

Leading and Supporting Change

Older adults and people with disabilities can be healthier and happier when they have a purpose and meaning in their lives and can take part in their communities. There are barriers in society that sometimes make this hard to do. But, TennCare Long Term Services and Supports (LTSS), and a group of stakeholders - the Statewide Transformation Leadership Group - are working together to make LTSS programs and policies more focused on the older adult or person with a disability (person supported). This is called a person-centered delivery system. This change or what TennCare is calling **systems transformation** also supports the goal of **culture transformation**. The good changes we make in the delivery system will make our communities and culture better, too.

Culture Transformation: We want to build a culture where every older adult and person with a disability is:

- Valued by our society
- Has a chance to live the life he or she wants, and
- Enjoys the same rights as everyone else in the community

Culture transformation promotes **choice, freedom, empowerment, value, inclusion, community awareness, and opportunity**

Systems Transformation: Our "LTSS system" is made up of people supported, families, providers, advocacy groups, health plans, and state and federal agencies. System transformation is changing the way we deliver services. We focus on goals for the people we support so they can:

- ✓ **Be put first**
- ✓ **Set and meet goals**
- ✓ **Live how they want**
- ✓ **Be part of society**
- ✓ **Give back to their community**

We believe LTSS systems transformation plays an important role in reaching the goals of culture transformation.

System Transformation

Key Elements of a Person-Centered Delivery System



Develop quality person-centered support plans that reflect a person's goals and choices



Develop best practices and a learning culture



Make sure services are provided in the least restrictive, most integrated way



Take care of program barriers such as the workforce crisis, and inspire trust in people supported, families, and providers through responding to needs



Provide a full list of services that maximize independence and interdependence



Meaningfully engage and work together with stakeholders



Promote employment as possible and expected for working-aged people and support inclusion for all people supported



Promote independence and important values such as person-centeredness, self-determination, and dignity of choice

TennCare's LTSS Programs

TennCare CHOICES in Long-Term Services and Supports (CHOICES) – home and community based services (HCBS) and nursing home care for people 65 and older and 21 and older with a physical disability.

Employment and Community First CHOICES (ECF)- employment options for people of all ages with an intellectual or developmental disability.

1915(c) HCBS waivers - for people with intellectual disabilities who are not currently enrolled in ECF.

Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) -options when it is the most integrated setting in which a person's needs can be effectively met.

Medicare and Medicaid Coordinated Programs – integrated services for people who are dually eligible beneficiaries or qualify for both programs.