



MEMORANDUM

Date: October 15, 2008

To: C.H. Huckelberry
County Administrator

From: Dennis W. Douglas
Deputy County Administrator
Medical and Health Services

Re: Pima Health System – Attendant Care Program – Status Report

Under its Adult Long Term Care System (ALTCS) contract with AHCCCS Pima Health System is responsible for the cost of providing Attendant Care Program services to its eligible members. Pima Health System has historically provided these services in two ways; by contracting with community private provider agencies and through its in-house Attendant Care Program.

The Pima Health System Attendant Care Program provides services to care recipients to assist with their basic daily living activities, such as bathing, dressing, homemaking, and mobility. Per Arizona Health Care Cost Containment System (AHCCCS) specifications, this level of care is distinctly defined, priced and regulated differently from home health care, which provides interventions related to a specific diagnosis or medical condition and is required to be under the direction of licensed health care professionals.

Program Statistics

The Pima Health System Attendant Care Program has decreased over 50 percent in size since December 2007, primarily due to clients and Attendant Care Workers (ACWs) requesting to transfer to contracted community agencies. These agencies operate under the same AHCCCS regulations as does the Pima Health System Program. There are over 20 contracted agencies that are readily available to accept referrals for attendant care services. They provide initial and ongoing caregiver education, client support services, and employee incentives. The satisfaction rate with the new agencies for Pima Health System clients and Attendants who have transitioned remains above 95 percent.

PHS Home Care Support Services

Total number of client/Attendant Care Worker matches receiving services from the program	252
Total number of Attendant Care Workers employed by the program	257*
Total client/Attendant Care Worker matches who have left the program for any reason, including transition to a community agency, nursing home placement, moving out of the service area, death, and disenrollment from AHCCCS	304
Total client/Attendant Care Worker matches who have left the program due to requesting a transfer to a community agency	184
Total percentage of client/Attendant Care Worker matches who have been transferred, as requested, to a community agency, are satisfied and have no concerns with their new agency	95.9%

*There are a greater number of ACWs than clients; some clients have multiple ACWs.

Given the decrease in the number of care recipients and attendant care workers, the Pima Health System Attendant Care Program continues to provide the same level of quality service traditionally offered by the program. Pima Health System continues to operate its Personal Care Aide pool, which is the emergency

Pima Health System – Attendant Care Program – Status Report

October 15, 2008

Page 2 of 2

back-up system for clients served by Pima Health System Attendant Care Workers. Though the Personal Care Aide pool has decreased in size commensurate with the census reduction in the Program, it has successfully provided 100 percent of the emergency back-up services required by the care recipients served in the Program. This measure is tracked and reported to AHCCCS monthly as required for all Pima Health System contracted home care service providers, and is specifically monitored by the Pima Health System Quality Management Committee for the Pima Health System Attendant Care Program.

Cost Analysis

Pima Health System incurred additional costs by providing services through its Attendant Care Program versus transitioning the services to community agencies beginning in December 2007. The overhead cost experienced by Pima Health System to manage the Attendant Care Program since January 2008, when the start of the proposed transition was planned, is approximately \$5,676,113. If Pima Health System had paid a community private provider agency to provide these services the cost would have been approximately \$5,384,934. The total amount of funds that could have been made available for health care, had the Pima Health System Attendant Care Program been transitioned in December 2007, is nearly \$291,179.

Total expenses of the Pima Health System Attendant Care Program including salary & benefits, supplies, mileage, rent, Workers' Compensation costs, etc.	\$5,676,113
Total hours of care delivered by the Pima Health System Attendant Care Program to its care recipients, that could have been transitioned to community agencies	299,163
Average cost per hour of Attendant Care provided by contracted community agencies	\$18.00
Total cost if the care was provided by contracted community agencies	\$5,384,934
Funds that could have been made available for health care in the community had the County transitioned the program as planned	\$291,179

Should you have questions or require additional information, please call me at your earliest convenience.

DWD:slg

cc: Karen Fields, Director, Pima Health System