

Navigating Change Toward Person-Centered Care: Themes from the 2015 California Summit on Long-Term Services and Supports

Perspectives on Aging with Dignity • November 2015



Bruce Chernof, MD, is President and CEO of The SCAN Foundation, dedicated to creating a society where older adults can access health and supportive services of their choosing to meet their needs. The Perspectives Series provides opinions and observations about transforming the way in which we age. Follow Dr. Bruce on Twitter [@DrBruce_TSF](https://twitter.com/DrBruce_TSF).

Over 330 people gathered together at The SCAN Foundation's 5th annual [Long-Term Services and Supports Summit](#) last week, representing federal and state policymakers, health systems, researchers, community-based organizations, various providers, and consumer advocates. Speakers and panelists took stock of where California is in transforming its LTSS system, and what is needed to move forward. Our state, like many others, is in the midst of significant change, which it is hard. However, people are uniting together in unique and creative ways with real work happening to make services better for older adults and persons with disabilities.

This year's Summit created space for thought-leaders to learn and dialogue with each other about critical windows of opportunity, and how best to transform our state's LTSS system. Some key areas for system transformation discussed include:

- *Creating a shared vision of success* – Panelists from the research and media communities helped attendees connect with a shared understanding of Person-Centered Care and how best to communicate and operationalize its core elements.
- *Identifying policy levers for deeper integration* – The morning panel discussed several policies/regulations influencing health and LTSS system integration, such as the 1115 waiver, Health Homes, Medicaid managed care regulations, and the Home- and Community-Based Settings regulations. Breakout sessions focused on the renewed energy in the state legislature, [demonstrated by over 30 bills introduced in 2015 on aging and LTSS issues](#), and how to influence and implement this work at a local level.


- *Evolving service structures* – As LTSS becomes integrated within health systems, all providers must learn new ways of interacting. Breakout sessions helped attendees absorb promising practices from both health plans and home- and community-based providers who are deeply involved in making integration a reality in their communities.
- *Redefining quality* – With LTSS integration, there is a new demand for quality measures driven by functional and person-centered outcomes as opposed to exclusively medical outcomes. Attendees learned about the current quality measure development landscape, which groups are involved, how measures are developed and advanced, and opportunities to engage in shaping the future of quality in integrated systems of care.
- *Using data to inform transformation* – As new systems of integration are implemented, leaders need to know how people are experiencing the change so that systems can adapt and be responsive to people's needs. At the Summit, the Field Research Corporation released polling results from Cal MediConnect enrollees with a state response on [how this work and other findings](#) from UCSF's evaluation efforts are being used by state officials and health plans to improve this program.

The Summit ultimately showed just how much transformation is happening in California, with many opportunities to embrace change and engage in advancing a better system. No one entity can do this work alone – it will require participation from government, non-profits, private industry, health systems, researchers, and advocacy groups to meet today's and future LTSS needs of our residents.

How does this vision come to life, especially since it is so easy to get distracted by the daily stream of urgent activities? As thought leaders and system change agents, we must give ourselves the space to dream boldly about the future of LTSS in California, and get excited about the possibilities. Then each of us must work to pinpoint our role(s) in LTSS transformation, and commit to working intentionally toward transforming the LTSS system in a way that supports older adults and people with disabilities to live a life with choice and dignity. We are grateful to walk up this hard, yet meaningful, road with all of you.



The SCAN Foundation
3800 Kilroy Airport Way, Suite 400
Long Beach, CA 90806

 Like us on Facebook

(888) 569-7226
www.TheSCANFoundation.org
info@TheSCANFoundation.org

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