PEAK 2.0 Handbook

PEAK 2.0 is a Medicaid pay-for-performance program offered through the Kansas Department for Aging and Disability Services and administered by the Kansas State University Center on Aging.

2016-2017

Goal

The overall goal of the program is to improve the quality of life for residents living in Kansas nursing homes. To achieve this, PEAK 2.0 is designed to inspire and reward deep organizational change through the adoption of person-centered care practices. Enrolled homes engage in various opportunities including education, action planning, team engagement, consultation, exposure, recognition, and mentoring activities.

Contact Information

PEAK 2.0 Website
http://www.he.k-state.edu/aging/outreach/peak20/

PEAK 2.0 Email Address
ksucoa@gmail.com

Kansas State University Center on Aging
253 Justin Hall, 1324 Lovers Lane, Manhattan, KS 66506

Phone
785-532-2776
This handbook is intended for use by nursing homes in Kansas. The intent of this handbook is to communicate key program information.

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The development of PEAK 2.0 materials was supported by the Kansas Department for Aging and Disability Services through a Title XIX contract and matching funds provided by Kansas State University, Leading Age Kansas, Kansas Health Care Association, and volunteers from the Long-Term Care profession.
The Team

The Kansas Department for Aging and Disability Services partners with Kansas State University to administer PEAK 2.0. Listed below is key information to access program assistance and information.

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How do Homes Get Involved?

This program coincides with the fiscal year calendar, July to June. The enrollment deadline is April 30th of each year. New homes or homes that have been discontinued from the program must enroll (by following the instructions below) to participate. It is not necessary for current and active homes to reenroll in the program. Homes may not enter the program mid-year.

To enroll simply visit the website below and enter the necessary information into the appropriate fields.

http://www.he.k-state.edu/aging/outreach/peak20/enroll/

Upon completing the online registration form a confirmation page with instructions and a link to complete the Kansas Culture Change Instrument (KCCI) will be displayed.

Six people from your organization (the administrator OR director of nursing, 2 CNAs, and 3 others of your choice) must complete the Kansas Culture Change Instrument electronically.

Only six individuals from your organization will be allowed to access the survey. All surveys must be completed by April 30, 2016.

Each person should fill out the survey independently. That means the responses of those taking the survey may be different. This is to be expected.

The survey can be accessed with the following link.

https://kstate.qualtrics.com/SE/?SID=SV_798ae07edBo7nFP

Disclaimer: KDADS views your KCCI score solely as a self-assessment tool and it is in no way representative of your level, performance, or success in the PEAK 2.0 program. It is intended as a learning tool to determine how your organization perceives performance in key practice areas.

Once enrolled, you will begin PEAK 2.0 activities July 1 of the enrollment year. If you are new to the program, you will spend the first year working on the “Foundation”, which involves a structured series of activities led by the PEAK team. (Refer to the “Timeline: The Foundation” for an outline of required activities of homes working on the Foundation.)

Why Get Involved?

Check out the following video to hear one home’s experience with PEAK 2.0.
http://www.he.k-state.edu/aging/outreach/peak20/
PEAK (Promoting Excellent Alternatives in Kansas) started in 2002 as a recognition and education program to encourage providers in Kansas to adopt culture change. Kansas State University’s Center on Aging has a long history with PEAK. The Center was responsible for the development of culture change education modules.

In 2011, PEAK was revised and became PEAK 2.0. Building on the successful history of PEAK, KDADS is moving in expanding directions. PEAK 2.0 replaces the phrase “culture change” with “person-centered care”. The latter best describes the kind of practices KDADS wants to encourage. Additionally, PEAK 2.0 is now a Medicaid pay-for-performance incentive program. Homes that engage in system changes to support person-centered care or who have demonstrated implementation of person-centered care receive financial incentives through Medicaid reimbursement. This change was made to quicken the adoption of person-centered care in the state.

The program focuses on five domains essential to person-centered care; The Foundation, Resident Choice, Staff Empowerment, Home Environment, and Meaningful Life. KDADS contracted with Kansas State University to administer the program in 2012. KDADS continues to oversee the program and apply the incentive to Medicaid reimbursement, but Kansas State University handles all administrative functions of the program, such as application, training, and evaluation of participants. In addition, the Center on Aging strives to be a support to homes as they navigate the program. The program is open to all long-term care providers in the state of Kansas. Full program details are included later in this handbook.
# Overview of Incentive Levels

<table>
<thead>
<tr>
<th>Level &amp; Per Diem Incentive</th>
<th>Summary of Required Nursing Home Action</th>
<th>State Action</th>
<th>Recognition</th>
<th>Incentive Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level 0</strong></td>
<td>Home completes the KCCI evaluation tool according to the application instructions. Home participates in all required activities noted in “The Foundation” timeline and workbook. Homes that do not complete the requirements at this level must sit out of the program for one year before they are eligible for reapplication.</td>
<td>Contracts with KSU to provide feedback on the KCCI evaluation and The Foundation activities. Implements incentive payment for the enrolled fiscal year.</td>
<td>Certificate of Completion granted if all requirements for this level are completed.</td>
<td>Available beginning July 1 of the enrollment year. Incentive granted for one full fiscal year.</td>
</tr>
<tr>
<td><strong>Level 1</strong></td>
<td>Homes should submit the KCCI evaluation tool (annually). Home submits an action plan addressing 4 PEAK 2.0 cores in Domains 1-4. The home self-reports progress on the action planned cores via phone conference with the PEAK team. The home may be selected for a random site visit. The home must participate in the random site visit, if selected, to continue incentive payment. Homes should demonstrate successful completion of 75% of core competencies selected. A home can apply for levels 1 &amp; 2 in the same year. Homes that do not achieve level 2 with three consecutive years of participation at level 1 must return to a level 0 or sit out for two years depending on KDADS and KSU’s recommendation.</td>
<td>Contracts with KSU to provide feedback on the KCCI, review action plans and provide feedback, and evaluate homes through self-report phone calls and random site visits. KSU will make recommendations to KDADS following evaluation of homes. KDADS will make final decisions regarding the distribution of homes’ incentive payment.</td>
<td>Certificate of Completion for successful completion of action plan goals and movement to level 2 incentive payment.</td>
<td>Available beginning July 1 of the enrollment year. Incentive granted for one full fiscal year.</td>
</tr>
<tr>
<td><strong>Level 2</strong></td>
<td>This is a bridge level to acknowledge achievement in level 1. Homes may receive this level at the same time they are working on other PEAK core areas at level 1. Homes may receive this incentive for up to 3 years. If level 3 is not achieved at the end of the third year, homes must start back at level 0 or 1 depending on KDADS and KSU’s recommendation.</td>
<td>Distribute home’s incentive payment.</td>
<td>Movement to level 3 in the program once minimum standards in all domains are met.</td>
<td>Available beginning July 1 following confirmed completion of action plan goals. Incentive is granted for one full fiscal year.</td>
</tr>
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</table>
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<tr>
<td><strong>Level 3</strong></td>
<td>Demonstrates minimum competency as a person-centered care home (see KDADS full criteria). Demonstration of success in other levels of the program. Performing successfully on a level 2 screening call with the KSU PEAK 2.0 team. Passing a full site visit.</td>
<td>KSU will screen homes via a phone conference with homes potentially eligible for level 3. KDADS and KSU will facilitate a full site visit to evaluate minimum competency in all PEAK 2.0 domains. KDADS will make final determination of movement to level 3.</td>
<td>Plaque to recognize the home as a person-centered care home.</td>
<td>Available beginning July 1 following confirmed minimum competency as a person-centered care home. Incentive is granted for one full fiscal year.</td>
</tr>
<tr>
<td><strong>Level 4</strong></td>
<td>Homes earn person-centered care home award two consecutive years.</td>
<td>Confirm achievement of person-centered care home status for two consecutive years. If so, KDADS applies level 4 incentive payment for two years.</td>
<td>Plaque to recognize the home as a sustaining person-centered care home.</td>
<td>Available beginning July 1 following confirmation of the upkeep of minimum person-centered care competencies. Incentive is granted for two fiscal years. Renewable bi-annually.</td>
</tr>
<tr>
<td><strong>Level 5</strong></td>
<td>Homes earn sustained person-centered care home award and successfully engage in mentoring activities suggested by KDADS (see KDADS mentoring activities). Mentoring activities should be documented.</td>
<td>Confirm achievement of sustained person-centered care home status. Reviews and confirms documentation of mentoring activities. Apply level 5 incentive payment for two years.</td>
<td>Plaque to recognize the home as a person-centered care mentor home.</td>
<td>Available beginning July 1 following confirmation of mentor home standards. Incentive is granted for two fiscal years. Renewable bi-annually.</td>
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</table>
# Timeline: The Foundation

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>April 30, 2016</td>
<td>• Enrollment Deadline</td>
</tr>
</tbody>
</table>
| **July 2016**     | • Incentive payment begins  
• Home receives email correspondence from the PEAK team to distribute instructions virtual Zoom meetings and to schedule training dates for the year  
• Home participates in a technology test to prepare for 1st Zoom meeting  
• Home participates in virtual Zoom meeting #1: Orientation to the program  
• Assignment #1 distributed |
| September 2016    | • Home participates in One Day Mentor Home Experiences (dates arranged with your input in July)                                                    |
| October 2016      | • Home participates in virtual Zoom meeting #2  
• Assignment #1 due  
• Assignment #2 distributed |
| November 2016     | • Home participates in virtual Zoom meeting #3  
• Assignment #2 due  
• Assignment #3 distributed |
| January 2017      | • Home participates in Action Plan and Leadership Training (dates arranged with your input in July)  
• Assignment #3 due  
• Assignment #4 distributed (This assignment includes writing an action plan. The action plan readies your organization for work in the next fiscal year of PEAK 2.0.) |
| February-March 2017 | • Work on Assignment #4                                                                                                                            |
| March 2017        | • Home participates in virtual Zoom meeting #4 (Discuss progress on assignment #4 and answer questions.)                                           |
| April 15, 2017    | • Home submits action plans to the PEAK team                                                                                                     |

**Correspondence about PEAK 2.0 will come primarily through email. Please be sure to keep the email contact for your home current.**
## Timeline: Level 1 & 2

<table>
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<tr>
<th>Date</th>
<th>Events</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 30, 2016</td>
<td>- Enrollment deadline for the home</td>
</tr>
<tr>
<td>May 1, 2016</td>
<td>- Action plan due to the PEAK team.</td>
</tr>
<tr>
<td></td>
<td>- Begin work on action plan anytime.</td>
</tr>
<tr>
<td>July 2016</td>
<td>- Incentive payment begins.</td>
</tr>
<tr>
<td></td>
<td>- PEAK team returns feedback on submitted action plan.</td>
</tr>
<tr>
<td>August 2016-April 2017</td>
<td>- Home continues work on action plan.</td>
</tr>
<tr>
<td>January-March 2017</td>
<td>- Home participates in a site visit OR phone evaluation. (PEAK team</td>
</tr>
<tr>
<td></td>
<td>will notify home with instructions for the evaluation.)</td>
</tr>
<tr>
<td>March 15, 2017</td>
<td>- Evaluation results returned to homes with instructions for next steps</td>
</tr>
<tr>
<td>April 15, 2017</td>
<td>- Action plan due to the PEAK team</td>
</tr>
<tr>
<td>April-June 2017</td>
<td>- Level 3 full site visits (for those that qualify) conducted by the PEAK team</td>
</tr>
<tr>
<td>July 2017</td>
<td>- New PEAK 2.0 fiscal year begins</td>
</tr>
</tbody>
</table>

Correspondence about PEAK 2.0 will come primarily through email. Please be sure to keep the email contact for your home current.
Homes that have any grievance with their PEAK 2.0 evaluation results should submit these in writing to the KSU PEAK 2.0 team by email at ksucoa@gmail.com or by physical mail at:

PEAK 2.0 Team  
KSU Center on Aging  
253 Justin Hall  
1324 Lovers Lane  
Manhattan, KS 66506

The KSU PEAK 2.0 team will have 5 working days, upon receipt of the grievance to respond to the home in writing.

If the issue is not resolved to the home’s satisfaction, the home may then schedule an evaluation review meeting, which will include representatives from the PEAK 2.0 team & KDADS team. Based on the outcome of the above process, KDADS will make all final appeal decisions.
Caleb’s Basket

The image used in this material represents the metaphor of Caleb’s basket. This metaphor helps us remember why person-centered care is important to elders in Kansas. The “Person-Centered Care Training” video found on the PEAK 2.0 website explains the metaphor in detail. The metaphor of Caleb’s basket comes from a story told by Bill Thomas in his book *Learning from Hannah: Secrets for a Life Worth Living*. This story has been told in various forms in many different contexts. The origins of the story are unknown. Bill Thomas helped us connect the metaphor to elders in long-term care.

Person-Centered Care Resources

Person-centered care is a journey. There are lots of resources available to help inform your journey. The PEAK 2.0 webpage has a link dedicated to person-centered care resources. The resources feature a 47-minute person-centered care training video that may be used to train all staff in your home. In addition, there are resources on each of the PEAK 2.0 domains.

Acknowledgments

Many people and organizations have contributed their talents and support to the PEAK 2.0 program. We would like to acknowledge a few.

Stephanie Gfeller, MS, ACHA
Content Developer & Advocate
Center on Aging

The original PEAK work team
Kansas LTC Associations
Kansas LTC Advocacy Groups
Kansas Culture Change