

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.



2022-2023

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

<https://www.hhs.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

KANSAS STATE
UNIVERSITY

College of Health and Human Sciences
Center on Aging



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KSU Center on Aging
253 Justin Hall
1324 Lovers Lane
Manhattan, KS 66506
785-532-2776
ksucoa@gmail.com

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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.



Laci Cornelison, MS, LBSW, ACHA
Project Coordinator
785-532-2776
ljh8484@ksu.edu



Judy Miller, RN
Project Consultant
620-727-7670
ksucoa@gmail.com



Jackie Sump, LBSW
Project Consultant
785-556-5746
ksucoa@gmail.com



Brooke Thornbrugh, BS
Project Specialist
785-532-2776
ksucoa@gmail.com



Migette Kaup, PhD, IIDA, IDEC
Co-Investigator
kaup@ksu.edu



Trescia Power
Program Finance Oversight
Manager — KDADS
785-368-6685
Trescia.Power@ks.gov

How Do Homes Get Involved?

This program coincides with the fiscal year calendar, July to June. The enrollment deadline is April 15th 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 re-enroll 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.hhs.k-state.edu/aging/outreach/peak20/enroll/>

Upon completing the online registration form a conformation 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 15, 2022.

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.

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 1st 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.)

PEAK 2.0 Overview



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 systematic 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.

Overview of Incentive Levels

Level & Per Diem Incentive	Summary of Required Nursing Home Action	State Action	Incentive Duration
<p>Level 0</p> <p>The Foundation</p> <p>\$0.50</p>	<p>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.</p>	<p>Contracts with KSU to provide feedback on the KCCI evaluation and The Foundation activities. Implements incentive payment for the enrolled fiscal year.</p>	<p>Available beginning July 1 of the enrollment year. Incentive granted for one full fiscal year.</p>
<p>Level 1</p> <p>Pursuit of Culture Change</p> <p>\$0.50</p>	<p>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 & 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.</p>	<p>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.</p>	<p>Available beginning July 1 of the enrollment year. Incentive granted for one full fiscal year.</p>
<p>Level 2</p> <p>Culture Change Achievement</p> <p>\$1.00</p>	<p>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 may start back at level 0 or 1 depending on KDADS and KSU’s recommendation.</p>	<p>Distribute home’s incentive payment.</p>	<p>Available beginning July 1 following confirmed completion of action plan goals. Incentive is granted for one full fiscal year.</p>

Overview of Incentive Levels

Level & Per Diem Incentive	Summary of Required Nursing Home Action	State Action	Incentive Duration
Level 3 Person-Centered Care Home \$2.00	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.	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.	Available beginning July 1 following confirmed minimum competency as a person-centered care home. Incentive is granted for one full fiscal year.
Level 4 Sustained Person-Centered Care Home \$2.50	Homes earn person-centered care home award two consecutive years.	Confirm achievement of person-centered care home status for two consecutive years. If so, KDADS applies level 4 incentive payment for two years.	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.
Level 5 Person-Centered Care Mentor Home \$3.00	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.	Confirm achievement of sustained person-centered care home status. Reviews and confirms documentation of mentoring activities. Apply level 5 incentive payment for two years.	Available beginning July 1 following confirmation of mentor home standards. Incentive is granted for two fiscal years. Renewable bi-annually.

Timeline: The Foundation

April 15, 2022	<ul style="list-style-type: none"> • Enrollment Deadline
July 2022	<ul style="list-style-type: none"> • Incentive payment begins • Home receives email correspondence from the PEAK team with instructions for the virtual Zoom meetings and scheduling instructions for training dates • Home participates in a technology test to prepare for 1st Zoom meeting
August 2022	<ul style="list-style-type: none"> • Home participates in virtual Zoom meeting #1: Orientation to the program • Assignment #1 distributed
September 2022	<ul style="list-style-type: none"> • Home participates in virtual Zoom meeting #2 • Assignment #1 due • Assignment #2 distributed
October 2022	<ul style="list-style-type: none"> • Home participates in One Day Mentor Home Experiences (dates arranged with your input in August/September) • Assignment #2 due
November 2022	<ul style="list-style-type: none"> • Home participates in virtual Zoom meeting #3 • Assignment #3 distributed
January 2023	<ul style="list-style-type: none"> • Home participates in virtual Zoom meeting #4: Leadership Training • Assignment #3 due • Assignment #4 distributed
February-March 2023	<ul style="list-style-type: none"> • Work on Assignment #4
March 2023	<ul style="list-style-type: none"> • Home participate in Action Plan Coaching Session Via Zoom. • Assignment #4 due • Assignment #5 distributed (Action Plans)
April 15, 2023	<ul style="list-style-type: none"> • Home submits action plans to the PEAK team via email (Assignment #5 - Action plans prepare your organization for the work in the next fiscal year of PEAK 2.0)

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

April 15, 2022	<ul style="list-style-type: none"> • Action plan due to the PEAK team. • Begin work on action plan anytime.
July 2022	<ul style="list-style-type: none"> • Incentive payment begins. • PEAK team returns feedback on submitted action plan.
August 2022-April 2023	<ul style="list-style-type: none"> • Home continues work on action plan.
October-November 2022	<ul style="list-style-type: none"> • Home has the option to attend PEAK 2.0 Round Tables.
January-March 2023	<ul style="list-style-type: none"> • Home participates in a site visit OR phone evaluation. (PEAK team will notify home with instructions for the evaluation.)
March 2023	<ul style="list-style-type: none"> • Evaluation results returned to homes with instructions for next steps
April 2023	<ul style="list-style-type: none"> • Action plan due to the PEAK team
April-June 2023	<ul style="list-style-type: none"> • Level 3 full site visits (for those that qualify) conducted by the PEAK team
July 2023	<ul style="list-style-type: none"> • New PEAK 2.0 fiscal year begins

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Timeline: Levels 3, 4, & 5

July 2022	<ul style="list-style-type: none"> • Incentive payment begins.
July 2022-June 2023	<ul style="list-style-type: none"> • Work on sustaining practices in all 12 core areas. If any areas of weakness were identified in the evaluation, actively work on improvement in those areas. Use the PEAK team as a resource.
October-November 2022	<ul style="list-style-type: none"> • Homes are encouraged to participate in PEAK 2.0 Round Tables.
July 2022-June 2023	<ul style="list-style-type: none"> • Level 5 homes are required to do mentoring activities (see mentor home log) to maintain their status as a level 5 home. Level 3-4 homes are eligible to mentor (unless notified otherwise) to establish a pattern of mentoring and eligibility for level 5 status.
April or May 2023	<ul style="list-style-type: none"> • Participate in an evaluation as appropriate. <ul style="list-style-type: none"> • Note: Level 3 homes are evaluated annually; level 4 and 5 homes are evaluated biannually.
April 15, 2023	<ul style="list-style-type: none"> • Turn in mentor home log as appropriate. Contact the PEAK team to determine if activities pass requirements.

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PEAK 2.0 Evaluation Appeal Process

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 appeal/grievance should be submitted within 10 working days of the participating home's receipt of the evaluation results. The KSU PEAK 2.0 team will have 10 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 38-minute person-centered care training video that may be used to train all staff in your home.