

Human Rights Committee (HRC) Stakeholder Engagement

November 16, 2021

Presented by: Office of Community Living



COLORADO

Department of Health Care
Policy & Financing

HRC Stakeholder Engagement Workgroups

Several Stakeholder workgroups met in October 2021 to discuss current HRC process to identify the ability to streamline and simplify processes to benefit the member while reducing the administrative burden on the case management agency.

THANK YOU TO ALL THAT PARTICIPATED IN THE WORKGROUPS AND WHOSE THOSE THAT SENT IN SUGGESTIONS!



COLORADO

Department of Health Care
Policy & Financing

HRC Stakeholder Engagement Workgroups

The Department is currently reviewing the suggestions from the stakeholder groups to determine any changes and/or next steps:

- Quality Improvement Organization (QIO) for psychotropic medications
- Ombudsman Program
- Review of Mistreatment/Abuse/Neglect/Exploitation (MANE) Investigations
- Streamlining to reduce administrative burden



COLORADO

Department of Health Care
Policy & Financing

QIO for Psychotropic Medications

The workgroup discussed whether there could be the potential to have psychotropic medications reviewed by a Quality Improvement Organization (QIO).

- A QIO team is made up of medical and behavioral professionals that would review HRC packets for psychotropic medications for members on IDD waivers.
- This would allow for all meds to be reviewed for interactions, over-medicating, off script prescriptions, etc.
- Suggestion is to have the QIO findings be turned into the HRC (or CCB administration) to track follow-up or to have HRC review first and be able to use the QIO as a sounding board.
- This option would allow for HRC to focus on rights modifications and restoring rights of members.



COLORADO

Department of Health Care
Policy & Financing

Ombudsman recommendation

The workgroup discussed whether there could be the potential to have an Ombudsman program to support members throughout the HRC process.

- This idea was found to be somewhat favorable, but clarification about the role will be needed.
- This would be helpful with assisting Family Caregivers (FCG) with navigating the HRC process.
- Clarification needed on what the roles and responsibilities of an Ombudsman would be vs other supportive roles such as member advocate.
- Federal Better Care Act may impact this work.



HRC Review of MANE Incidents

There was a robust discussion around HRC review of MANE incidents.

- Mane incidents are reported to Adult Protective Services (APS), Child Protective Services (CPS), and Law Enforcement.
 - Due to information sharing limitations, CMAs and Provider agencies often do not receive information from these organizations.
- Recommendations made by the HRC for MANE incidents are not legally enforceable.
- Suggestion Made
 - HRC review MANE reports that are not investigated by APS/CPS or Law Enforcement.
 - MANE review by HRC may still be helpful for recommendations at the Provider level for safer practices and procedures.
 - Each CMA agency establishing a monthly MANE and mortality review meeting to identify trends, action needed, root cause of incidents?



COLORADO

Department of Health Care
Policy & Financing

Streamlining

The workgroup discussed whether there could be the potential to have Rights Modifications, including rights restrictions reviewed by the CMA.

- At present SEP reviews informed consent and CCB has an HRC to ensure member rights are protected.

The workgroups recommended streamlining and reducing the HRC role while having consistency across all CMAs.

Discussion

- How does this group envision this working?
- What are the risks and concerns?
- What are the benefits?



COLORADO

Department of Health Care
Policy & Financing

Streamlining

- Universal forms: Development is underway
- Informed Consent
 - Reviewing content form to determine any changes needed.



COLORADO

Department of Health Care
Policy & Financing

The Future of the HRC: What is Next?

What are the goals and what are the next steps?

- Continue to meet in small workgroups to discuss the development of training and manuals.
- Workgroup to discuss processes and documents for SEP agencies.
- Create an HRC website to house all HRC universal forms, trainings and documents.



COLORADO

Department of Health Care
Policy & Financing

Review of HRC Training Document

The Department has created an HRC Training document as a part of the HCBS Strategies and would love your feedback:

- Is this document clearly structured and understandable for the members?
- Is any part of the process missing?
- Will this help members to navigate the HRC process?



COLORADO

Department of Health Care
Policy & Financing



Questions?



Contact Info

Trisha Creech
Critical Incident Policy Specialist
trisha.creech@state.co.us



COLORADO

Department of Health Care
Policy & Financing

Thank you!

