

Area Agency on Aging of Western Michigan
2017 Care Management Programs Outcomes and Performance Report

Mission of Area Agency on Aging of Western Michigan (AAAWM):

To provide older persons and persons with a disability an array of services designed to promote independence and dignity in their homes and their communities

Our Core Values and Beliefs:

- ✓ Participants we serve are at the center of what we do
- ✓ Respect for the population we are here to serve
- ✓ Enhancing the quality of life of persons served

We strive for:

- ✓ An organization that has teamwork, good morale, respect and integrity
- ✓ Thoughtful decision-making
- ✓ Exceeding expectations
- ✓ Quality service as measured by funding sources, accrediting bodies and everyone involved with our agency

****In 2016, AAAWM was ranked 2nd statewide in Clinical Quality Audit Review (COAR) scores out of 20 Waiver agencies in MI.***

(Source: FY 2016 Quality Assurance Review Scores)

The outcomes and measures in this report are evaluating a number of programs that provide in-home services. These programs include:

Waiver- MI Choice Waiver

MCM- Millage Care Management

MHS- Millage Home Support

OSA/CM- Care Management funded by Aging & Adult Services Agency (AASA)

A3HS- Area Agency on Aging Home Support

The last column in some of the graphs that follow gives the average percentage of all participants, all programs that answered the participant satisfaction survey questions.

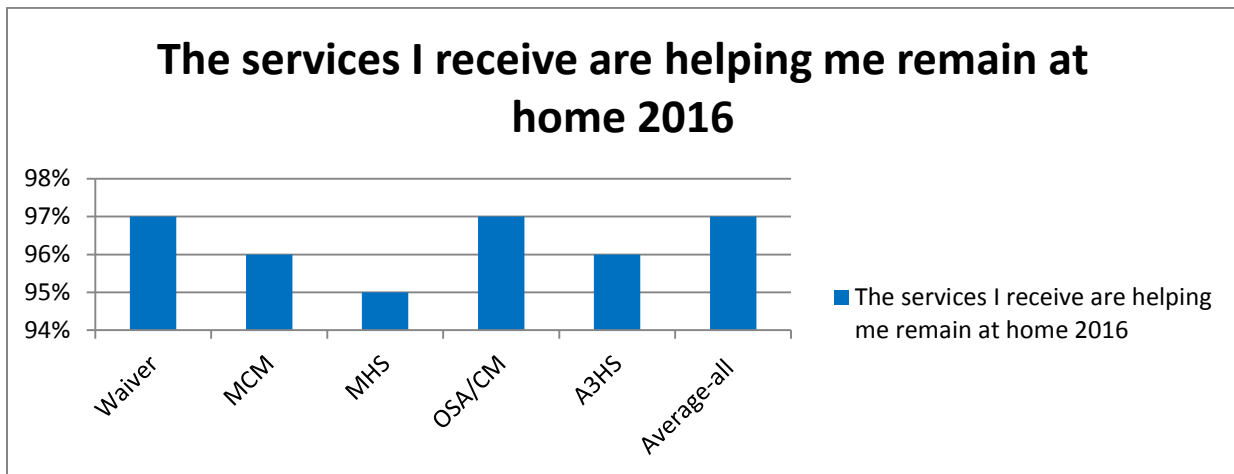
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Our performance results for 2016 and performance objectives:

❖ **To help persons served live in the community**

In fiscal year 2016, AAAWM served 2,254 persons over 9 counties, including 105 persons transitioned from nursing facilities into the community.

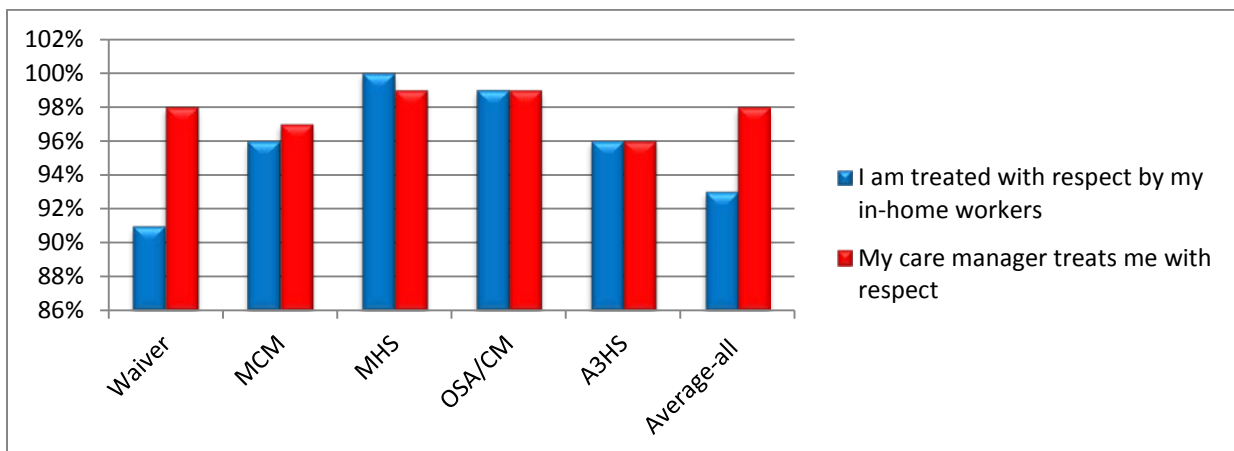
Graph below summarizes persons served that answered either agreed or strongly agreed to the statement “The services I receive are helping me remain at home”



❖ **To assure persons served are treated with dignity and respect**

We looked at satisfaction survey results, as well, to assess for participant perception of *being treated with dignity and respect by in-home workers and care management staff.*

Graph below summarizes persons that answered either agreed or strongly agreed to these statements.



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❖ **To assure that participants receive services ordered on their plans of care**

In order to stay in the community, it is important for persons served to receive the services ordered for them. We set targets for expected percentage of services delivered.

We review these percentages every month and look at situations where persons are not receiving their services as ordered.

❖ **To improve efficiency as an organization**

Our software provider has assisted in improving documentation and tracking efficiencies for staff working in the electronic record system. More improvements are expected over the next 12 months.

While parts of our records are electronic, we continue to reduce the remaining paperwork in our charts. We are also using databases for quality activities to provide us with useful information for measuring and improving performance.

❖ **To serve as many people as possible based on available funding**

Based on funding, we increased the total number of persons served by our MI Choice Waiver program by 34 in FY 2016 compared to FY 2015, for a total of 1,175 Waiver participants. We removed 1,219 persons across all programs from our waiting list in 2016.

For our care management and home support programs, our goal is to spend 100% of our funding providing services. In 2016, we spent 100% of our available funds.

❖ **To assure persons calling AAWM for referrals/intake & assistance report their needs were met**

We send surveys to persons who use our intake and assistance services. Below are responses to 2 questions on this survey.

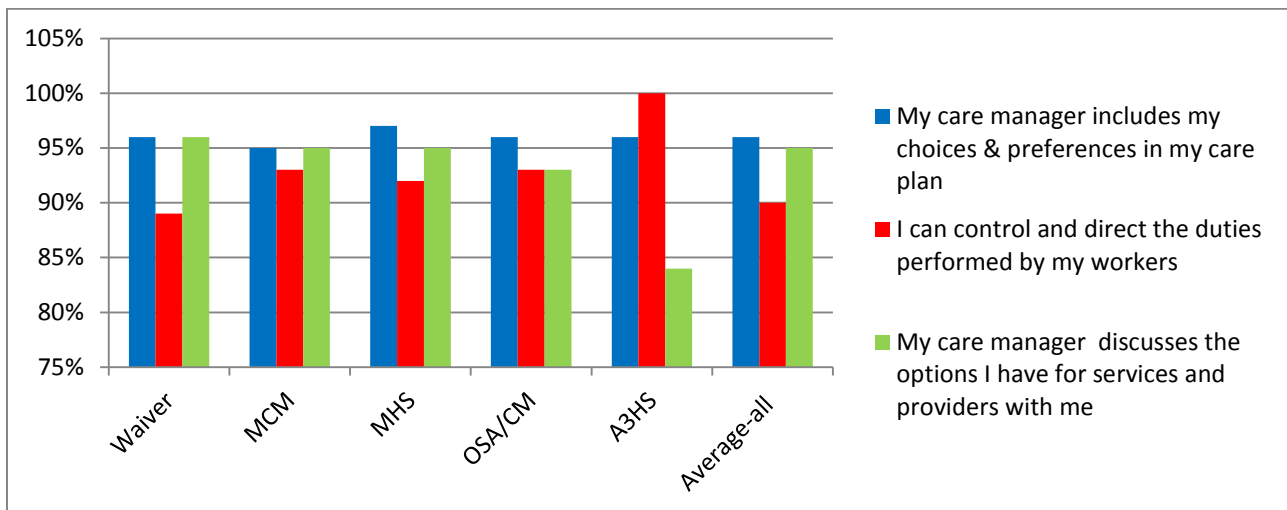
99% responded “Yes” to a survey question that asked *Was the information you received from our staff what you requested?

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99% responded “Yes” to a survey question that asked *Would you call our agency again or recommend us to others?

❖ **To assure participants experience a person-centered approach to care planning**

The graph records the percentage of persons that answered either “agreed” or “strongly agreed” to three questions on the 2016 satisfaction survey:



❖ **To assure service providers are satisfied with their experiences with AAAWM**

This graph records the percentage of providers that either “agreed” or “strongly agreed” to these questions regarding AAAWM staff on our 2016 Purchase of Service (POS) provider satisfaction survey.

