



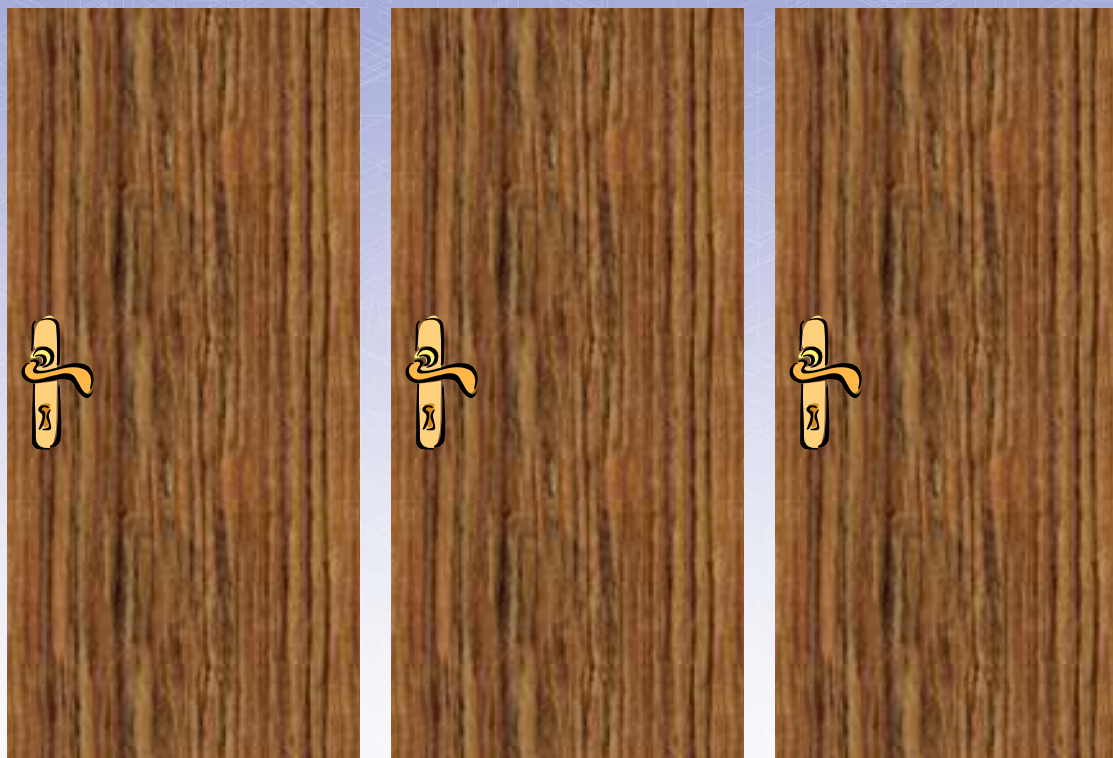
# No Wrong Door

Debbie Burcham  
Chief Deputy Commissioner  
Virginia Department for the Aging



## Virginia's Key Strategic Initiative for Long Term Care:

# No Wrong Door





# VDA's Strategy at 20,000 Feet

Improve consumer experience and provider efficiency for the procurement and provision of long term care services to Virginia's seniors and adults with disabilities.

- Collaboration of service providers
- Identification of service options
- Automation and streamlining of key processes



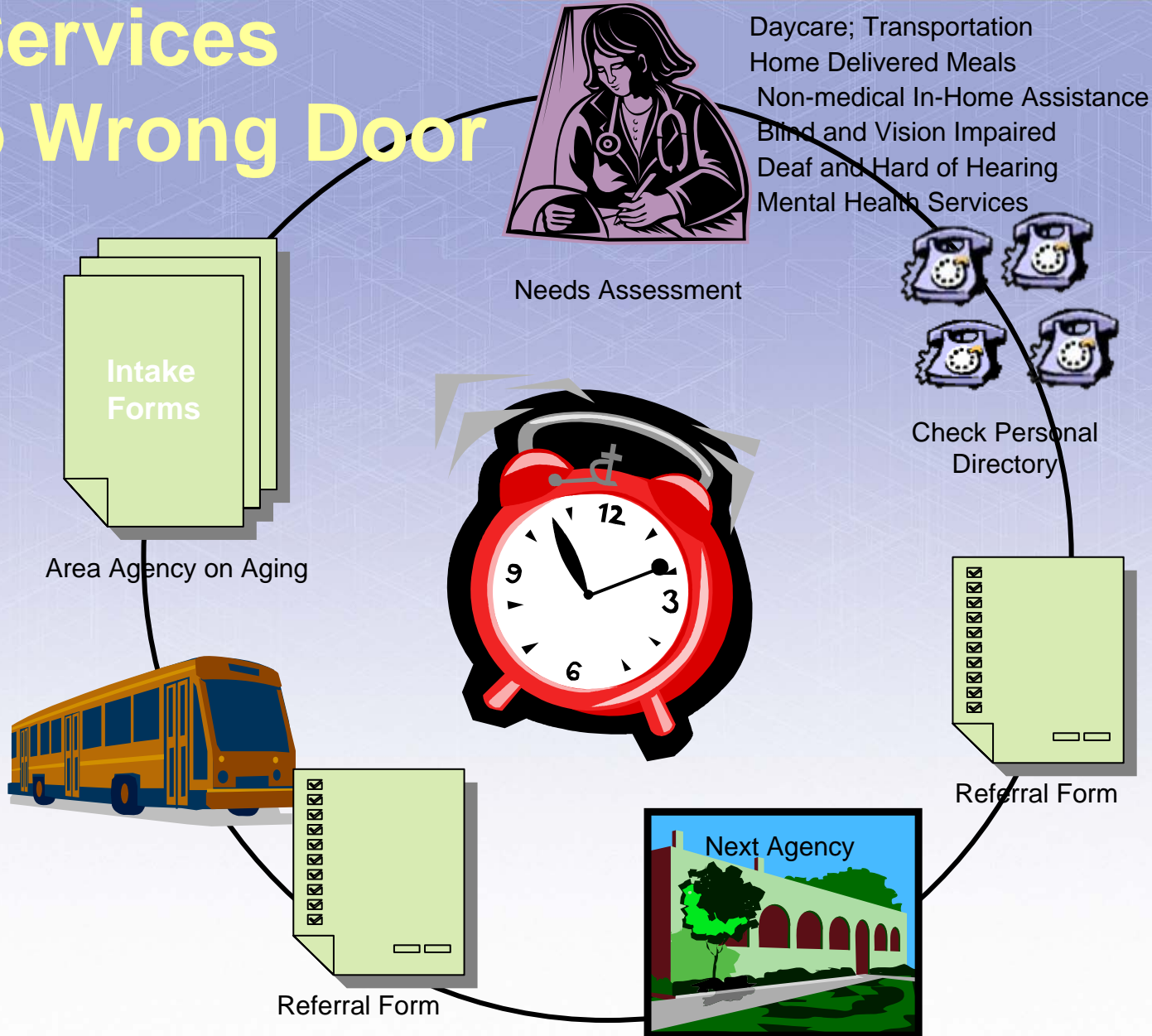
# The Current Situation: A Fragmented System of Care

- Eleven state agencies
- At the local level there are:
  - 25 AAAs
  - 34 Health Departments
  - 120 Social Service Departments
  - 40 Local Community Services Boards
  - 16 Centers for Independent Living
  - Over 7,000 public and private organizations and agencies that provide some type of service to these populations



# Seeking Services Before No Wrong Door

Several Medications  
 Can't Drive  
 Short-term Memory Loss  
 Vision Impairment  
 Hard of Hearing  
 Incontinent  
 Possible Depression





# No Wrong Door Objective

- To offer a virtual single point of entry for accessing public and private health and human services for adults in Virginia:
  - By phone
  - On-line
  - Physical locations



# Great Idea – How will it work?



- Collaboration of service providers
- Web-based technology



# Collaboration

## State Agencies

- Department for the Blind and Vision Impaired – DBVI
- Department for the Deaf and Hard of Hearing – VDDHH
- Department of Medical Assistance Services – DMAS
- Department of Mental Health, Mental Retardation, and Substance Abuse Services – DMHMRSAS
- Department of Rehabilitative Services – DRS
- Department of Social Services – DSS
- Office of the Attorney General – OAG
- Virginia Board for People with Disabilities – VBPD
- Virginia Department for the Aging – VDA
- Virginia Department of Health – VDH
- Community Integration for People with Disabilities

## Local Partners

- Area Agencies on Aging (AAAs)
- Centers for Independent Living (CILs)
- Community Action Agencies (CAAs)
- Community Services Boards (CSBS)
- Field Offices of the Department of Rehabilitative Services (DRS)
- Local Departments of Social Services (DSS)
- Local Departments of Health (VDH)



# Collaboration with Private Partners





# Technology

The application is built on open source technology that:

- Can exchange data with other databases upon identifying common elements of interest
- Has the flexibility of several hundred permutations of user permissions to enable administrators to provide only needed access
- Collects client information locally keeps it confidential while aggregate data can be viewed by the state to meet reporting requirements
- The system is compliant with all state and federal confidentiality regulations
- Data can be shared between staff or agencies of the system on an as needed basis



# Technology

- The GetCare System includes the following modules:
  - Information and Referral (I&R)
  - Uniform Assessment Instrument (UAI) – 12-page Virginia assessment for public pay services provided by Health and Human Resource agencies.
  - Case Management / Progress Notes
  - Enrollment/Service Unit Tracking
  - Reporting
  - On-line Medicaid Application





# Information and Referral Tool

- Ability to enter and track client requests for information, referrals and assistance.
- Electronic doorway for professionals to over 21,000 services in SeniorNavigator.
- A great way to match the two together.
- Ability to track unmet needs and provider trends within agency and community.



# UAI Tool

- Paper format has been translated into an on-line, convenient and accessible form.
- Leveraging the use of a common client database makes sharing assessments within, and between agencies possible.
- Existing assessment data can be imported to and exported from the new system.
- Processing of client and assessment data no longer has to be done centrally within an agency.



# Case Management Tool

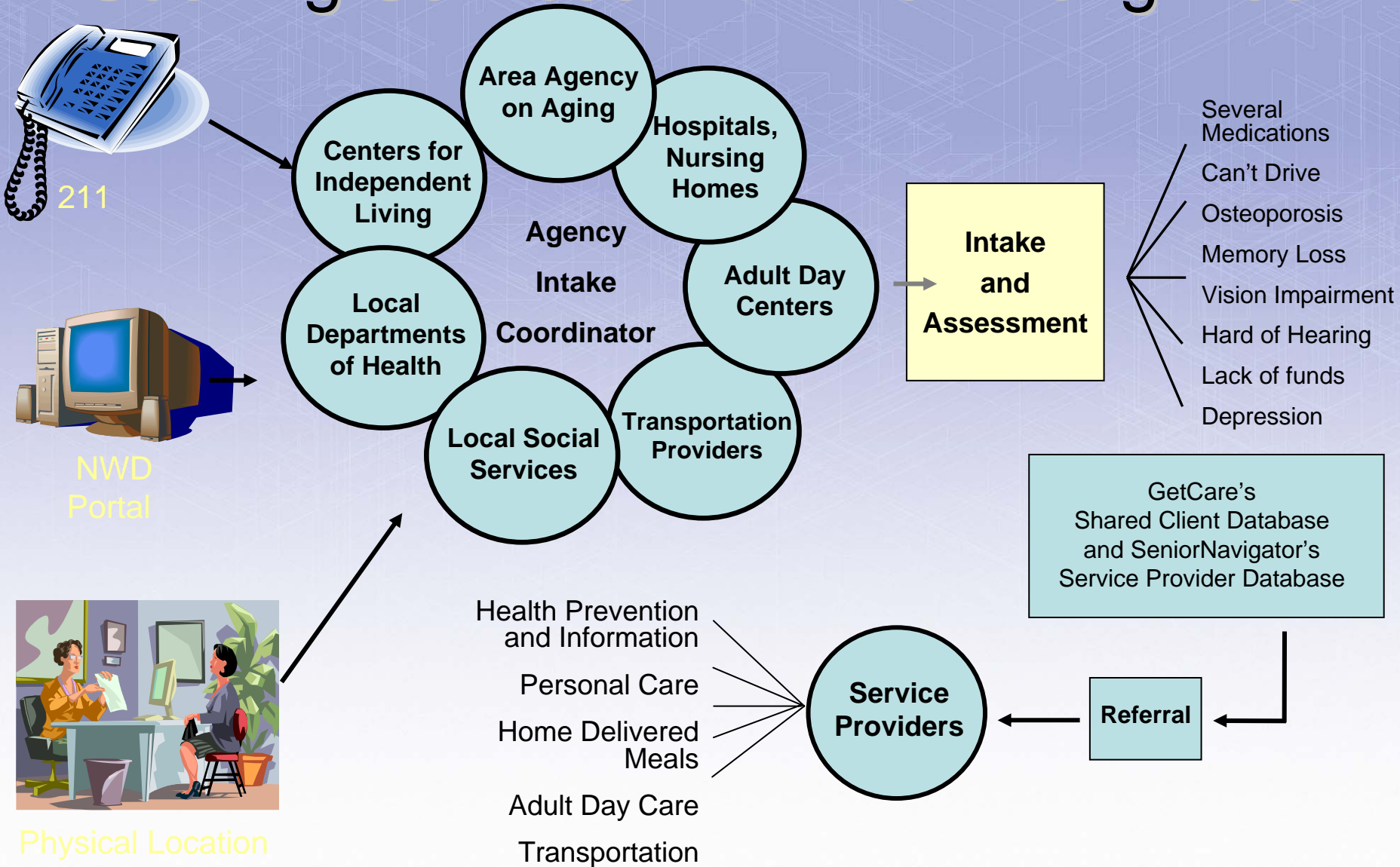
- Same client database as I&R and UAI tools.
- Contains many of the data elements from the UAI tool.
- Expanded demographic information, additional assessments, service enrollment, VA specific financial eligibility information, progress notes and Care Plans.



# Process Flow for Sharing

- Consumer requests assistance
- Agency collects client information
- Agency offers the consumer the right to share
- Authorization form is stored on VA GetCare in non-edit format
- VA GetCare provides security access for consumer information to sharing entity
- VA GetCare notifies the sharing agency of a new consumer
- VA GetCare provides a reminder list that will ensure that the consumer is assisted

# Seeking Services with "No Wrong Door"





Welcome to the Commonwealth of Virginia's

## No Wrong Door



- Home
- List of Resources
- Information
- Related Links
- About No Wrong Door
- Questions/Contact
- News Article

### Home

**PUBLIC ACCESS**



**MEMBER PROVIDER  
ACCESS**



Welcome to the Commonwealth of Virginia's

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- News Article

### List of Resources

[What Services Are Available to Me?](#)

[Am I Eligible for Financial Assistance?](#)

[What Is a Waiver?](#)

[How Do I Access a Waiver?](#)

### Find Services Nearest To You

To find the service provider nearest to you,  
choose the region where you live.



-OR-

Search by city, state  
or zip code:

More Questions?  
Get Live Help



Submit

## Sample Search

SeniorNavigator - Virginia's Resource for Health and Aging - Microsoft Internet Explorer

File Edit View Favorites Tools Help

**SeniorNavigator** Virginia's Resource for Health and Aging

Skip Navigation

Health Sponsored by Novartis
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Housing and Long-term Care
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**Welcome to SeniorNavigator**, a national model for aging and disability resources. By combining online assistance with a network of volunteers, SeniorNavigator brings over 21,000 health and aging resources to seniors, caregivers, adults with disabilities and their families. SeniorNavigator is a public/private partnership with the Commonwealth of Virginia, [Virginia Department for the Aging](#), local governments, and hundreds of private sector partners. SeniorNavigator—where community and technology come together.

**Immunization Awareness**

Did you know that tens of thousands of **adults** die from vaccine-preventable diseases or their complications each year? Vaccines aren't just for children—they are for people of all ages. Taking action to prevent these diseases is crucial to your wellness and the wellness of those around you.

There are several safe and effective vaccines available to prevent painful and/or potentially life-threatening illnesses such as tetanus, shingles, pneumococcal disease, [whooping cough](#) and [flu](#). There is a relatively new vaccine to prevent [shingles](#) as well as a vaccine called "Tdap" which will prevent [tetanus](#), diphtheria and whooping cough (pertussis) in adults 64 and younger.

Pneumococcal disease causes pneumonia and other serious bacterial infections. Each year in the United States, there are an estimated 175,000 hospitalized cases of pneumococcal pneumonia. Adults over the age of 65 are especially at risk and should be [vaccinated against pneumococcal disease](#) annually.

The costs of both the influenza and pneumococcal vaccines are covered under Medicare Part B and the shingles vaccine is reimbursed by most Medicare Part D plans. Contact your physician to make sure that you and your loved ones are up-to-date on immunizations. Being up-to-date protects you, your family and friends and community from preventable diseases. To your health!!

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 Are you falling behind on your

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- ▶ E-Quicktips
- ▶ Community Calendar
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## Sample Search

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Address <http://www.seniornavigator.com/vaprovider/consumer/snConsumerHome.do#> Go Links

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## Sample Search - Results


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**BON SECOURS RICHMOND HEALTH SYSTEM**  
Bon Secours Health System

Your search for **ombudsman** serving the **23229** area returned **17** results

### Local Services

**Ombudsman:** A state agency that acts as an impartial third party in resolving problems with nursing home care by offering investigation and conflict resolution as well as education

**Advocacy (Sponsor Listing)**  
 Parent Organization: **Bon Secours Richmond Health System**  
 1500 N 18th Street , Richmond, VA 23233 [view map](#) -

**Advocacy | Domestic Violence Older Women**  
 Parent Organization: **Central Virginia Task Force on Older Battered Women**  
 1200 East Broad St West Hospital Fourth Floor East Wing, Richmond, VA 23288 [view map](#) -  
 (804)828-1525

**Advocacy**  
 Parent Organization: **Connections Plus Consulting, Inc**

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**BON SECOURS RICHMOND HEALTH SYSTEM**

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1200 East Broad St West Hospital Fourth Floor East Wing, Richmond, VA 23298 [view map](#) - (804)828-1525

**Advocacy**  
Parent Organization: **Connections Plus Consulting, Inc.**  
300 West Franklin St., Ste. 103W , Richmond, VA 23220 [view map](#) - (804)643-1410

**Advocacy | Political Action-Richmond**  
Parent Organization: **NAACP Richmond**  
500 North 3rd Street , Richmond, VA 23219 [view map](#) - (804)644-9337

**Advocacy | Social Worker**  
Parent Organization: **National Association of Social Workers**  
1506 Staples Mill Road Suite 102, Richmond, VA 23230 [view map](#) - (804)328-1220

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**Things You Should Know**  
Are you falling behind on your mortgage or facing foreclosure? There is help out there for you. [READ MORE](#)

**In The News**

- ▶ [Attorney General's Consumer Alert of the Month: September 2007](#)
- ▶ [Commonwealth Council on](#)

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Information courtesy of [www.SeniorNavigator.org](http://www.SeniorNavigator.org)

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### Advocacy

A program of Bon Secours Richmond Health System  
 1500 N 18th Street  
 Richmond, VA 23233

**Program Type** Ombudsman  
**Office** (804)915-1398  
**Web site** [www.bonsecours.com](http://www.bonsecours.com)

### Who Are We?

Legislative advocacy - the Bon Secours Richmond Health System takes active role in advocating for health care and social justice issues by personally talking with legislators and sending written communications to appropriate representatives regarding specific issues that are of interest.

## Selecting an Option

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**Accepted payment** Please Inquire

**What Is Our Availability?**

**Hours of operation**

Monday	8:00 AM-5:00 PM
Tuesday	8:00 AM-5:00 PM
Wednesday	8:00 AM-5:00 PM
Thursday	8:00 AM-5:00 PM
Friday	8:00 AM-5:00 PM

**Additional Information**

**Where Service Is Provided**

<b>Accessible to Public Transportation?</b>	Yes
<b>Provides Transportation to/from Service?</b>	Yes
<b>What type of business is this?</b>	Private, Non-Profit

**Listing Number:** VHCF2584AM

**This listing last updated:** March 07, 2006



# Challenges

- Providers must adjust business practices to accept information entered by other providers
- Common set of data elements to meet everyone's requirements for eligibility
- Cost of integrating the myriad of software applications that are used by various human services providers
- Competing priorities



# Benefits to Service Providers

- Streamline administrative processes and eliminate duplication of effort
- Information collected by other providers can be verified and updated
- Decrease time with paperwork; increase time with clients
- Unmet needs are tracked
- Medicaid eligibility is streamlined





# Benefits to the Consumer

- Increased access to Home and Community-based services
  - Decrease in unnecessary institutional placements
  - Financial savings
  - Pre-qualifying eligibility
- Improved outcomes
  - Services faster
  - Less frustration
- Greater opportunity for consumer direction
  - Web-based
  - Baby boomers preference



**The ultimate benefit of  
*No Wrong Door*  
will be  
extended independence and  
improved quality of life for  
seniors, their caregivers and  
persons with disabilities.**