



LAKELAND CARE

Together, we build better lives.

The Provider Post

December 2023

Keeping providers informed

Community Connections: Wisconsin's New Five-Year Pay for Performance Plan

At the beginning of 2023, the Wisconsin Department of Health Services (DHS) established a five-year Pay for Performance (P4P) plan called Community Connections. The intent of this P4P plan is to provide the opportunity for members to fully integrate into their communities to be socially connected in accordance with their personal preferences. The overall goal of the initiative is to increase the percentage of members who are active in inclusive community life and civic engagement.

All five Wisconsin MCOs have committed to achieving this P4P plan as a unified approach. We at Lakeland Care, Inc. are excited about the opportunities this will provide as it honors our mission of "Empowering individuals. Strengthening communities. Inspiring futures." This P4P plan will help build a diverse and inclusive community where all people can feel welcomed, have a sense of belonging, and be able to share their passion with others.

Throughout 2023, the collective MCOs worked together to develop and implement an action plan to increase opportunities and support for members to explore, pursue, obtain, and stay active in community life. As part of ongoing partnerships, the MCOs have organized a community partners kick off which was held on November 30, 2023. The MCOs are also developing a provider training that will offer two training sessions for HCBS providers to participate in. These sessions will occur on January 18th & 23rd 2024.

Please watch for future communications of how to join this opportunity to provide input on how we can incorporate best practices to further develop our current methods and enhance the lives of the individuals we are supporting and the communities we all serve. We value our strong partnerships and collaboration with our service provider networks and look forward to joining forces with you on this valuable work.

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Resources and Rules on the Use of Restrictive Measures

Due to recent member/provider incidents associated with the use of restrictive measures, including “bear hugs”, the Provider Quality Department wants to share these resources and remind all providers of the rules surrounding the use of restrictive measures. Please utilize these for your reference, staff training and developing provider-specific policies and procedures.

- Lakeland Care, Inc. (LCI) Restrictive Measures Policy and Procedure: <https://www.lakelandcareinc.com/wp-content/uploads/2022/05/Restrictive-Measures-Policy-and-Procedure.pdf>
- DHS Restrictive Measures Guidelines and Standards: <https://www.dhs.wisconsin.gov/library/p-02572.htm>

LCI is here to support your success. Feel free to reach out to LCI Interdisciplinary Team (IDT) staff members for member-specific strategies and include Provider Quality Specialists (PQS) for provider systems and quality support. LCI’s Behavior Support Team can also assist, as needed, in the development of member specific de-escalation strategies and a Positive Behavior Support Plan (PBSP).

LCI expects its providers to ensure training and education to its staff on the identification and applicability of restrictive measures, including, but not limited to requirements outlined in policy and guidelines. Let us know how we can help!



The graphic is a promotional flyer for a PEP (Prepare, Engage & Positively Impact) workshop. It features a blue circular background with white and yellow text. On the left, there are three circular images: the top one shows a group of people in a meeting, the middle one is the PEP logo, and the bottom one shows a group of people in a meeting. The text asks if the reader is struggling with staffing or resignations, then invites them to join a 2-part workshop designed to enhance recruiting, engage employees, and prevent attrition. On the right, it states 'Proven Effective!' and lists three statistics: 25% decrease in turnover, 10% decrease in vacancy, and 20% increase in satisfaction. At the bottom, it provides upcoming training dates and a contact email.

Are you struggling with staffing?
Are resignations coming across your desk?

Join us for PEP

A 2-Part Workshop Designed to:

- Enhance recruiting efforts
- Engage current employees
- Prevent employee attrition

Proven Effective!

On average, participating organizations experienced the following positive changes over the course of six months:

- 25% 25% decrease in employee turnover rates.
- 10% 10% decrease in position vacancy rates.
- 20% 20% increase in employee satisfaction with the organization.

Upcoming Training Dates Available
8:30am – Noon

Cohort 10: January 16th & February 13th – Green Bay
Cohort 11: February 20th & March 19th – Appleton
Cohort 12: April 9th & May 7th – Fond du Lac

Reserve Your Spot Today!

 consulting@lakelandcareinc.com

Q3 2023 C.A.R.E. Award Winners

Lakeland Care continues to recognize outstanding providers through the C.A.R.E. Award (Compassion, Accountability, Respect and Enrichment). The C.A.R.E. Award is a way for our care teams to recognize the outstanding service of LCI providers and individual caregivers. Each quarter an internal Lakeland Care committee chooses three providers/caregivers from all care teams submissions and the committee utilizes the C.A.R.E. principles to honor the recognized providers.



Browns Living LLC

Lakeland Care, Inc. would like to thank Browns Living LLC and its staff for the excellent care you are providing to a member. The care team reports that Browns Living keeps them well-informed on the member's status and activities, that he is eating healthier meal options, and has lost a significant amount of weight since placement. Furthermore, the care team reports staff is engaging in exercise and activity which has increased weight loss and improved his overall health, and reportedly had decreased behaviors as well. The care team states, "Jazmine and her team need to be commended for the wonderful job they are doing as the member is growing as a person and experiencing and trying new things."



Advanced Medical Transport

Lakeland Care, Inc. would like to thank Advanced Medical Transport LLC and its staff for the excellent care it provides a member. The care team reports Advanced Medical Transport and the staff, especially Mike, who they have the most contact with, have been very helpful and accommodating. Many last minute arrangements have been made to get a member to important medical appointments, even though it is not always easy for them to do. This service to the member is greatly appreciated.



Aiyah at Home - Clover

Lakeland Care, Inc. would like to thank Aiyah at Home - Clover for the compassion shown towards the member. Aiyah at Home - Clover has consistently shown Lakeland Care that it understands, manages, and acts compassionately towards the member. Aiyah at Home - Clover goes above and beyond daily care, for example, taking the member out in the community shopping, walks and day trips to the art fair. This has enriched their lives especially during a scary time moving to a new home with new caregivers. The staff at Aiyah at Home - Clover shows LCI employees respect as well as the member. Treating him with dignity and professionalism. Aiyah at Home - Clover has been accountable, always letting LCI know of any changes and updates to his care! The communication is always there!

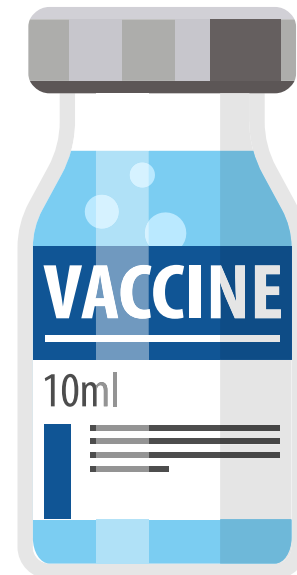
Take Action Now! The Importance of Vaccinations

Now is the best time to schedule vaccinations to help prevent respiratory illness this winter season. During these cold, dry months, viruses spread easily, putting individuals at risk of illness from influenza, pneumonia, RSV, COVID and more. Vaccinations to protect against these viruses are available now and recommended for most individuals.

It can take up to 2 weeks after vaccination for the body to build immunity to these viruses. For this reason, getting vaccinated early in the season is especially important for people who are over age 65 or who have chronic conditions like lung disease, heart disease, diabetes, or a poor immune system. These individuals are at high risk for complications from these illnesses, often resulting in hospitalization or even death.

Help protect yourself and those around you by scheduling vaccination appointments as soon as possible. Watch for vaccine clinic events at local health systems, senior centers, community centers and schools. Also, most pharmacies offer vaccinations by appointment.

If you are a long-term care facility in need of a free mobile COVID-19 vaccination clinic for residents and staff, contact Superior Health Quality Alliance by email at immunizations@superiorhealthqa.org.



Reporting

HIPAA Breach:

LCI is committed to ensuring the privacy and security of member information. If you experience a breach resulting in unauthorized use or disclosure of member information, you must report said breach to LCI's Compliance Division and mitigate the situation immediately.

Fraud, Waste, and Financial Abuse

LCI is committed to ensuring that Medicaid funds are utilized appropriately. Everyone, including contracted providers, has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources. Examples of each include:

- Fraud: falsification of member records, claims for services not rendered, theft of resources, and embezzlement (stealing).
- Waste: incorrect or unnecessary use of resources.
- Financial Abuse: over-utilization and under-utilization of resources.

Reporting Methods:

Anyone wishing to report any form of suspected fraud, waste, financial abuse, privacy violation, security breach, or unethical conduct may remain anonymous, and should contact LCI's Compliance Division via one of the following methods.



Online Form Submission
www.lakelandcareinc.com/reporting-fraud



Email
fraud@lakelandcareinc.com
compliance@lakelandcareinc.com



Mail
Lakeland Care, Inc.
Attn: Compliance Division
N6654 Rolling Meadows Drive
Fond du Lac, WI 54937



Call
(920) 906-5100

Lakeland Care and Pyx Health Offers Uplifting Support to Caregivers: FREE

On November 15th, Lakeland Care began offering the Pyx Health app free to all caregivers in Wisconsin. Pyx is already a benefit many Lakeland Care members have been using and enjoying.

A caregiver is anyone (paid or unpaid) who regularly looks after or provides care to another individual. Caregiving comes with unique challenges and stresses. It is important to know that you are not alone. We are offering caregivers a free program of support for help with loneliness and isolation, stress, and caregiver fatigue. The staff and easy-to-use app support you with compassion and practical help.

As a caregiver in the Pyx program, you will receive:

- Free, unlimited calls to the trained staff who understand the challenges of caregiving.
- Activities and tools to support you as a caregiver and help you feel less alone.
- Access to resources like support groups, mental health resources, community resources, and more.



Download the Pyx Health app on your phone or tablet to get started.

No smartphone? You can also sign up by phone or web.

**Use partner code
lakeland**

Phone 1-855-499-4777 (TTY: 711)

Web PyxHealth.com/store-download



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You are not alone. Sign up for the Pyx Health program using the code "lakeland." When Pyx supports you with compassion and understanding, you and the one you care for will benefit.

Wisconsin START Initiative Is Underway

Last year, the Wisconsin Department of Health Services (DHS) contracted with the National Center for START Services to evaluate the services system for people who have intellectual and developmental disabilities and mental health needs. This evaluation, called the START Scan, recommends ways to improve systems and services for this community.

There are five areas that were identified as opportunities for Wisconsin:

1. Improve crisis services for individuals.
2. Expand training and education for providers.
3. Increase availability of outpatient and preventative mental health services.
4. Improve coordination between service systems.
5. Improve supports for those with intellectual and developmental disabilities and mental health needs so they have a better quality of life.

DHS has identified this work as a priority and has created teams of community stakeholders, including Lakeland Care, Inc. to develop recommendations for improvements.

Work is underway on this, with a goal of having recommendations early in 2024.

New Resource for Supported Employment Best Practices

The Wisconsin Association of People Supporting Employment (WI-APSE) and the Wisconsin Board for People with Developmental Disabilities (WI-BPDD) along with Wisconsin Employment First have developed a Supported Employment Best Practices Guide for Supported Employment Service Provider Managers and Supervisors. The Guide contains strategies and essential resources Supported Employment Providers can use to increase competitive integrated employment (CIE) outcomes.

WI-APSE and WI-BPDD believe everyone has strengths and gifts to contribute to the competitive labor force. If you would like to receive the 32-page PDF of this excellent guide, please reach out to Employment.Specialist@lakelandcareinc.com

How To Purchase Lakeland Care Clothing

If you have ever wanted to show your Lakeland Care pride, we have great news for you! We are excited to announce an online store for you to purchase Lakeland Care, Inc. branded items!

About New Hope

New Hope is a Lakeland Care service provider and a not-for-profit organization whose mission is to inspire freedom and independence in the lives of people with disabilities. New Hope started as a workshop to help young adults with varying abilities find employment. It then evolved to an apparel store specializing in screen printing and embroidery. You can read more about New Hope at <https://www.newhopeinc.org/>.

How to Order

The New Hope/Lakeland Care store is open and ready to take your orders. Visit the store by going to https://madebymetshirts.org/lakeland_care/shop/home. Once you order and pay for your selection, it will take three weeks to arrive at your home. Choose to show your Lakeland Care pride with Lakeland Care branded clothing!



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