

WISe Quality Plan Review Project

Update Webinar

5/07/2024

We will start at 5 min after the hour



Welcome!

Project Lead: Kari Samuel

Supporting: Paul Davis
and Tina Burrell

from the HCA WISe Team



Overview

- ▶ Brief background and context
- ▶ Status and feedback
- ▶ Updated timeline and announcements

Overview of the WISE Quality Plan update project

Wraparound with Intensive Services (WISe)

- ▶ Designed to provide comprehensive behavioral health services and supports to Apple Health-eligible youth up to 21 years old
- ▶ Key components:
 - ▶ Individualized services provided in home & community settings
 - ▶ Wraparound team-based approach
 - ▶ 24/7 crisis services via the WISe provider
- ▶ Developed in response to a Medicaid class action lawsuit and the resulting settlement agreement
 - ▶ TR v Birch and Strange and the TR Settlement Agreement

Purpose of the WISe Quality Plan

- ▶ The WISe Quality Plan (QP) is required by state regulations: Washington Administrative Code (WAC) 182-501-0215

From the WAC:

- 2) The purpose of the WISe QP is to:
 - a) Provide a framework for quality management goals, objectives, processes, tools, and resources to measure the implementation and success of the WISe service delivery model; and
 - b) Guide production, dissemination, and use of measures used to inform and improve WISe service delivery.

**(underlining added for emphasis)*

- ▶ Full Quality Plan (updated in 2019) is available online
 - ▶ <https://www.hca.wa.gov/assets/program/wise-quality-plan.pdf>

Priorities for the WISE Quality Plan update

- ▶ Make sure that WISE is working for the youth and families who need it
 - ▶ We need accurate information about where things are going well and where we need to provide more support
- ▶ Provide useful tools that help build up our WISE teams and support our WISE providers
- ▶ Where possible, reduce administrative burden
 - ▶ We want our WISE workforce to be able to focus on serving youth & families

During the update

- ▶ The 2019 version of the QP is still in place until an updated version is published
- ▶ HCA will not be requiring use of specific file review tools, such as the QIRT
 - ▶ HCA will provide alternative statewide Quality Improvement (QI) projects to fulfill the QIRT requirements that are in the MCO contracts
 - ▶ Guidance for the 2024 statewide QI project is available on the HCA website at <https://www.hca.wa.gov/assets/program/wise-interest-list-monitoring.pdf>

Current Project Status & Feedback

Summary of feedback received
through April 1, 2024

Current Status: in Phase 1

- ▶ Gathering feedback from the WISe community
 - ▶ Identify primary goals & overall approach to quality
 - ▶ HCA will use this information to draft an updated main body of the QP
- ▶ Examples of questions / feedback prompts
 - ▶ What does “quality” mean in the real world and for our communities (versus academic or system-focused definitions)?
 - ▶ How do we make the information we collect more useful and transparent?

Feedback: What does “good quality” mean?

- ▶ consistent, holistic, and cohesive with the team (including school, family, youth, etc)
- ▶ flexible/adaptive/creative, individualized, attentive, thorough
- ▶ culturally aware, culturally connected - seeing peers and service providers that look like you
- ▶ focused on goal attainment, needs met in a timely manner
- ▶ caring, compassionate
- ▶ really listening and hearing - family and youth driven
- ▶ honors system of care values
- ▶ trauma informed approach
- ▶ suspending judgement
- ▶ meet families/youth where they are

Feedback: Examples of good quality care

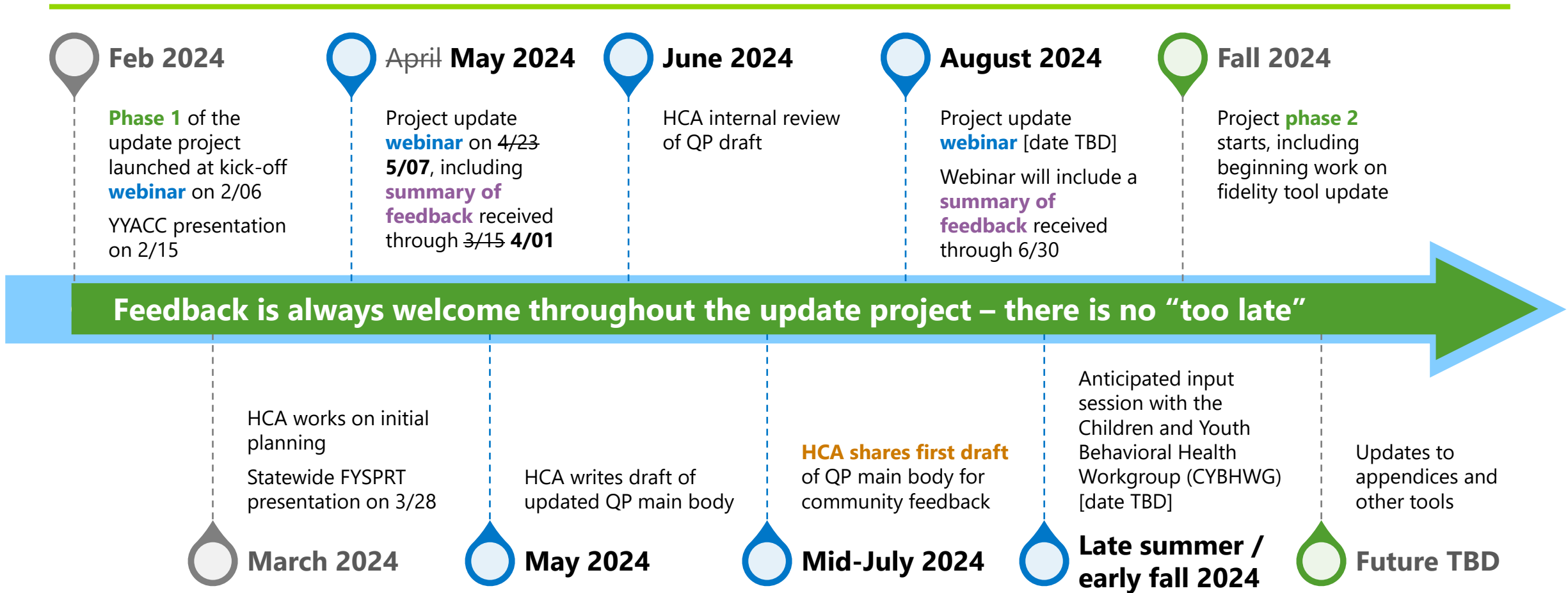
- ▶ a new coordinator taking the time to get to know the family - person centered
- ▶ provider transparency when they don't have the answer *and* following up
- ▶ providing clear expectations up front
- ▶ taking time to explain what is going on & taking time to build trust
- ▶ being kind and validating
- ▶ respecting autonomy
- ▶ dialogue about reasonable expectations and goals that fit with someone
- ▶ consider all possibilities instead of assuming

Feedback from WISe Providers

- ▶ The current QP doesn't provide guidance for all of the situations that need it
 - ▶ We have all these data reports – make them more useful to providers
- ▶ Need to improve approach to fidelity & related requirements
 - ▶ QIRT process involves a lot of manual data entry = lots of admin burden
 - ▶ Want a tool that provides useful feedback that helps improve WISe and doesn't "feel like just another audit"
- ▶ Some providers have developed a *wide* range of measures & monitoring tools using their internal data systems

Project Timeline & Announcements

Project Timeline: Phase 1



New information re: Phase 2

- ▶ Will focus on WISe fidelity tools and approach, including the QIRT
- ▶ HCA will work with an external evaluation team
 - ▶ Collect additional feedback from the WISe community
 - Key informant interviews
 - Group discussion sessions
 - ▶ Research and summarize how other states & systems address fidelity
 - ▶ Provide recommendations to HCA
- ▶ Phase 2 is anticipated to start in August 2024
 - ▶ End date TBD – expected to be mid-2025
- ▶ More details coming soon!

Next Steps

▶ Provide feedback:

- ▶ Please send comments, questions, recommendations, and requests for follow-up to WISupport@hca.wa.gov
- ▶ Feedback summaries will be shared as part of future project updates

▶ New communication tools:

- ▶ Gov delivery email list
 - ▶ If you registered for this webinar, you will receive an email with how to sign up for email updates
- ▶ HCA website
 - ▶ Updates page coming soon
 - ▶ Details & link will be shared via the Gov delivery email list when it's available



Questions and/or Feedback?



Send feedback to:

WISupport@hca.wa.gov

Youth, Family, & Community Partners:

If you would prefer to provide feedback in a call or video meeting, please send your contact information & availability via email.