

Assure Quality and Accessibility of Health Services

Activities intended to identify gaps in the quality and accessibility of health services; educating the public and providers on access issues; leading efforts to improve access; and to identify and link people to needed services.

Outcome and Activities

- The Department of Human Services (DHS) developed a new assessment form for Personal Care Attendant services. The new form was implemented in 2009 with trainings across the state. The goal of the new form is to streamline assessments, implement new eligibility criteria and standardize assessment results.
- The three counties continue to be a part of county-based purchasing. South Country Health Alliance provides services to county residents. Participation in county-based purchasing helps counties to provide local services locally.
- Community Resource Management Staff (CRMT's) will be renamed in 2010 as the Community Care Connector (CCC). They continue to work in all three counties and provide advocacy for those members in South County Health Alliance.
- Dental access continues to be an issue for enrollees of MNCare, Medical Assistance and General Assistance Medical Care. Dental Center of America (St. Cloud) is a provider willing to offer family dentistry services to Medical Assistance and un/under insured clients. The Lakes Mobile Dental mobile van has regular clinic dates in Morrison County and offers extended hours for easier accessibility. Clinics continue in Pillager and Park Rapids, however, new Wadena County clients no longer have access because the appointments are filled with Hubbard County clients.
- Child and Teen Checkup Outreach continues to be provided to assure that children receive early and periodic health and development screenings, referral and follow-ups. Outreach workers call families to educate them on this program and assist in making appointments and arranging transportation if needed. Program Coordinators collaborate with clinics to provide education and information to the providers.
- Correctional Health Services are provided in Wadena County by the Public Health Department. Public Health, as a part of a team, is evaluating the needs of inmates with mental and chemical health problems. Wadena County Public Health has set goals to reduce cost of health care for inmates, improve their lives and reduce recidivism. Inmates may voluntarily participate in an evaluation, referral, and follow-up process to prepare them for release from jail and successful return to the community.
- Todd County continues to provide Home Health care services due to inadequate number of other home health care service providers in Todd County.
- The counties continue to contract with health plans to provide Minnesota Senior Health Options (MSHO) care coordination for members in the community, as well as, those in nursing facilities. Service coordination has improved health promotion and disease/disability prevention with the elderly and disabled population.

- Based upon Long Term Care Gaps Analysis results, outreach to new providers of needed services is conducted. The addition of new providers to the current provider network helps residents with options for their needs.