

Coordinated Care for Your Community: Lessons Learned from PACE

2020 Leading Age Virtual Annual Meeting

November 19, 2020

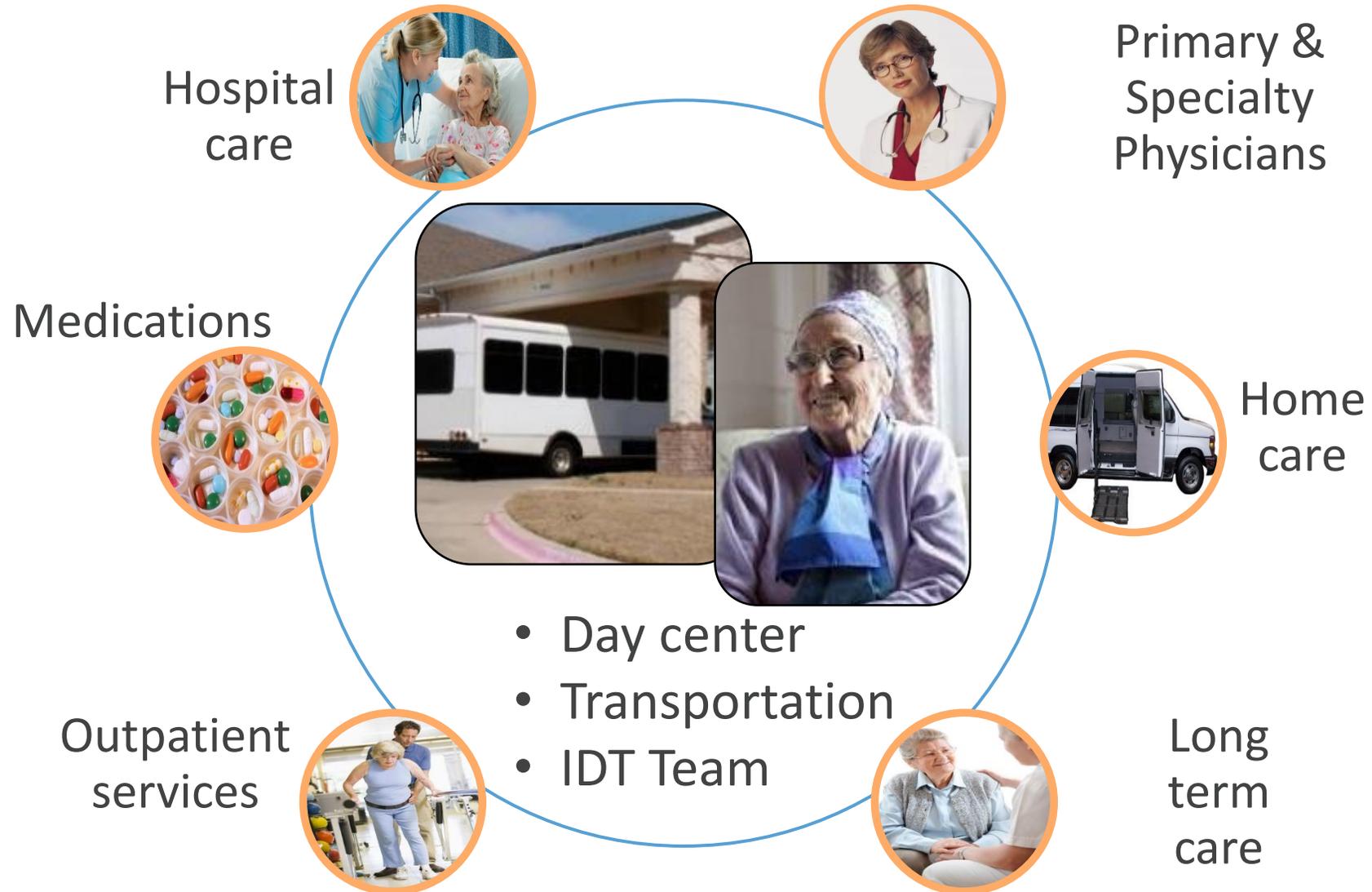


PACE Eligibility Criteria



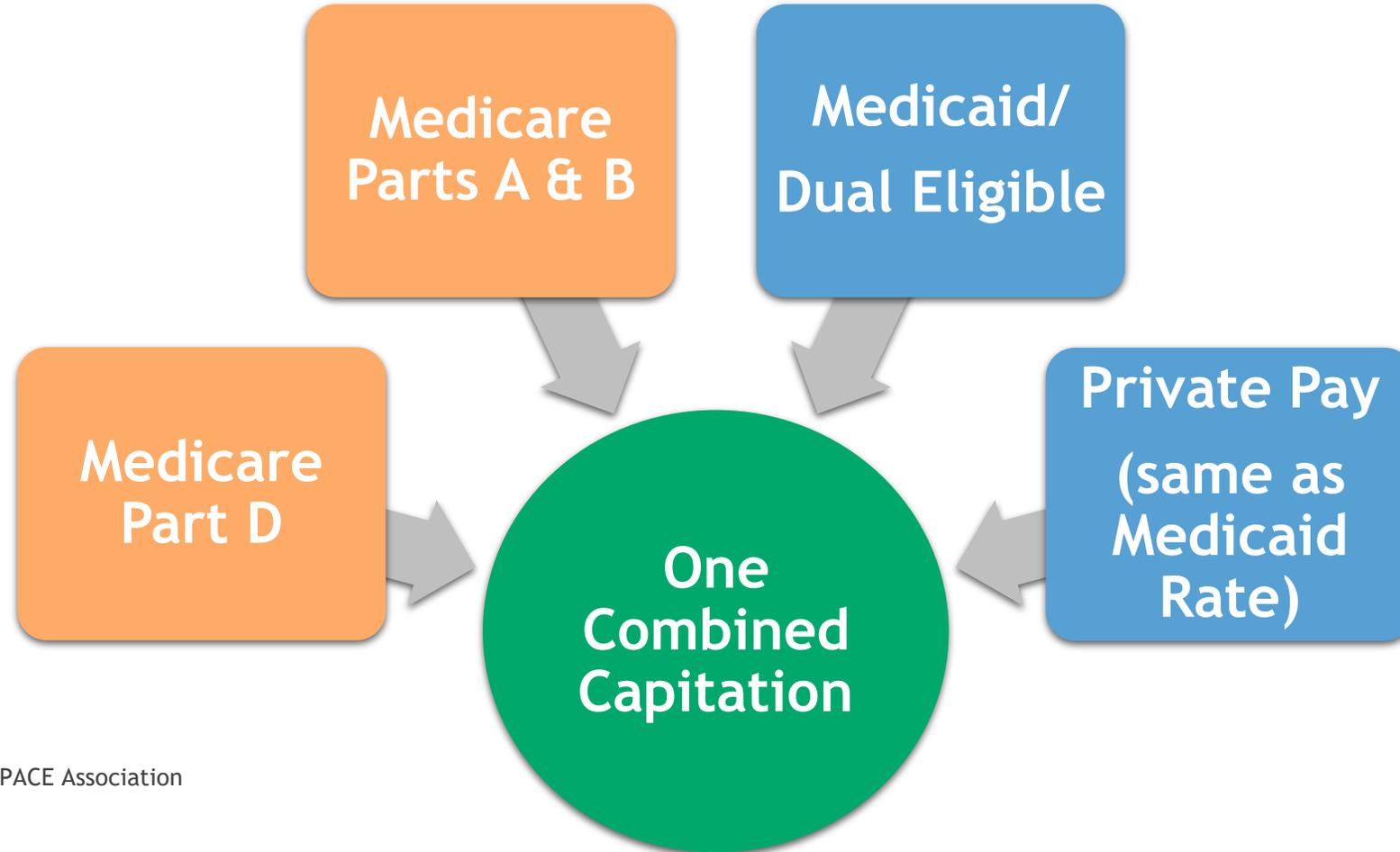
- 55 years of age or older
- Living in a PACE service area
- Certified as needing nursing home care
- Able to live safely in the community with the services of the PACE program at the time of enrollment

All-Inclusive Care



All-Inclusive Care = All-Inclusive Payment

Fully Capitated and Integrated Payments



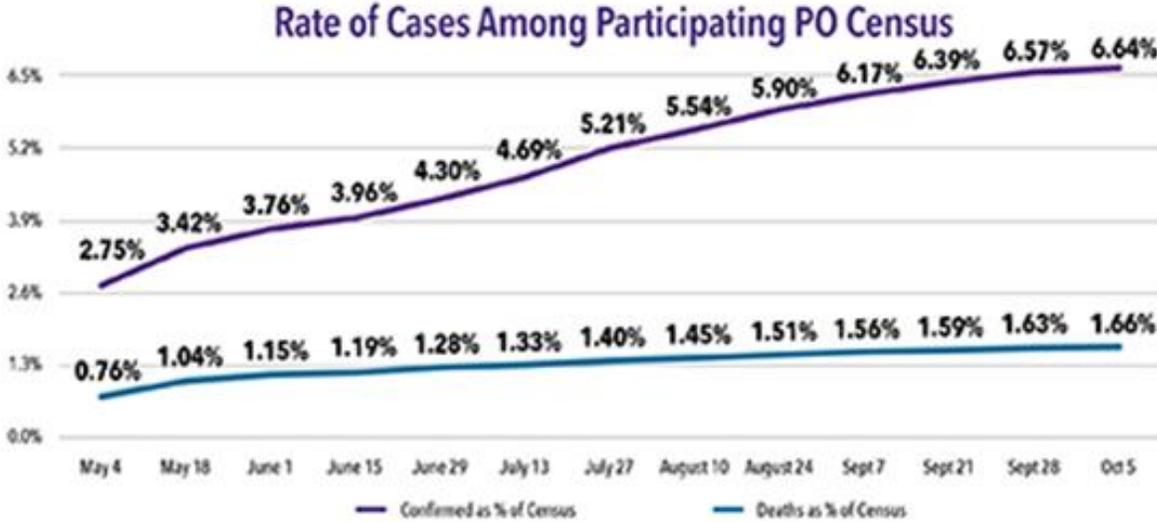
Source: National PACE Association

Five Facts: Why PACE Programs are Successful

1. The capitated, integrated funding allows for broad coverage of health care costs while enabling the providers flexibility in meeting unique needs.
2. The provider assumes all risk for participant outcomes, promoting focus on non-institutional care, chronic disease management and health promotion.
3. PACE programs develop individualized, person-centered care plans are developed.
4. The core component of PACE is an IDT that focuses on a group of participants to whom they provide closely managed and coordinated care.
5. The success of the IDT leads to the success of the PACE program.

Rate of COVID-19 Cases Among PACE Organizations

As of October 5, 2020



Covid-19 Dashboard

- 107 participating POs
- Total of 2,795 confirmed cases and 697 deaths
- 10 programs report 0 confirmed cases
- 35 programs report 0 Covid-19 deaths

Source: NPA COVID-19 weekly update

The Successful PACE Playbook In Response to Covid-19

- Transformation to flexible, home based model
- Creative evolution of the PACE Center and use of PACE resources
- Rapid expansion of a wide range of telehealth and telemedicine platforms
- Redefining staff roles to meet participant needs
- *And many PO specific strategies*



PACE Program in the Age of COVID-19:

Repurposing the Care Approach

**Rob Schreiber MD, AGSF
Fallon Health Summit ElderCare
Worcester, Massachusetts**

Leading Age Annual Meeting
November 19th, 2020



Summit ElderCare® : An Overview



Fallon Health's newest PACE site located in Worcester, Mass.

- 6th largest PACE program in the country, largest in New England
- 5 PACE sites located in Massachusetts, 1 in Western New York
- 1,323 participants (as of June 1)
- Celebrating 25th anniversary in 2020



Participant Needs During COVID-19

- Adjustment to care delivery by IDT
- Combatting social isolation
- Site resources
- Monitoring results



Summit ElderCare® Infirmiry



- 22-bed Skilled Care Unit
- Opening date April 22
- First participant admitted April 23
- 11 participants served
- Longest stay 23 days
- Shortest stay 7 days*
- Last participant discharged June 5



Lessons Learned



Care Team Heroes at the Summit
ElderCare Infirmary

- How can we adapt in novel ways?
- Why are home and Community-based care so important?
- Why PACE works for eligible seniors?
- What do PACE sites of the future look like?



Telehealth

Karen Turnquist, OT, MA, CPHQ

Director Quality Improvement and Risk Management

Element Care

Element Care

- Element Care, is a Massachusetts based program established in 1995
- Almost 1,000 participants across six PACE sites
- Service area includes 50 cities/towns
- Over 300 employees

Regulatory Guidance for Telehealth Initiatives

- During the COVID-19 pandemic, guidance was issued on March 17th, 2020 by the Health and Human Services Office of Civil Rights (OCR), and Centers for Medicare and Medicaid Services (CMS) allowing flexibility related to in-person communication requirements to protect the health and welfare of beneficiaries and providers while maintaining access to vital services.
- During this time, in the exercise of their professional judgment, providers were enabled to use telephonic, telemedicine and video technology commonly available on smart phones and other smart devices for program functions that require in-person communication.

Preparing for Telehealth

- Adjustments to EMR
 - Assuring documentation systems capture the type of visit as telephonic or audiovisual rendered
 - Assuring participant is appropriately identified and consented to the use of telehealth in lieu of an in-person visit
 - Assuring coding for the visit is in line with regulatory requirements
- Enabling work stations with cameras and compatible interactive platforms like Doxy and Skype
- Determining the availability of participants acquiring and using compatible devices on their end
- The addition of an imbedded template to EMR for scripting outreach calls and managing the delivery of medical care, food, and social needs

Telehealth Evolution

- Care.Coach/Avatar- A remote-live interactive monitoring device in place prior to the pandemic that expanded to allow for an AV telehealth session between the participant and the care team
- GrandPad- An adapted tablet designed for the special needs of seniors that allows for immediate access to family, friends, and their healthcare team
- Vesta- A program that is designed to grow with telehealth services to expand into telemedicine by adding technologies that will capture participant acquired assessment data like vitals, weights, and more in their homes as directed by their care team

Telehealth Devices: Avatar

Avatar can provide:

- 24-hour monitoring
- Companionship
 - Activities
- Clinical protocols
 - Medication reminders
 - Nutritional reminders
- Exercise
 - Balance and strengthening



Telehealth Devices: GrandPad

GrandPad can provide:

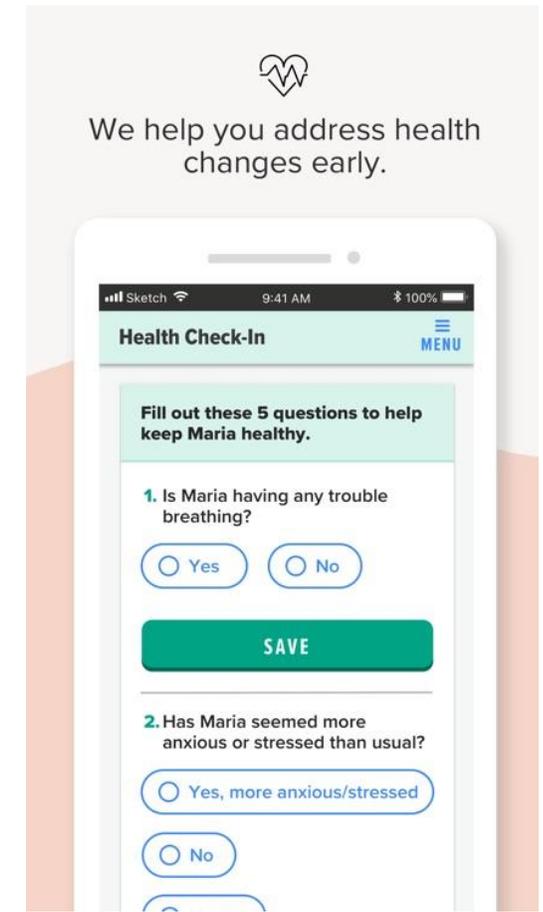
- Unlimited voice & video calling
- Internet
- Music
- Games
- Photos
- Email & messaging



Telehealth Software: Vesta Healthcare

Vesta offers solutions for at-home care:

- Daily tracking of health stats and symptoms
 - Care plan adherence
 - Chronic care management
 - Complex condition management
- Automated alerts
- Reports changes in condition
- Helps gain insight into the home



Lessons Learned

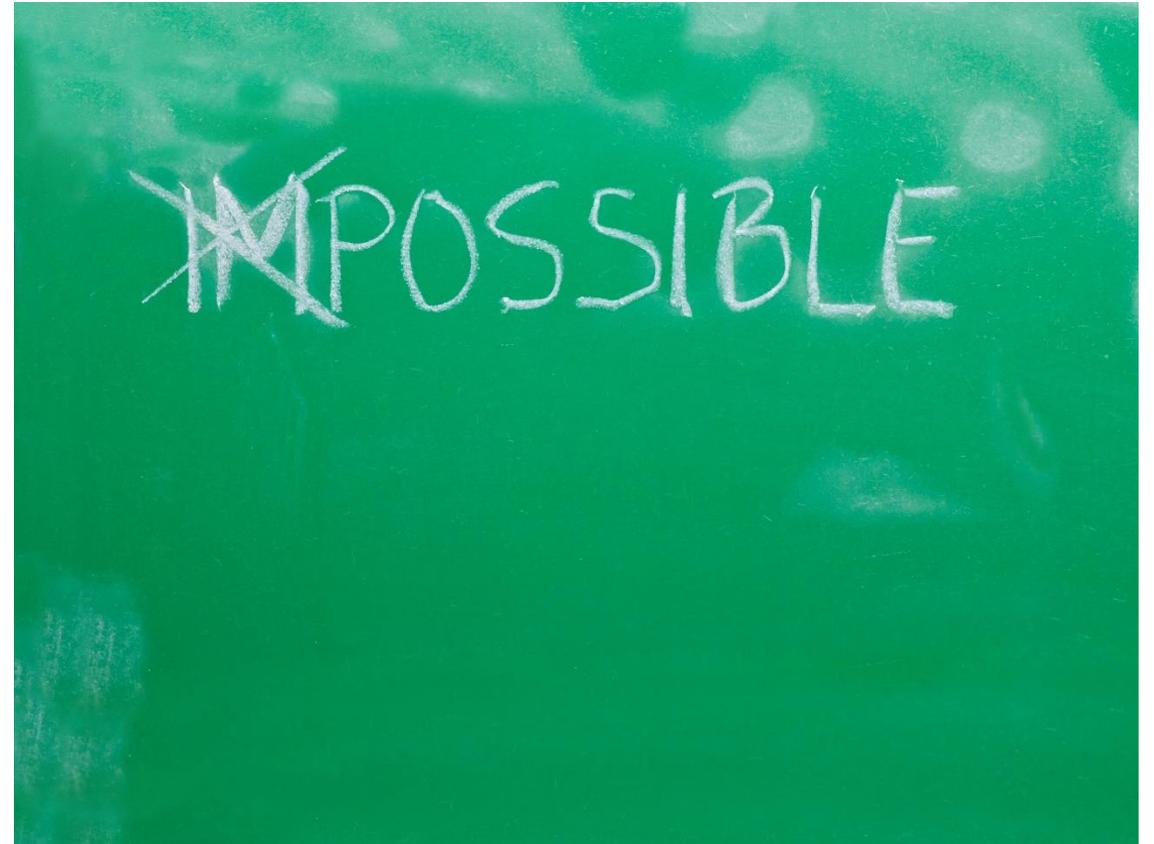
- Seniors with previous exposure to using a Smartphone or computer are able to quickly adapt to a telehealth application.
- Even those with no previous experience are able to adapt with the combination of a device that uses a platform designed to meet their needs, and some training from staff.
- In addition to being used for Telehealth, programs for health education, socialization and leisure activities are adaptable to the platform including exercise and mobility groups, Bingo, trivia, and reminiscence.

Resources

Source	Link
National PACE Association Information on PACE and Covid-19 Resource Page	https://www.npaonline.org/about-npa
Altarum Issue Brief Rapid Responses in a Covid-19 Era: The Future of Comprehensive HCBS is Here	https://altarum.org/sites/default/files/uploaded-publication-files/Altarum_Program-to-Improve-Eldercare_Rapid-PACE-Responses_report_final.pdf
Commonwealth Fund Better PlayBook Caring for Older Adults with Complex Needs in the Covid-19 Pandemic: Lessons from PACE Innovations (webinar and slides)	https://www.bettercareplaybook.org/resources/caring-older-adults-complex-needs-covid-19-pandemic-lessons-pace-innovations

Discussion of Lessons Learned

November 19
1:45 - 2:15 pm



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