizona State Senate 1700 W. Washington, Room 303 Phoenix, AZ 85007 (602) 926-4480, Fax (602) 417-3155 callen@azleg.gov</p>	<p>Ms. Jan Cardoza, Ombudsman DES Division of Aging and Adult Services 1789 W. Jefferson, Site Code 950A Phoenix, AZ 85007 (602) 542-6454, Fax (602) 542-6575 jcardoza@azdes.gov</p>
<p>Vacant Arizona State Senate 1700 West Washington Phoenix, AZ 85007 (602) 926-4124, Fax (602) 417-3017 mburtoncahill@azleg.gov</p>	<p>Mr. Thomas Betlach, Director Arizona Health Care Cost Containment System Ms. Jami Snyder, ALTCS Manager, OMC 701 East Jefferson MD 6100 Phoenix, AZ 85034 (602) 417-4614 Thomas.Betlach@azahcccs.gov Alan.Schafer@azahcccs.gov</p>
<p>Ms. Mary Beals-Luedtka, Director Area Agency on Aging, Region III Northern AZ Council of Governments 119 E. Aspen Avenue Flagstaff, AZ 86001-5296 (928) 774-1895 (928) 214-7235 Fax mluedtka@nacog.org</p>	<p>Ms. Cathy De Lisa, Acting Executive Director Governor's Advisory Council on Aging 1700 W. Washington St., Suite 240 Phoenix, AZ 85007 (602) 542-4710 CDeLisa@az.gov</p>
<p>The Honorable Barbara McGuire Arizona House of Representatives 1700 W. Washington Phoenix, AZ 85007 (602) 926-3012, Fax (602) 417-3123 bmcguire@azleg.gov</p>	<p>Ms. Christina Urias, Director Department of Insurance Erin Klug, Special Assistant to the Director 2910 N. 44th Street, Ste. 210 Phoenix, AZ 85018-7256 (602) 364-2186 curias@azinsurance.gov eklug@azinsurance.gov mbutterfield@azinsurance.gov</p>
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