



## THE IMPORTANCE OF CONSISTENT SERVICE OFFERINGS

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MEALS ON WHEELS AMERICA

2018 MEALS ON WHEELS ANNUAL CONFERENCE & EXPO

## THE IMPORTANCE OF CONSISTENT SERVICE OFFERINGS



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## PARTNERING WITH HEALTHCARE IN PENNSYLVANIA: A READINESS INITIATIVE

### WHY?

- \*Let consumers, families and insurers know what they can expect**
- \*Establish a “consistent Service Offering”**
- \*Differentiate MOW from the competition**

## HOW DO WE GET THERE?



## HOW DO WE GET THERE?

### **\*Identify/Engage MOW Stakeholders**

- \*Agree on Standard Area Needs**
- \*Prepare/Draft Standards & Timetable**
- \*Engage Stakeholders to Review Draft**
- \*Revise to Reflect Consensus**
- \*Present Final Version**

## **POTENTIAL CONSISTENCIES**

- **Service Delivery**
- **Data Collection & Reporting**
- **Participant Status  
Monitoring/Communication**
- **Outcomes Monitoring/Communication**

## **POTENTIAL CONSISTENCIES**

- **Staff/Volunteer Management & Training**
- **Policy & Procedure Development**
- **Contract Administration & Compliance**
- **Membership & Governance**

## **CONSISTENT DELIVERY**

- \*Delivery prompts for a “CoC”**
- \*Reasonable Timeframe**
- \*Meal Choice**
- \*Statewide Coverage**
- \*Unified Ordering Process**
- \*Consistency Regardless of Size**
- \*Best Intake Process**
- \*Safety Check Process**

## **CONSISTENT DATA**

- Minimum set of data**
- Common approach to collection**
- Common services & billing**
- Common reporting methods**

## CONSISTENT STATUS MONITORING

- \*Delivery staff monitors “CoC”**
- \*Care Alerts are triggered for follow-up**
- \*Staff trained to identify & report**
- \*Notifications are made to care/case managers regarding consumers status**
- \*Insures feedback of actions are **meaningful** to healthcare entities**

## CONSISTENT POLICIES/PROCEDURES

- Implements process for appropriate use and disclosure of health information**
- Incorporates process for managing physical and electronic access to sensitive info.**
- Enters into a “Business Associate” agreement if needed.**
- Shares policies and procedures**
- Participates in Quality Improvement Program**

## **CONSISTENT CONTRACT COMPLIANCE**

### **Link MOW to Healthcare Outcomes**

**Adhere to policies/contracts as required by healthcare entities**

**Engage consumers/stakeholders in satisfaction of delivered services**

**Complies with state/national association policies/membership**