Beyond EVV: Harnessing the Power of EVV to Identify At-Risk Individuals During the COVID-19 Pandemic
Today’s Topics

- Project Overview
- COVID-19 Questions
- Referrals and Outcomes
- Real-Time Insights
- Lessons Learned
- Future Opportunities
Project Overview
State of Maine – Request for Reportable Events

**Promoting Action**
Email sent to all providers with the goal to identify health and safety concerns related to COVID-19.

**Desired Outcomes**
- Provide a statewide platform for reportable events
- Build partnerships between provider types
- Improve health outcomes
Process Overview

Personal Care Attendant
Responds to question prompts on COVID-19.

Financial Management
Service Provider
Routes flagged responses to individual Care Coordinator.

State Program Personnel
Insight and transparency into program population.

Care Coordinator
Follows-up with individual participant to address needs accordingly through referrals or added supports.
Overview of Pilot Population

Community LTSS Population

- 75% Agency Model
- 25% Self-Direction

Served by GT Independence

48% Response Rate
COVID-19 Questions
Caregiver App

Health Screening

Does Zapp have access to food and supplies in their home for 1 week?

- Yes
- No
- Not Sure

Does Zapp have a fever, cough, or shortness of breath?

- Yes
- No
- Not Sure
May 4–6, 2020

Health Questions Responses

Does (Participant Name) have fever, cough, or shortness of breath?
- Yes: 6%
- Not Sure: 4%
- No: 

Does (Participant Name) have access to food and supplies in their home for a week?
- Yes: 
- Not Sure: 
- No: 6%
November 9–11, 2020

Health Questions Responses

Does (Participant Name) have fever, cough, or shortness of breath?

- Yes: 6%
- Not Sure: 5%
- No

Does (Participant Name) have access to food and supplies in their home for a week?

- Yes
- Not Sure
- No: 5%
Referrals and Responses
Understanding the Target Questions

**Question 1**
Does [Participant] have access to food and supplies in their home for 1 week?

<p>| | |</p>
<table>
<thead>
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<tbody>
<tr>
<td>Yes</td>
<td></td>
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<tr>
<td>No</td>
<td></td>
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<tr>
<td>Not Sure</td>
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**Increased referrals** to local food banks

**Increased access** to home-delivered meals services (Appendix K)
### Question 2

Does [Participant] have a fever, cough, or shortness of breath?

<p>| | |</p>
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<tbody>
<tr>
<td><strong>Yes</strong></td>
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<tr>
<td><strong>Not Sure</strong></td>
<td></td>
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<tr>
<td><strong>No</strong></td>
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- **Increased access** to service hours and use of overtime (Appendix K)
- Extra screenings and potential testing
- Referral to **primary care physician**
- Referral to **nursing services** or other follow-up care
I appreciate that you folks are an active member of the team for wellness—go team!

- Care Coordinator
Does [Participant] have access to food and supplies in their home for 1 week?

- No
- Not Sure

Personal Care Attendants reported “No” or “Not Sure” for eighteen Participants.

50% of the individuals were eligible to have home-delivered meals added as a service.
Utilization Levels
Participants are consistently receiving services 4.1 – 4.3 unique days each week.

Average utilization of 78 – 81% each quarter.
I moved [him] out of the nursing home because his health was declining, and I was worried about COVID. With self-direction, family members can provide his care and he is doing so much better!

- GT Participant Representative
Real-Time Insights and Lessons Learned
Other COVID-19 Reporting

- Individual utilization reporting
- Days since last shift
- Participants with only one employee
- Shifts > 12 hours
- Health question responses

Calendar style gives clear visual into service gaps
Lessons Learned

- Privacy Concerns
- Roles of FMS, Care Coordinator, and State
- Care Coordinator Caseload Changes
- Consistency of Services in Self-Direction Model
- Personal Care Attendants hold Valuable Information
Future Opportunities
CMS states, “The expansion of self-direction may be a useful option in an emergency situation.”

Self-Direction allows for services to be maintained in the home while limiting exposure to COVID-19.
Self-Direction helps solve the workforce shortage.
Self-Direction can produce better outcomes at a reduced cost.
Add self-direction option for all populations.
## Unmet Needs in Self-Directed HCBS

<table>
<thead>
<tr>
<th>Category</th>
<th>Common Findings</th>
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</table>
| **Activities of Daily Living**  | • Transferring and mobility in the home and community  
• Lack of accessibility (grab bars, ramps, lifts)  
• Need for caregiver training in proper lifting techniques |
| **Instrumental Activities of Daily Living** | • Home repairs and alterations including basic appliances and air conditioning                                                                 |
| **Transportation**              | • Lack of access in remote areas  
• Assistance getting in and out of public transportation                                                                                       |
| **Routine Health Care**         | • Medication management, both with administration and finding the appropriate drug and dosage  
• Behavioral Health  
• Management of chronic condition such as high blood pressure or diabetes  
• Exercise  
• Need for caregiver training in first aid, behavior management, and individualized training on a participant’s specific condition |
| **Other**                       | • Loneliness and social isolation  
• Caregiver stress and burnout  
• Family treatment interventions  
• Lack of respite or relief  
• Need for additional service hours  
• Desired assistance in managing program tasks such as employer duties and budget management |
### Questions

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<thead>
<tr>
<th>Question</th>
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<tbody>
<tr>
<td>Are there any safety hazards in the Member's home?</td>
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<tr>
<td>Are you satisfied with your job as a caregiver?</td>
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<td>Do you feel like someone is taking advantage of the Member?</td>
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<td>Do you feel trained and prepared to provide services?</td>
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<td>Do you have a good relationship with the Member?</td>
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<td>Do you have the supplies you need to provide services?</td>
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<tr>
<td>Does the Member have normal energy levels?</td>
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<tr>
<td>Does the Member seem dehydrated?</td>
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<td>Does the Member seem depressed?</td>
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<tr>
<td>Does the Member seem happy?</td>
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<tr>
<td>Does the Member seem unsteady when standing or walking?</td>
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<td>Has the Member fallen in the past week?</td>
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<td>Has the Member missed taking their medication?</td>
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<td>Has the Member been able to enjoy their normal community activities?</td>
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<tr>
<td>Has the Member required more assistance than usual?</td>
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<td>Have you felt overwhelmed assisting the Member?</td>
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**What are **precursors** to a negative health outcome?**

**How can we **better support** Personal Care Attendants?**
Contact Us

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Thank You