

case study: Long Term Care



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THE CLIENT

Alaska Department of Health and Social Services (DHSS), Finance and Management Services (FMS), in conjunction with Division of Senior Disabilities Services (SDSS)

THE PROJECT

Comprehensive review and evaluation of Alaska's long-term care system.

THE CHALLENGE

Alaska's long term care system – serving the elderly, individuals with dementia, individuals with traumatic brain injuries and physical disabilities, and individuals with developmental disabilities – faces a distinct challenge due to the state's vast geography, extreme climate, and dramatically changing demographics. PCG was asked to complete an evaluation of the state's long-term care system and recommend strategies to help identify service barriers such as parallel systems of care, low provider rates, and inconsistent service delivery.

THE PCG APPROACH

To complete a thorough analysis of Alaska's long-term care system PCG took a number of steps

- Intensive data collection, relying on provider agencies, state advocacy groups, and state agencies;
- On-site stakeholder interviews and focus groups in three regional locations to gain consumer input on service delivery;
- Six-state comparison study to reveal strengths and weaknesses of Alaska's long-term care system as compared to similar states;
- Recommendations that relied heavily on identified best practices in long-term care and a transition plan to implement those recommendations.

THE RESULT

PCG delivered both short- and long-term recommendations along with detailed strategies to improve Alaska's long-term care service delivery system. Strategies for implementation addressed the programmatic and reimbursement issues identified by our analysis, and sought to maximize the beneficial fiscal impacts the state could receive.