

Older Adult Strategic Roadmap: Stakeholder Engagement

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Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**

Overview of Older Adult Strategic Plan Development

Engage with Stakeholders

Seek input about challenges, ideas, and recommendations for inclusion

Review Best Practices and Models

Evidence-based programs and innovative models from other states

Consult with Experts to Prioritize

Finalize 5-Year Plan and Stakeholder Engagement Strategy

Stakeholder Engagement

State-Level Stakeholders

Seven focus groups held in Denver in February and March 2019

Colorado Senior Lobby

Strategic Action Planning Group on Aging

Colorado Commission on Aging

Colorado Gerontological Society

Funders and Academics (representatives from COCare and the Aging Dialogue Groups)

State Department Representatives

HCPF Representatives

Stakeholder Engagement

Community-Level Stakeholders

Ten listening sessions held regionally in March and April 2019

Five sessions with older adults and family members, five with stakeholders and providers

El Paso County

Weld County

Boulder County

Otero County

Montrose and Delta Counties

Stakeholder Engagement

Community-Based Organizations and Counties

Mini-listening Sessions with Two Key Older Adult focused organizational representatives in April 2019

Options for Long Term Care Association- Single Entry Point Representatives

Colorado Association of Area Agencies on Aging (C4A)- Area Agencies on Aging Executive Directors

ALL STAKEHOLDER ENGAGEMENT

Feedback Collected from Approximately 250 Stakeholders

Stakeholder Feedback: Challenges & Barriers

Themes

Social Determinants of Health

Personal Finances & Planning

Communication

Ease of Access

Transitions in Care and Care Coordination

Provider Capacity

Social Determinants of Health

- **Housing** - including availability, accessibility, affordability
- Social isolation
- Food insecurity & poor nutrition
- Vulnerable populations- Safety concerns
- **Transportation**- for medical needs and life engagement
- Culturally appropriate interventions
- **Geography**- Unique challenges
- Ageism and other -isms
- Lack of age-friendly communities (walkability, accessible, building code limitations)
- Limited employment opportunities
- **Family supports**- Caregivers needs

Personal Finances & Planning

- Health and financial literacy
- Lifespan, living longer- Did not plan financially
- Death of spouse can lead to economic hardship
- **Challenges with paying for long-term care needs**
- Loss of income for informal caregivers
- Financial exploitation
- Individuals who ‘fall through the cracks’- Do not qualify for Medicaid but can not afford their medical and long-term care needs
- Wealth = health
- Income eligibility weighted toward destitute

Communication

Community-Level- Individuals do not know where to go, lack of individual advocacy (older adults not identifying as ‘seniors’), can be a disconnect between resources and the individual’s needs and location

Agency-Level- Agencies locally not talking with one another, lack of awareness about what other resources exist

State-Department level- Silos exist, can be a lack of stakeholder input into policy development and decisions

Access

- Lack of info on resources or how to interpret info
- Accessibility of resources
- **Administrative challenge of accessing benefits** (ex. Length of time, confusing paperwork)
- Providers/eligibility staff unaware of available benefits for members
- **Access to behavioral health centers, geriatric/psychiatric units, mental health care**
- Access to med management supports at home
- Access to dental, vision, hearing care
- **Medicaid beds and services**
- Facilities need capacity for higher levels of care and complexity
- Lack of data of people that the State serves
- Lack of research
- Navigating the system

Transitions in Care and Care Coordination

Transitions in Care:

- Lack of alternatives to assisted living when people want them
- **Transitions such as hospital discharge**
- Transitioning to dual eligibility (understanding how Medicare/Medicaid interact)
- **Difficulty placing older adults with co-occurring diagnosis**
- Criminal background means difficulty finding placement-including parolees
- Readmissions
- Learning the how of transitions
- Transitioning off of HCBS- Lose services and very limited options to replace them

Transitions in Care and Care Coordination

Coordination of Health:

- Communication between state and local levels
- **Lack of coordination-** particularly between medical and social service staff
- Too much coordination- Who is in charge?
- Advanced care planning
- **Guardianship** - medical legal guardians
- Complexity of patients
- Family culture on planning/addressing needs
- Silos and fragmentation of system

Provider Capacity

- **Not enough Medicaid providers**, especially in particularly geographic areas and for specific pops.
- **Low reimbursement rates**- particularly in ACFs & for specialists
- **No incentive to treat patients** with complex health issues
- **Workforce availability** for direct care staff and geriatricians
- **Workforce challenges**- Training for direct care workers, advancement opts, need to professionalize, low wage
- **Workforce recruitment and retention**
- **Acuity of consumers and competency of clinical staff** in long-term care facilities (LTC)
- **Need to review scope of practice**- allow workforce to work at top of skill/license

Stakeholder Feedback: Promising Programs & Opportunities

Themes

Increase the Use of and Reimburse for Technology

Improve Coordination

Cover Services for Pre-Medicaid Pop.

Expand Services and Benefits

Ease Access

Expand Provider Network

Next Steps

1. Strategy Report

Colorado Health Institute compiling a report identifying evidence-based strategies and models from other states

2. Advisory Committee

Review of stakeholder feedback and CHI Report by an Advisory Committee made up of Department leadership and key experts

Provide recommendations to the Department for strategies to be included in the Strategic Plan

3. Finalize Strategic Plan and Stakeholder Engagement Strategy

Thank You!

