

Susan Grayson, Christian Living Communities

I am a registered nurse who has spent my career working to improve care primarily in the long-term care of older adults. Experience in public health, home health, Program of All Inclusive Care for the Elderly, and Quality Improvement Organizations has been my history. In my current role as Director of Clinical Quality and Compliance at Christian Living Communities, I oversee the quality of care and services for seniors living in residential, assisted and skilled nursing areas, and for seniors receiving care through home care and adult day programs. My passion is quality improvement as a science- measurement, analysis and action and as an art- seeing the potential and helping the transformation towards it.

To me, quality is a verb and means striving for the very best in the areas of quality of life and quality of care and services. I believe quality can be measured and improved through systematic effort.

Vivian Stovall

Retired City of Denver employee, past community organizer, customer service trainer and grant writer. Local, Statewide and Federal Volunteer legislative advocate for services and policies that impacts our aging, and disabled populations, women issues, civil and human rights.

To exist independently. Includes the ability to personally navigate my health care, housing, transportation and other day to day activities.

Mary Anne Harvey, Disability Law Colorado

Mary Anne Harvey is the Executive Director of Disability Law Colorado, the state's Protection and Advocacy System for people with disabilities. The organization also administers the State Long-Term Care Ombudsman Program, the Legal Assistance Developer Program for Elders, and the Medicare-Medicaid Advocacy Program. Disability Law Colorado protects and promotes the rights of people with disabilities and older people in Colorado through direct legal representation, advocacy, education and legislative analysis. The organization embraces the values of empowerment, self-determination, independence and inclusion.

Quality means that services are offered in the least restrictive setting and are planned with full participation of the individual receiving them, family members if desired, and up-to-date information about resources and services available.

Chandra Matthews, Colorado Access

Chandra has spent her career working within various human service organizations focused on improving the lives of older adults and individuals with disabilities.

Quality, to me, is a measure of excellence. That measurement, however, is defined by the consumer of the service provided and can mean different things to different people.

Iva Prinsen, Senior Housing Options, Inc.

Iva oversees the Assisted Living Operations at SHO has worked in the senior care industry for over 25 years. She has been at SHO, in Operations for 1 1/2 years. She was an Administrator (6 years) and Resident Services Director (4 years) for SHO at Park Hill Residence. In 2012, Iva received her Bachelor's degree in Healthcare Administration and left Park Hill Residence to seek other adventures in the senior care industry. During her time away from SHO, Iva managed private pay assisted living communities in the south Denver Metro area with other organizations. She thoroughly enjoys working with the residents and staff, especially in new challenges. As the Director of Assisted Living Operations, Iva loves working to make improvements with the SHO staff, residents and loved ones in the six assisted living communities.

Quality care is a personal desire of health outcomes to be consistent with what the individual desires. Quality care should decrease the risk of harm to anyone, yet provide the best possible care in any situation. Quality care should not be jeopardized because someone cannot afford it. In general, quality care should be the right care, to the right person, at the right time-every time.

Gary Montrose, The Independence Center – Colorado Springs

Gary primarily represents people with physical disabilities, but his policy work aims to benefit any and all persons with any disability, especially in regards to improving accessibility to health care services, achieving personal goals, and addressing the social determinants of health and disability cultural competency among social service and healthcare providers throughout Colorado.

Quality for me is achieving personal goals and timely, proactive access to responsible and respectfully delivered social and medical services; overcoming any and all barriers to such services.

Jen S. Hale-Coulson, MA, LPC, Beacon Health Options/Colorado Health Partnership

Jen has fifteen plus years of professional experience working with older adults. Her prior employment experience includes working as a direct service provider and OBRA Coordinator. In this role, Jen provided consultation and education regarding the PASRR process and requirements, including completion of Preadmission Screen and Resident Review evaluations; triage and quality assurance. More recently, Jen has taken on the role of Director of LTSS for the CHP region. A primary focus in this position centers on the coordination of care/services between the community mental health center (CMHC) and LTSS providers (including ACF, ALF and SNF providers) in order to provide more comprehensive, effective and efficient services to our members. Other efforts include advocating for older adult clients rights, assisting with access to care issues, supporting clients/families through various transitions and offering assistance when needed to educate community partners/providers about person and family-centered systems of care.

Quality improvement also includes possessing enough engrained knowledge on the subject that misjudgments are corrected before having a chance to trigger problems.

Candie Dalton, Accent on Independence

Candie has over 23 years of experience working with adults and children who have physical disabilities, mental health diagnoses, traumatic brain injuries, and intellectual and developmental disabilities (IDD). Her professional experience includes service delivery, case management, and policy analysis. For 11 years Candie worked for the State of Colorado recommending and implementing policies to improve Medicaid services for people with disabilities. Candie has two aunts who have IDD and an adult son who has schizophrenia. Her professional and personal ties to the disability community have helped shape her belief that all people have the right to independence, choice, and control over their life circumstances. In 2014, the Colorado Cross-Disability Coalition (CCDC) presented Candie with the Patrick Zimmerman Award for Consumer Direction.

Quality is a measurement. Something can be of low quality or high quality. The goal is to provide high-quality services and supports. Achieving high-quality services and supports requires consistent follow-up and revision to ensure what is being measured and how it is measured remains timely, accurate and applicable. High-quality services increase satisfaction and well-being, positive health outcomes, greater community involvement, and a higher probability of health equity.

Kenny Maestas, Colorado Cross-Disability Coalition (CCDC)

Kenny is a quadriplegic who was originally injured on 12/12/1987. He lives in Lamar; Prowers County, CO with his wife and 11-year-old son. Prior to his current role, Kenny worked as a salaried manager for Walmart Stores, Inc. (2004 – 2014) and as Director of Health Information Technology (HIT) at Lamar Community College (2010 - 2012). Kenny currently works for the Colorado Cross-Disability Coalition (CCDC) as an Outreach Coordinator, Advocate, and volunteer, he also serves as Co-Chair for INDIVISIBLE. Kenny is a Colorado Medicaid Buy-In/CDASS client and I believe he is in a position to bring forward a unique perspective to CLQIC.

Quality is a measure of life by which all Individuals can be compared.

Lois Munson, Senior Counseling Group/Senior HealthCare Professionals

Lois is the president of Senior Counseling Group, a group of psychologists and social workers providing psychology and health counseling services in nursing homes and assisted living facilities. An early interest of Lois's in working with Senior Counseling Group was identifying appropriate goals for elder adults. So often it is assumed that the goal of aging is to just stay young. Yet few elders actually say when questioned that they would like to return to an earlier part of their lives. Perhaps making wise use of the experience we gain as we age is a better approach to the goals of aging.

Fundamentally quality means to me – meaningful lives. Everything else is a means to this end. What is a meaningful life for one person will not work for another person – it is always unique and individually defined. When a straightforward cure is possible (e.g. appendicitis or the flu) the approach may be very similar for everyone i.e. get the problems over with and get on with life. This is the very valid medical model. When the problem is chronic is much more complicated. Step one is to determine what make like meaningful for the individual.

Renee Walbert, Parent to Parent of Colorado

Renee is a parent of 3 adult children, 2 receive Long Term Supports and Services through Medicaid waivers. Renee is also the membership and outreach coordinator for Parent to Parent of Colorado serving families of sons and daughters with disabilities and special health care needs

Quality means getting the supports and services needed to live life in our chosen communities when, where and how we need it

Danielle Culp, HCPF, Quality and Health Improvement Unit

Danielle came to the Department of Health Care Policy Financing with a background in Clinical Exercise Physiology and Population Health and Wellness Program Management. Danielle has been able to use her passion, knowledge and creativity to work with multiple agencies and stakeholders to identify ways in which to improve LTSS quality as well as behavioral health integration process. Her desire to engage the community is obvious as she is also the project lead on a state-wide quality of life survey (NCI-AD), participates in site visits at community mental health centers, serves as the chairperson for the CLQIC (Community Living Quality Improvement Committee) and is an active commissioner with the State Suicide Prevention Commission.

Cory Robinson Rosenberg, Ph.D., RN, UC Denver

Cordelia Robinson Rosenberg, Ph.D., R.N. B.S. in Nursing, D'Youville College, Buffalo, NY, M.A. Special Education; Ph.D. Psychology, George Peabody College of Vanderbilt University. Dr. Robinson, Professor of Pediatrics and Psychiatry, University of Colorado School of Medicine, has worked in University in programs focused on individuals with Intellectual/ Developmental Disabilities since 1993. Until July 1, 2015 and for the past 22 years she directed JFK Partners Colorado's UCEDD and LEND programs. As of 7/1/15 she is working 50 percent time. Since completion of her doctoral studies in Psychology with a research specialty in Intellectual/Developmental

Disabilities she has been PI or Co-PI on more than 30 demonstration, research and training projects addressing all aspects of intellectual and developmental disabilities including work on autism.

As director of JFK Partners Colorado's UCEDD for over 20 years she was responsible for oversight of all aspects of the program, supervising a staff of more than 40 faculty and annual enrollment of 12 to 15 full time long term trainees representing multiple disciplines. While her particular specialty is early intervention she has worked on projects across the life span. She joined the Colorado IN! Inclusive Education Board when it was founded in 2014. Given her extensive background in research and project management she is in an excellent position to direct the evaluation of the Colorado Consortium for Inclusive Higher Education (CCIHE) with UCCS, the other schools in the Consortium and the IN Board and advisory group.

Ian Engle, NorthWest Colorado Center for Independence

Ryan Zeiger, Personal Assistance Services of Colorado (PASCO)

Ryan Zeiger is the CEO of Personal Assistance Services Provider of Colorado (PASCO), a long term services and supports home care agency with over 22 years of history serving seniors and people with disabilities in the Front Range. He is also a licensed CNA and regularly provides direct care and services to the clients that PASCO serves. Ryan serves as co-chair for Colorado Long-term Assistance Services Providers (CLASP), an industry group of providers who advocate for consumer choice and consumer direction in long term, community based services through policy and legislative action. He is also a member of Health Care Policy and Financing's Participant Directed Programs Policy Collaborative, a group focused on improving key consumer directed long term services programs in Colorado. As a member, Ryan brought this consumer directed provider perspective to the Workforce, Regulatory, and Care Coordination sub-committees of the governor's Community Living Advisory Group, a group which was focused on redesigning Colorado's long term community based support services to better meet the needs of people with disabilities and seniors. He earned a Bachelors in Economics from Northwestern University and an MBA from the University of Chicago. Ryan lives in Denver with his wife Megan and three young boys.

Quality Statement: I believe true quality in long term services and supports has three components:

- 1) Health outcomes: Long term services and supports that promote wellness and good health, instead of treatment, to allow the person to engage fully in life.*
- 2) Fiscally responsible: Quality in LTSS includes ensuring that the most cost-effective supports are provided to ensure sound fiscal management of taxpayer dollars, but that cost-effectiveness is gauged over the long term as opposed to short term acute scenarios.*
- 3) Quality of Life: This ultimately is the most important component of LTSS quality, and requires that a person centered/person directed approach be used to identify a person's life goals, and that there are assessments in place to verify the effectiveness of LTSS in supporting the person to reach those life goals.*