Webinar aired on January 12, 2017 in Lacey, Washington for the Washington State Health Home Program

Slide 1

Today’s Presenter

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Slide 2
AHCAS is an ADVANCED training initiative for Individual Providers caring for Service Recipients with Complex Needs

Drilling Down to the “WHY”

• Our pilot is guided by HB 1340
• Collaborative Bargaining Agreement
• RDA data
• Desire to strengthen the relationship
• Increase Support through training and Behavior Support
• Investigate and Report
To improve health, reduce the frequency and intensity of challenging behaviors and empower people who receive personal care services to maintain and/or attain the highest quality of life as described by the person receiving support.

Service Recipients Eligibility

- Receiving in-home care from an HCA
- Health Homes recipient or Behavior Point Score >= 12
- Have a Health Action Plan or agree to a Behavior Support Plan within 60 days of Pilot start date
Benefits to the Person Receiving Support

- Positive Behavior Support Plan of their design
- Enhanced Person Centered Practices
- Specialized Caregiver training
- Support to make informed and empowered choices around their own health care
- A sense of being heard and being in control of their own personal care
- Enhanced relationship with the Caregiver

Provider Benefits

- Career development
- Additional skills training
- Paid seat time
- 25-cent differential in addition to the current hourly wage
Core Competencies of AHCAS Training

• The Person Centered Approach
• Treatment and CARE Plans
• Health Literacy
• Client Activation
• Chronic Disease
• Mental Health
• Disabilities
• De-Escalation
• Client Self-Managed Calming Techniques
• AHCAS Self-Care
• Dementia

AHCAS Pilot Scope

• Funding to train 1051 client/provider pairs through FY2017
• Appx 6000 eligible pairs exist statewide
• 4183 are DDA pairs
• 1806 are HCS pairs
AHCAS Pilot Roll out

• Soft roll out in Clark and Pierce happened in October
• Statewide roll out begins now
• Classes will be continuous from February to July
• Counties were classes will be held: King, Snohomish, Pierce, Clark, Benton, Spokane, Walla Walla, Grant and Chelan
• More sites may be added

Touch Points of Communication

- Person receiving service/IP
- Health Home Care Coordinator
- AAA Case Managers
- Release of Information
- Discussion guideline

Point to remember: Send all inquires to the Pilot Leads.
Potential Advanced Home Care Aide Specialist and AAA Communication Process:

AAA CM

When Enrollment paperwork is received from AHCAS Pilot Leads open authorizations.

AAA CM learns that client would like IP support with one of the goals in the HAP, CM is encouraged to alert HH CC.

Client tells HH CC that they are enrolling in the pilot and the HH CC helps them with the enrollment process. Billable as HH service.

Client informs HH CC that they want to revise the HAP to add IP support. Outreach to the AAA CM could be done as a courtesy to update HAP. Billable as HH service.

Health Home Care Coordinator

Client tells HH CC that they have received the enrollment packet and offer info on the pilot and help with enrollment. This qualifies as a HH service and is billable.

HH CC may choose to direct the client back to AHCAS Pilot Leads for more information and help with enrollment. This is the option of the HH CC.

Client asks for help filling out the enrollment paperwork and making sure it gets sent out correctly.

HH CC chooses to help the client with paperwork. This is considered a HH service and is billable.

Client informs HH CC that they would like the IP to support them on one of the health action goals in the HAP.

Client and HH CC discuss revising the HAP to include the IP Support. HAP is revised. Billable service for HH CC.

HH CC monitors HAP and updates when necessary.
Understanding the Enrollment Process

- Outreach
- Enrollment paperwork and dissemination
- Training registration
- Training authorization
- Registration list
- Drop out list

Billable Contacts

Has a current HAP and is engaged

- Describe activities: face-to-face visit, clients submits enrollment materials, CC, client, and IP revised HAP
- Tier 2 payment

Has an old HAP not currently participating

- Face-to-face visits, clients agrees to resume HH services and participates in the pilot
- HAP is revised
- Tier 2 payment
**Health Action Plan or Behavior Support**

- Determining client criteria
- What does it mean regarding support services?
- Collaborating with Health Home care coordinators and client support systems
- Case managing and referral of behavior support

**DDA/HCS Behavior Support**

- ACHAS behavior support is offered to the client who does not have a Health Action Plan in place.
- Ten hours of behavior support during pilot enrollment offers:
  - A functional assessment
  - Develop positive behavior support plans focusing on one goal or behavior determined by the client
  - A support team meeting with client and IP to discuss support by the IP
  - Quarterly monitoring by the behavior support provider
- Each Administration has its own behavior support contract.
- There may be differences on how to use the contracts so specific direction for both DDA and HCS will be provided.
- The service codes stay the same: H2019
• They notify case manager that they no longer want to participate
• Client is admitted into an institution over 30 days

ACHAS Contacts

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ACHAS website:
https://www.dshs.wa.gov/altsa/training/advanced-home-care-aide-specialist-training-pilot
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cathy.mcavoy@dshs.wa.gov
Certificate of Completion
The Advanced Home Care Aide Specialist Pilot

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Washington State Department of Social and Health Services
Aging and Long Term Support Administration

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for Health Home Care Coordinators and Allied Staff

Training Credit of One Hour

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