



Your Voice Matters

The Bureau of TennCare invites you
to attend a QuILTTS Community Forum.

QuILTSS stands for **Quality Improvement in Long-Term Services and Supports (LTSS)**.

QuILTSS is a TennCare project to increase the quality of LTSS provided to TennCare members. LTSS include nursing home care as well as home and community based services (HCBS) for seniors and adults who have a physical disability.

QuILTSS will help select ways to measure quality that are most important to people who receive LTSS and their families. These measures will be used to develop a new way to pay for nursing home services and for some kinds of HCBS. In the future, part of what a nursing home is paid will depend on the quality of services they deliver. Nursing homes providing higher quality care will be paid more. Those who do not perform as well on quality measures will earn less. The same will apply for providers of some kinds of HCBS.

You can learn more about QuILTTS at <http://www.lipscomb.edu/transforming/QuILTSS>.

Tennessee has been awarded a grant from the Robert Wood Johnson Foundation to help with QuILTSS. The grant provides funding for technical assistance to TennCare. The funding has been awarded to Lipscomb University under a contract with Princeton University. Lipscomb is helping TennCare get your input about the quality measures that will be used to pay for LTSS.

To gather input on this important project, TennCare is hosting QuILTSS Community Forums across the state. This is your chance to join others from your community in helping develop this program. **It is very important for your voice to be heard.**

The 90-minute QuILTSS Community Forum will include an overview of QuILTSS, as well as other current national and state level quality efforts. Most of the time will be spent working in small groups. You will be able to provide input about the kinds of quality measures that are the most important to people actually receiving LTSS. This is your chance to help create a system focused on paying for value and on improving the quality of care that LTSS members receive. Staff from Lipscomb University's School of TransformAging® will be leading the forums.

The dates, times and regions of the QuILTSS Community Forums are attached.

The QuILTSS Community Forum is open but space is limited. You must pre-register to attend. Please RSVP by visiting <http://www.lipscomb.edu/transforming/QuILTSS>. You may also e-mail info.transformaing@lipscomb.edu, or call 1-800-333-4358 x 1105 to register. Leave your name, number and the date and time of the session you want to attend. We look forward to hearing what you have to say.

What if you cannot attend a Community Forum? You can still provide input on quality measures for LTSS. You can complete the QuILTSS Survey. It is available online at <https://www.surveymonkey.com/s/QuILTSS>.



What if you do not have access to a computer or cannot complete the survey online? Then, you may call 1-800-333-4358 x 1105. Leave your name and the phone number where you can be reached. Someone will call you to help you complete a survey over the phone. The survey will close on November 8, 2013. This will allow time to review the input we receive so we can use it to set quality measures for LTSS.



SCHOOL OF
TRANSFORMING

Schedule for QuILTSS Community Forums

Date ** Region ** Location	Session Times
October 24, 2013 NORTHWEST Region Obion County Office on Aging – 622 South Depot Street, Union City, TN 38261 AGING COMMISSION OF THE MID-SOUTH Region (afternoon – 1 st session only) Aging Commission - 2670 Union Avenue Extended, Memphis 38112	Consumers: 8:30 a.m. – 10:00 a.m. Providers: 10:30 a.m. – 12:30 p.m. Mid-South: Providers: 3:30 p.m. – 5:30 p.m.
October 25, 2013 AGING COMMISSION OF THE MID-SOUTH Region (morning – 2 nd session only) Goodwill Homes Senior Center - 163 West Raines Road, Memphis 38109 SOUTHWEST Region (afternoon) Southwest TN Development District and AAAD – 102 East College Street, Jackson 38301	Mid-South: Consumers: 9:00 a.m. – 10:30 a.m. Southwest: Consumers: 1:30 p.m. – 3:00 p.m. Providers: 3:30 p.m. – 5:30 p.m.
October 28, 2013 FIRST TENNESSEE Region Appalachian Community Federal Credit Union Community Room – 5034 Bobby Hicks Hwy Suite 2, Gray, TN 37615	Consumers: 1 p.m. – 2:30 p.m. Providers: 3 p.m. – 5:00 p.m.
October 29, 2013 EAST TENNESSEE Region John T. O'Connor Senior Center – 611 Winona Street, Knoxville, TN 37917	Consumers: 10:30 a.m. – 12:00 p.m. Providers: 1:00 p.m. – 3:00 p.m.
October 30, 2013 SOUTH CENTRAL TN Region City of Lawrenceburg Auditorium - 233 West Gaines Street Lawrenceburg, TN 38464	Consumers: 10:30 a.m. – 12:00 p.m. Providers: 1:00 p.m. – 3:00 p.m.
October 31, 2013 GREATER NASHVILLE Region Fifty Forward Patricia Hart Building – 174 Rains Avenue, Nashville 37203	Consumers: 10:30 a.m. – 12:00 p.m. Providers: 1:00 p.m. – 3:00 p.m.
November 1, 2013 UPPER CUMBERLAND Region Nashville State Community College – 1000 Neal Street, Cookeville 38501	Consumers: 10:30 a.m. – 12:00 p.m. Providers: 1 p.m. – 3:00 p.m.
November 4, 2013 SOUTHEAST TENNESSEE Region Ray Evans Transit Center – 740 East 12 th Street, 2 nd floor Chattanooga 37403	Consumers: 10:30 a.m. – 12:00 p.m. Providers: 1 p.m. – 3:00 p.m.