

Service Experience Team Meeting

ALTA, Home and Community Services

September 27, 2022
Microsoft Teams
10 am to 11:30 AM

Attendees:					
<input checked="" type="checkbox"/>	Anderson, Shelley (Member)	<input checked="" type="checkbox"/>	Fredell, Rick (Member)	<input type="checkbox"/>	Terry, Tavares (HCS)
<input checked="" type="checkbox"/>	Byrne, Kristin (HCS)	<input checked="" type="checkbox"/>	Kennedy, Kris (Member rep)	<input checked="" type="checkbox"/>	Thompson, Cora (Member)
<input checked="" type="checkbox"/>	Carlstrom, Brenda (Member)	<input type="checkbox"/>	Leslie, Kim (HCS)	<input checked="" type="checkbox"/>	Lind, Alice (RDA)
<input type="checkbox"/>	Conner, Kim (Advocate)	<input type="checkbox"/>	Morris, Christine (HCS)	<input checked="" type="checkbox"/>	Sherrill, Vanessa (HCS)
<input checked="" type="checkbox"/>	Dickens, Roland (Member)	<input checked="" type="checkbox"/>	Peterson, Isaac (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Dronen, Nicole (HCS)	<input checked="" type="checkbox"/>	Plummer, Robert (Member)	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Emans, Kelli (HCS)	<input checked="" type="checkbox"/>	Sanchez, Jovi (HCS)	<input type="checkbox"/>	
<input type="checkbox"/>	Erkkinen, Meghan (HCS)	<input checked="" type="checkbox"/>	Snow, Quinn (HCS)	<input type="checkbox"/>	
Main Outcome:					

No	Agenda Items	Time	Presenter	Summary Meeting Notes
1.	Introductions/Approval of July minutes	10:00	Kelli/Nicole	
2.	Leadership Discussion Brief	10:05	Kelli/Nicole	<p>Kelli reported out. After report out asked the group if this process worked or if we could improve since this is new process. Nicole suggested taking our notes from the different leadership discussion and consolidate into bullet points.</p> <p>Action: change process and what is sent out to group to be consolidated bullet points.</p> <p>Bob: Where does SET feedback go?</p> <p>Kelli: Right now, we are taking information to our leadership teams and documenting both the ideas and feedback. Then we meet and discuss what we can move forward right now and what can be revisited later. The focus is on informing the long term care system on how we can improve what we are doing and building awareness of the conversations happening with SET.</p>
3.	Policy/Rule Change Update	10:15	Jovi	<p>Jovi came to provide an update on rules and legislative updates, she is attending her first meeting and will be a regular attendee going forward.</p> <p>Provided outline of current rules in process:</p> <p>see attached document outlining updates. SET feedback is they want to see all things in process that they can comment and provide feedback on – Jovi taking that feedback back and will adjust her updates.</p> <p>Jovi to discuss with Nicole sharing info with SET about rules and agency requests in the drafting stage, provide word doc etc</p> <p>Shelley: will reserve feedback until after she is able to fully read documents.</p>

				<p>Bob: Can you add a section to each rule with a comment box?</p> <p>Kelli: Comments will need to go through the official comment or feedback process, we can not collect the comments in a word document but what we can do is provide information on how to submit comments and by when.</p> <p>Brenda: Any information you can send to us is greatly appreciated.</p>
4.	AMMI Project	10:25	Kelli	<p>Advancing Medicare and Medicaid Integration: Provided a brief over view of the grant work WA is doing to integrate services between Medicare and Medicaid to be more streamlined for dual eligible members.</p> <p>Medicare and Medicaid often don't communicate well- different terminology and processes.</p> <p>Goal is to integrate medical and social services, create a single point of contact for individual receiving services. Create flexibility for different communities. Make note of what is working and do more of it!</p> <p>Isaac: I think it's a great idea.</p> <p>Kelli: we need your feedback, we are conducting a survey early next year to gather beneficiary input on what is hard or confusing, why they choose what they choose and how we can improve communication</p>
5.	AMMI Client survey questions	10:30	Alice	<p>Alice explained the survey that Research and Data Analysis will be doing to support the AMMI work.</p> <p>Telephone-only survey being conducted by experienced surveyors familiar with DSHS clients. A letter will be sent out beforehand explaining that they will receive a call from us.</p> <p>Alice will send copy of draft</p> <p>Brenda: If someone called me, I would feel like it was a scam. Acronyms are hard to understand. The question where you can only choose one would be difficult over the phone. It would be easier written.</p> <p>What could we do to make it not feel like a scam?</p> <p>Roland: The letter going out explaining the survey needs to happen. Also, how is this letter going to stand out from other mail received?</p> <p>Alice: The surveyors make the envelope stand out with something written on it. The letter will be very concrete about who is calling, why they are calling, and how they were identified for the survey.</p> <p>Roland: We could ask survey team in the initial letter to mention "if you would prefer to answer on paper, we can send the survey to you."</p> <p>Lots of head nods.</p> <p>Shelley: I agree that it comes off a little scammy, only because there's a lot of scamming happening right now. Elderly people have to be on</p>

			<p>guard. There has to be a friendly moment or reassurance in the beginning or you will lose them. I used to run a call center so I do understand a little of what they're going through.</p> <p>Bob: Anybody that calls me, I'm not going to answer questions. They need to send a verification code. (lots of head nods)</p> <p>Isaac: Can the question topics be laid out in advance? Not necessarily the questions, but what topics will be covered. Could you send a flyer in advance that mentions "feel free to bring up other ideas/concerns during the interview." It would be a good idea on some questions to provide bullet points. Even if people have advance notice that you're going to call, it can be difficult to organize your thoughts. It can be hard to come up with meaningful answers off the top of your head.</p> <p>Kris: I like the idea of the survey, but you're asking very specific questions. I recently got a phone call asking for an appraisal regarding aging and long term care from Medicare.</p> <p>Kelli: We are trying not to overlap but we don't always know what everyone else is doing, we are working hard to not create confusion or survey burn out.</p> <p>Alice: You guys are giving such great feedback. We should bring the letter to the group once we draft it. Acronyms won't be said out loud to clients.</p> <p>Rick: You could include the phone number that will be calling on the letter. Any unknown caller is going straight to voicemail.</p> <p>Isaac: It's important to get open-ended questions in there so they don't feel like they're being interrogated. Gives them an invitation to feel more heard. It could provide topic ideas that need to be explored or expanded upon.</p> <p>Roland: Are they limiting the survey to certain individuals? Why wouldn't you have a broader sample? What percentage of people are you calling? The survey seems cumbersome over the phone. There could be interruptions and people might feel the need to rush through it.</p> <p>Isaac: Would it be possible to have people that are willing to comply that they could call in for the survey?</p> <p>Alice: Survey doesn't go out until Spring 2023, but in order to get permission the project has to go before a review board due end of the year. We have maybe two months to finalize all of the materials.</p> <p>Action: Will have Alice come back in November.</p> <p>Alice: Agree with Kelli that we could gather input between now and then by email. Thanks so much for the thoughtful feedback today.</p>
6.	SET Bylaws/Roles of members	10:55	<p>Nicole</p> <p>reviewed the draft bylaws with the team to gather input.</p> <p>Kris: I wouldn't be able to participate because I'm an advocate, I don't receive services.</p>

				<p>No one wants Kris to leave!</p> <p>Rick: We include a grandfather clause for existing members.</p> <p>Roland: If someone receiving care is unable to communicate, could they have their caretaker participate on their behalf?</p> <p>Kelli: What we are looking for is the client perspective more than provider. We want to make sure this group focuses on the client's voice.</p> <p>Nicole: We did have a member early on that would type and his caregiver would read out loud.</p> <p>The advocate can participate, but not as a member, the client is the member.</p> <p>Brenda: On page 2 under process #2, set manager will write limited suspension for no longer than 6 meetings. That is a full year. What constitutes it being up to 6 meetings, how is that factored?</p> <p>Kelli: What if the first time is 3 meetings, and then second time is 6 meetings? (lots of nodding heads)</p> <p>Rick: Is suspension the right word? Probation seems like a better choice.</p> <p>Kelli: I like that. (lots of head nods)</p> <p>Shelley: I missed a meeting in Spring because I had COVID. If somebody missing a meeting because of medical circumstances is that going to be a considered an issue?</p> <p>Nicole/Kelli: No, absolutely not.</p> <p>What we've been doing has felt very collaborative and the dynamic can shift a lot if you have participants that aren't able to participate in the way that you are or that do not give others an opportunity to participate. By establishing this ahead of time, we have a path that's not directed at an individual person, it's just part of the process.</p> <p>Do we need more time to provide feedback?</p> <p>Members agreed to move forward after implementing feedback from today's meeting.</p> <p>-</p> <p>Nicole: We want to create one or two roles for SET members. We want it to feel valuable and incorporate people's strengths. Will discuss in depth at the November SET meeting</p>
7.	Next Steps/Discussion/Webpage Updates/November Meeting	11:25	Nicole/ Kelli	<p>Isaac: Suggested agenda item Supported Employment</p> <p>Kelli: reminded team that we will have a conversation to build the plan for next year, and this can be one of the topics for sure.</p>

				Nicole wrapped up the meeting and confirmed action steps, thanked everyone for their time.
8.				