Measuring Home and Community-Based Services for Older Adults and People with Disabilities

February 5, 2020

All registrants will receive a link to the recording and slides later this week.

We will be taking questions at the end of the webinar. You can ask a question at any time through the webinar control panel.

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Software and services to realize care's potential

Aging & Disability | Protective Services and Guardianship | Behavioral Health
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78% states use our LTSS solutions

60% HUD continuums of care

50% area agencies on aging

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Home Health

Hospice

Physical Rehabilitation

Home Medical Equipment

Behavioral Health

Intellectual & Developmental Disabilities

Specialty Pharmacy

Skilled Nursing

Home Infusion

Cellular Therapy

Presenter: April Young

Senior Director of National Core Indicators –
Aging and Disabilities (NCI-AD) at ADvancing States

Ms. Young is responsible for promoting outreach and awareness of NCI-AD, providing technical assistance to states, and conducting in-person training for states and surveyors. Before joining ADvancing States, Ms. Young worked as a policy advisor specializing in long term services and supports for the Texas Health and Human Services Commission. She played an instrumental role in the adoption of a state-wide Employment First policy and has extensive experience with home and community-based services programs. She holds a Master's degree in Social Work from the University of Texas at Austin with a concentration in Community and Administrative Leadership.

Webinar Agenda

- LTSS Quality Overview
  - NCI-AD Deeper Dive

- LTSS Quality Activities
  - 2020 Medicaid Adult Core Set
  - Medicaid and CHIP (MAC) Scorecard
  - Managed Care Quality Rating System (QRS)
  - HCBS Recommended Measure Set
  - AARP Scorecard

- Q&A/Discussion

LTSS Quality Overview

LTSS Quality Considerations

- Satisfaction versus outcomes of care

- Modality; implementation protocols

- Focus on person-centeredness

- Program and systems improvement

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Variety of Quality Measurement Tools

- HEDIS

- CAHPS-HCBS

- NCI

- NCI-AD

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HEDIS: Healthcare Effectiveness Data and Information Set

- Measures the quality of health plans
- Effectiveness of Care
- Access/Availability of Care
- Measures Collected Using Electronic Clinical Data Systems
  - Administered by NCQA
  - Used by most health plans
  - NCQA is now also offering accreditation to CBOs

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CAHPS: Consumer Assessment of Healthcare Providers and Systems

- CAHPS is a set of surveys that asks patients to report on health care experiences.
  - One of the surveys focuses on HCBS participants
- Tools are available in the public domain
- CAHPS surveys are funded and overseen by the Agency for Healthcare Research and Quality (AHRQ).
- Surveys must be administered by a qualified vendor (certified by Centers for Medicaid and Medicare Services (CMS)).
- Surveys may be administered via phone, or in-person.

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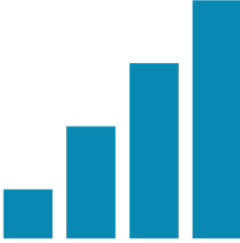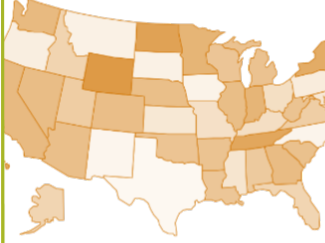
NCI: National Core Indicators

- Assesses outcomes of services delivered by developmental disabilities agencies using standard measures across states
- Measure stewards include National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Human Services Research Institute (HSRI)
- Focuses on intellectual and developmental disabilities
- Been in existence over 20 years
- 46 states participating
- www.nationalcoreindicators.org

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NCI-AD:
National Core Indicators – Aging & Disabilities

- Assesses outcomes of services delivered by state Medicaid, aging, and disability agencies using standard measures across states

- Measure stewards include ADvancing States (formerly NASUAD) and Human Services Research Institute (HSRI)

- Focuses on aging and physical disabilities

- Started in 2015

- 24 states participating

- www.nciad.org

NCI-AD cont'd

Hear directly from people receiving LTSS	Assess quality of life, service satisfaction, and outcomes of people receiving LTSS	Support state Aging, Disability, and Medicaid agencies in measuring performance of their state LTSS systems	Assist states in improving the quality of services and supports provided

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NCI-AD: 2017-18 National Report Data

# 2017-18 NCI-AD National Report: Demographics

- Average age: about 68 yrs
- 66% Female
- 61% White
  - 20% African American; 10% Hispanic/Latino
- 29% widowed
  - 26% separated/divorced; 21% married/domestic partner; 23% single
- 63% living in own or family home
  - 16% in nursing facility
- 29% live alone
  - 21% with other family
- 18% diagnosis of Alzheimer's or other dementia

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2017-18 NCI-AD National Report, Cont'd

- 16 total states participated 2017-18 NCI-AD
  - 5 States included the OAA program
  - 7 States included nursing facilities
  - 9 States included a Medicaid program serving aging and physical disabilities
- Over 17,000 surveys were completed
- Sample sizes ranged from 406 (NV) to 3,758 (MN)
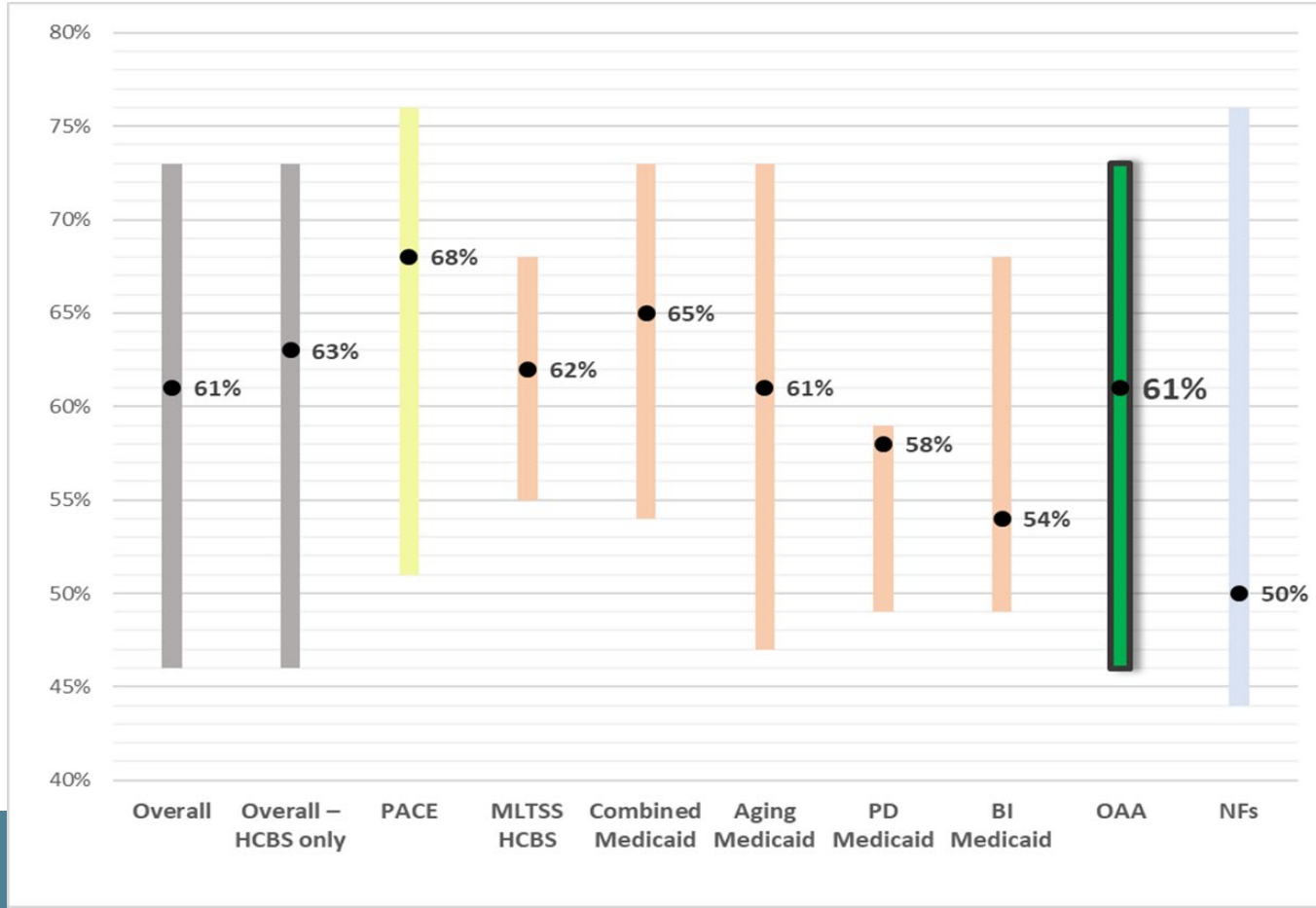
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Proportion of people who have transportation to get to medical appointments when they need to
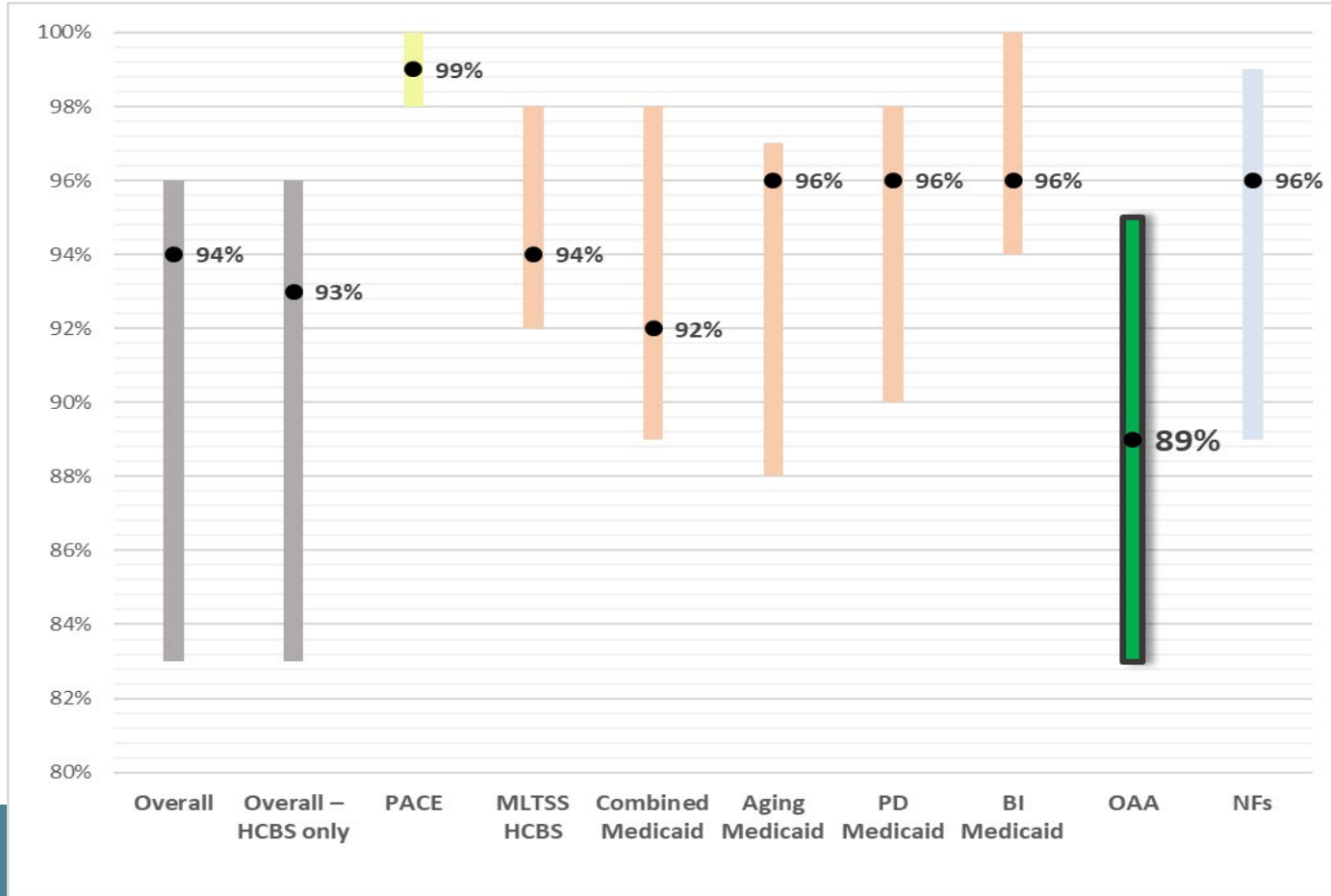
Proportion of people who have transportation when they want to do things outside of their home (non-medical)
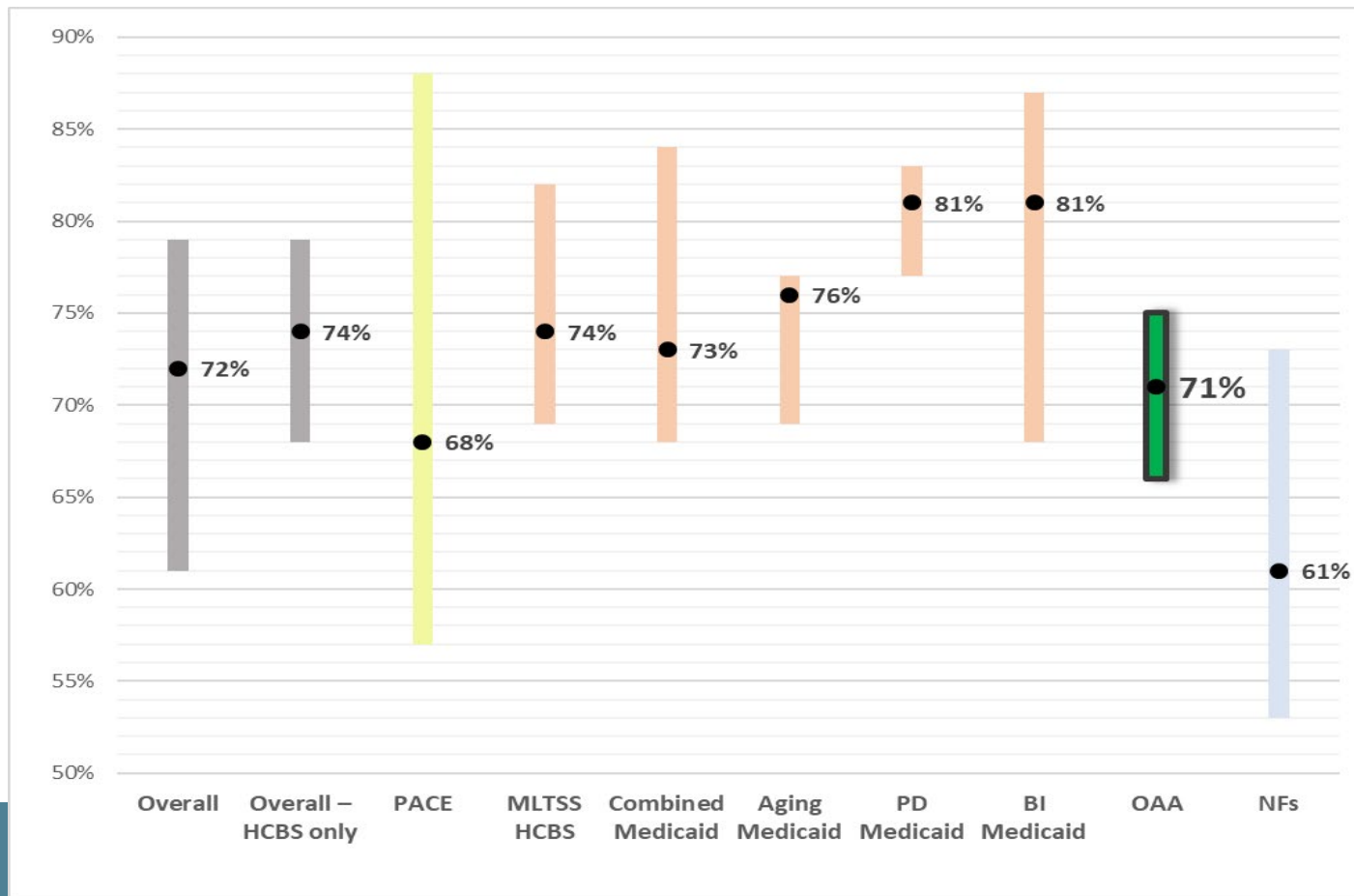
Proportion of people with concerns about falling or being unstable (risk-adjusted)

NCI and NCI-AD
2017-2018 Data: Employment

	NCI	NCI-AD
Has a paid job in the **community**	18%[1]	2%[2]
Volunteers	**31%**	**10%**
Would like a job[3]	**54%**	**20%**
Would like to volunteer		26%
Has community employment as a goal in the service plan[4]	29%	
Had someone discuss job options with them[5]		18%

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NCI and NCI-AD
2017-2018 Data: Service Coordination

	NCI	NCI-AD
Able to contact[1] case manager when needs to	**88%**	**79%[2]**
Staff come and leave when they are supposed to	**92%**	**86%**
Case manager asks what person wants	88%	
Case manager has talked about services that might help with needs and goals		52%
Was able to choose services as part of service plan	79%	
Can choose or change the kind of services that gets[3]		67%

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LTSS Quality Activities

CMS

AARP

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Medicaid & CHIP Adult Core Set

- In place since 2014; mandated by the ACA

- Voluntary reporting by State Medicaid Agencies

- Measures focus on acute and behavioral health care; LTSS measures recently included

- Behavioral health measures will be mandatory in 2024

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Medicaid & CHIP Adult Core Set

- In May, a CMS Technical Expert Panel recommended NCI and NCI-AD for inclusion in the Core Set in 2020

- NCI and NCI-AD were the only recommended LTSS measures; TEP declined to recommend HCBS CAHPs

- CMS considered TEP recommendation and ultimately decided to add NCI to the Core Set!

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Medicaid & CHIP (MAC) Scorecard

- Intended to highlight state and federal accountability in the Medicaid and CHIP Program

- Majority of the measures in the Scorecard are drawn from the CMS Medicaid and CHIP Core Sets

- Includes measures voluntarily reported by states, as well as federally reported measures in 3 areas:
  1. state health system performance;
  2. state administrative accountability; and
  3. federal administrative accountability

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MAC Scorecard

- Scorecard 1.0 included only one LTSS measure

- Significant pushback from stakeholders

- ADvancing States made recommendation for Scorecard 2.0:
  - include the status of states using national, validated consumer experience surveys
  - State would get 'credit' in scorecard for fielding NCI, NCI-AD or HCBS CAHPS

- Scorecard 2.0 includes state use of experience of care surveys for LTSS

MAC Quality Rating System

- Medicaid managed care final rule effective June 2016; established requirement for managed care QRS

  - QRS to include measures for acute care as well as LTSS

- CMS (Quality Group) convened Technical Expert Panel in 2017 to identify measures

- ADvancing States arranged a listening session with CMS in June 2017 to share feedback and discuss measures specific to MLTSS programs

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MAC Quality Rating System

- CMS stopped work for 2 years

- Convened new Technical Expert Panel in August 2019
  - Our Executive Director, Martha Roherty, represents ADvancing States

- ADvancing States arranged a 2nd listening session with CMS on November 8, 2019 with MLTSS states

- Proposed QRS will be published in Federal Register with opportunity for comment

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MAC Quality Rating System

- CMS current thinking for MLTSS programs:

  - 8 CMS-developed MLTSS measures

    - https://www.medicaid.gov/medicaid/managed-care/downloads/ltss/mltss-measures-faq.pdf

  - Beneficiary experience measures in select domains

Person-Centered Planning and Coordination	Community Inclusion
Choice and Control	Satisfaction with Caregiver
Beneficiary Safety	

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HCBS Recommended Measure Set

- New Quality Director in DEHPG produced HCBS quality strategic plan last fall
  - Pull together all disparate CMS activities around HCBS quality
    - Measure development
    - Assess current waiver quality framework
    - Identify and provide TA to states
  - Asked state associations (us, NASDDDS, NAMD, NASHPD) to partner on 3 critical areas: Health and Welfare, Quality Measurement and Reporting (QMR) and Managed Care

NOTE: At the same time, ACL & CMS pulled together associations and MLTSS plans to discuss specific interests of MLTSS in HCBS quality measurement

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STATES

HCBS Recommended Measure Set

- QMR Workgroup started in April 2019

- Early June, CMS announced they would be issuing a 'recommended set of HCBS measures' in response to states' asking for help in identifying standardized measures

- Principles for measure selection:

  - Consistent with NQF domains for HCBS quality

  - Intended by CMS to be adopted IN WHOLE

  - Valid and reliable with scientific rigor; preference for cross-population measures

  - Delivery-system agnostic (ie apply to both FFS and MLTSS)

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HCBS Recommended Measure Set

- CMS agreed to publish a Request for Information (RFI) to get formal stakeholder feedback
  - RFI will not only explain rationale and approach but will include suggested measures for feedback

- Associations submitted NCI and NCI-AD measures for consideration in September

- December 2019 – Expected release of RFI
  - Via Medicaid.gov

AARP Scorecard

- National Advisory Panel for LTSS Scorecard looking to add an HCBS Quality Measure

- AARP is gaining insight and talking with states about what tools or measures they use and why

- Most recent NAP meeting was in mid-December

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ADvancing States Efforts

- Pushing CMS to rethink waiver quality process
  - Systemic remediation for performance measures falling below 86% promotes a compliance, not quality improvement approach
  - How to improve quality with meaningful, outcomes-based metrics

- Working with our interested NCI-AD states to identify potentially usable indicators for waiver assurances/sub assurances

HCBS Conference

Hosted annually by ADvancing States

August 31-September 3
Washington, DC

Call for Sessions Now Open | advancingstates.org

Q&A/Discussion

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