

LONG-TERM CARE IN-HOME & COMMUNITY-BASED SUPPORT SERVICES PROCESS OVERVIEW

		Purpose							
Process Name	Customer	Goal	Objective	Business Rules	Trigger/ Boundaries	Activities Steps/Tasks	Inputs	Products / Outputs	Measurable Outcome(s)
<i>The title of the process</i>	<i>The person, end user, who personally uses the product to achieve the outcome</i>	<i>How the process supports one or more of the directions of the system / process</i>	<i>A concrete, measurable statement that describes what the process is trying to achieve in support of this goal</i>	<i>Requirements / standards that define or constrain some aspect of the process</i>	<i>Events, actions, or states that initiate the first response / action in a process and that end the response / action</i>	<i>The sequence of key activities / steps carried out in the process</i>	<i>Information or tangible items needed for the process</i>	<i>What is created / transformed by the process - are nouns, countable, deliverable, and specific.</i>	<i>The results that indicate the Objective(s) has been achieved</i>
Long term care in-home and community-based support services	Maine adults with long-term care needs: adults who have physical or mental limitations which restrict their ability to carry out activities of daily living and impede their ability to live independently, or who are at risk of being, or who already have been, placed inappropriately in an institutional setting.	<ul style="list-style-type: none"> Establish a unified, sustainable system of in-home and community support services to meet the needs of eligible adults with long-term care needs. Establish a unified system for LTC intake and eligibility determination, consumer assessment, and development of authorized plans for consumers. Assure a system of long-term care that emphasizes consumer – directed services, as well as capitalizes upon personal and family responsibility. Promote public:private partnerships. Support the roles of family caregivers and a qualified workforce. 	<ul style="list-style-type: none"> Increase the availability of in-home & community support services that are a) consumer-driven, b) optimizing individual choice and autonomy, c) are transparent, d) are portable and flexible, and e) maximizing physical health. Increase the percentage of adults with long-term care needs receiving in-home and/or community support services. Reduce the number of elderly and disabled adults inappropriately receiving such services in institutional settings. 	<ul style="list-style-type: none"> Maine Care (Sections 11, 19, 22, 40, 63, & 96) OAIS Policy OACPD Rules Maine Statute OES (Section 63 of OES Manual) HIPAA State of Maine budget DCW standards / requirements CMS/Federal requirements 	<p><u>INTAKE/ELIGIBILITY</u></p> <p>Trigger: Long-term care need identified. Begin: Referral/ Application received (medical or financial). End: Letter of eligibility notification sent.</p> <p><u>SERVICE PROVISION</u></p> <p>Trigger: Medical & financial eligibility & classification determined. Begin: Consumer plan of care authorized. End: Appropriate service(s) is provided.</p>	<ul style="list-style-type: none"> Receive Referral/Application. Complete Financial & Medical assessments. Determine Eligibility. Develop & Authorize Plan of Care. Provide services. Conduct reassessment as required/indicated. Adjust service provision accordingly. 	<ul style="list-style-type: none"> Financial information. Medical / functional information. <p><u>For Service Provision:</u></p> <ul style="list-style-type: none"> Eligibility determination. Classification. Plan of Care. Provider and Service(s) availability. 	<ul style="list-style-type: none"> Assessment(s) Eligibility decision. Classification. Authorized Plan of Care Services Provider network Public:private partnerships. Standardized provider rates and worker wages. 	<ol style="list-style-type: none"> Increase the % of eligible adults with LTC needs receiving in-home and community services by at least 50% by ____. Decrease the % of eligible adults with LTC needs inappropriately receiving such services in institutional settings by at least 50% by ____. 100% of LTC adults receive 100% of services as described in their Plans of Care. Decrease the number of consumers on wait lists steadily over time. Increase number & types of service providers steadily over time. Increase number and types of available qualified LTC direct care workers. All consumers have choice of living situation. Full staffing (full coverage) is provided as in Plan of Care. Health outcomes improve over time. Consumers remain at home safely. All consumers receive full, accessible information needed for informed choice.