



FOR RELEASE

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The Region IV Area Agency on Aging achieves accreditation from the National Committee for Quality Assurance (NCQA) for Case Management for Long-Term Services and Supports

St. Joseph, Mich. The Region IV Area Agency on Aging (RIV AAA) is pleased to share that it has received the highest accreditation status for Case Management for Long-Term Services and Supports from the National Committee for Quality Assurance (NCQA).

Earning NCQA's 3-year Accreditation of Case Management for Long-Term Services and Supports (LTSS) demonstrates that an organization is dedicated to coordinating the delivery of care in a person-centered and integrated manner to help individuals function optimally in their preferred setting. The standards are set high to encourage organizations coordinating LTSS to continuously enhance the quality of services they deliver.

"Ensuring older adults, persons with disabilities, and care partners across the service area have access to the services and supports needed to live independently is essential to overall community health and wellness," shared Bernie Williamson, Chair of the RIV AAA Board of Directors. "The Board of Directors is incredibly proud of the RIV AAA staff. Their commitment to quality and person-centered care for all served, led to the achievement of NCQA Accreditation."

The Accreditation of Case Management for LTSS Program is organized into eight standards, all of which an organization must excel in to achieve the highest accreditation status, as earned by the RIV AAA. These standards include:

1. Program Description.

The organization should be using up-to-date evidence-based information to develop its case management program, and regularly updates the program with relevant findings and information.

2. Patient Identification and Assessment.

The organization systemically assesses the population it serves and has a process for conducting comprehensive assessments.

3. Person-Centered Care Planning and Monitoring.

The organization has a process to provide for developing individual care plans that incorporate personal preferences, prioritized goals and self-management plans and monitor progress against those plans.

4. Care Transitions.

The organization has a process to provide for managing transitions, identifying problems that could cause unplanned care transitions, and when possible, preventing unplanned transitions.

5. Measurement and Quality Improvement.

The organization measures and works to improve participant experience, program effectiveness and active participant rates.

6. Staffing, Training and Verification.

The organization defines staffing needs, verifies staff credentials, when applicable, and provides ongoing staff training and oversight.

7. Rights and Responsibilities.

The organization communicates the rights and responsibilities of participants in a case management program

8. Delegation.

The organization documents and monitors functions performed for them by other organizations.

“I am proud of the RIV AAA Staff who have excelled in meeting these standards for many years and whose tireless work on behalf of older adults, persons with disabilities and care partners in our community is now being recognized with this designation,” shares Christine Vanlandingham, CEO of the RIV Area Agency on Aging. “Achieving NCQA Accreditation required the combined efforts of all staff across the agency. It is an honor to lead and work alongside a team that prioritizes the needs of community members and does so with the focus on maintaining a person-centered and quality improvement culture day in and day out.”

NCQA Accreditation standards are intended to help organizations achieve the highest level of performance possible and create an environment of continuous improvement. The Region IV Area Agency on Aging is honored to have achieved this recognition and ensure its mission of choices for independence is accessible and achievable for residents across Berrien, Cass, and Van Buren Counties.

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About Region IV Area Agency on Aging (RIV AAA)

Region IV Area Agency on Aging is a private, not-for-profit corporation. Established in 1974 for the business of developing age supportive commerce and services, it plays a major role in planning, funding, and delivery of a host of services. Empowerment and independence of community members are driving themes behind its efforts. Designated by the State of Michigan to receive federal Older Americans Act funds for planning and development, the agency manages an array of government contracts for service delivery in southwest Michigan. Its primary service area includes Berrien, Cass, and Van Buren counties. For more information about the RIVAAA, visit www.areaagencyonaging.org

About National Committee for Quality Assurance (NCQA)

NCQA is a private, nonprofit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and

practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in healthcare. NCQA's website ([ncqa.org](https://www.ncqa.org)) contains information to help consumers, employers and others make more-informed health care choices. NCQA can be found online at [ncqa.org](https://www.ncqa.org), on Twitter @ncqa, on Facebook at [facebook.com/NCQA.org/](https://www.facebook.com/NCQA.org/) and on LinkedIn at [linkedin.com/company/ncqa](https://www.linkedin.com/company/ncqa).



Picture: Region IV Area Agency on Aging Staff accepting NCQA 3-year Accreditation of Case Management for Long-term Services and Supports

