

**Balancing Work Group  
Sub-Committee for "Post Acute Care Issues"  
Recommendations**

As issues relating to the "Front Door" into the system providing long term services and supports were identified and analyzed, the importance of addressing issues that arise at the point a consumer's needs transition from acute care to long term services was emphasized. The transition is often sudden and the consumer has little time to identify and evaluate options for services in order to make a meaningful choice. In many instances, those quick decisions have unintended consequences (e.g., loss of community housing) that may impact a consumer for the balance of their life.

The recommendations that follow are intended to serve as the basis for an intensive effort to ensure meaningful choice at the point of transition from acute care to long term services. In addition, the long term services delivery system and entry points into that system should be developed in a way that provides meaningful choice among an array of services for the duration of a consumer's need for long term services and supports.

**Recommendations**

*Recommendation 1: The "Front Door" into the long term services delivery system should be implemented in a way that encourages advance planning and meaningful choice before a consumer's needs are transitioning from acute care to long term services.*

- Leverage the existing long term care consultation program.
- Ensure that information provided during a long term care consultation includes resources consumers can use to compare quality among providers.

*Recommendation 2: Emphasis on critical paths into the long term services delivery system needs to be a key element in the "Front Door."*

- Critical pathways should be identified at the local or regional level.
- Strategies to focus on those pathways should be developed in a way that leverages existing relationships within each community.
- Explore the implication of implementing requirements addressing the time to initiate services (similar to Pennsylvania's fast track eligibility determination and requirement that providers start services within 24 hours).
- Evaluate the impact of prior authorization requirements on consumer choice and identify potential policy changes if appropriate.

*Recommendation 3: Care Managers should coordinate and collaborate with acute care providers from the point of admission to the hospital when a need for long-term care services is likely to occur by providing a Long Term Care Consultation visit in a timely manner.*

- The consumer's community supports and resources for care need to be evaluated.
- Financial resources need to be considered.
- Decision trees and other tools should be developed to facilitate discussions about and identification of care needs.
- The "Front Door" needs to have information available in a form that can be accessed quickly and easily. "Informed navigators" must be well-trained and easily reached.
- Explore options to ensure that, when an assessment is necessary or requested, response time is quick.

### **Issues for Consideration in the Care Management Committee**

As issues related to post-acute care needs were explored, the role of care management was identified as a critical element in providing meaningful choice. The following concepts should be forwarded to the Care Management Committee for consideration.

*Concept 1: Care management for long term services and supports should begin prior to the transition from acute care and continue through a consumer's contact with the long term services delivery system.*

- Care management should include advocating for the consumer.

*Concept 2: A care management model with a team approach should be implemented.*

- Examples of models utilizing a team approach include COMS or an Individual Family Service Plan.
- The care plan should specify goals, identify responsibility for monitoring service delivery and changing needs, and provide options for service delivery.
- The developed care plan should consider limitations (e.g., time, capabilities) of non-professional care givers.

*Concept 3: Care management information, including an assessment of the consumer's needs, should be maintained electronically so that it can be accessed and updated throughout a consumer's contact with the long term services delivery system.*

- Ultimately, this may include an electronic medical record.