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HCBS Quality Framework Development

Webinar

June 28, 2017 2pm EST



Webinar Agenda

I. Introduction

II. Presentations:

- I. National Quality Forum: Kim Ibarra, MSc, Senior Program Manager
- II. The SCAN Foundation: Bruce Chernof, MD, FACP, President and Chief Executive Officer

III. Question and Answer Session

IV. Closing



Addressing Performance Measure Gaps in Home and Community-Based Services to Support Community Living

Kim Ibarra
Senior Project Manager

June 28, 2017

Roadmap

Introduction: NQF and the HCBS
Quality Project



A Deeper Dive into the Committee's
Recommendations



Prioritized Domains, Subdomains,
and Example Recommendations

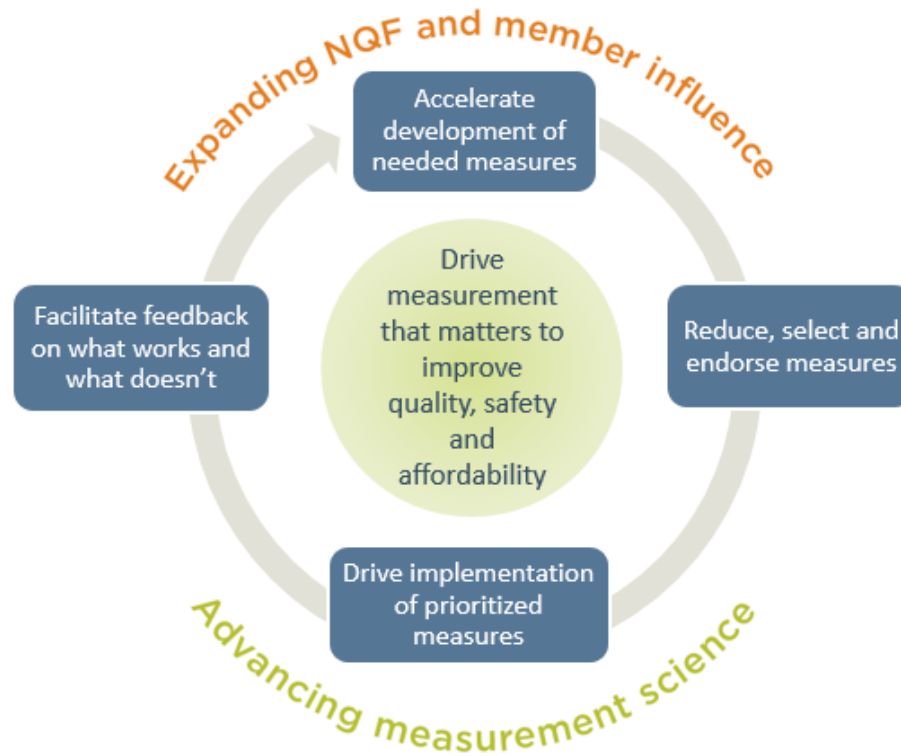


Conclusion: A Path Forward

Introduction to NQF and the HCBS Quality Project

What is the National Quality Forum?

The National Quality Forum's (NQF) mission is to lead national collaboration to improve health and healthcare quality through measurement.



NQF **leads, prioritizes** and **collaborates** to drive measurable improvements in health and healthcare.

A New Frontier for NQF...

**Addressing Performance Measure Gaps
in Home and Community-Based Services
to Support Community Living**

Project Purpose and Objectives

- Provide multi-stakeholder guidance on the highest priorities for measurement of home and community-based services that support high-quality community living
- Create a conceptual framework for measurement, including an HCBS definition
- Perform a synthesis of evidence and environmental scan for measures and measure concepts
- Identify gaps in HCBS measures based on the framework and environmental scan
- Make recommendations for advancing HCBS quality measurement

Multistakeholder Committee

- Joe Caldwell (Co-Chair), National Council on Aging
- Stephen Kaye (Co-Chair), University of California San Francisco
- Robert Applebaum, Scripps Gerontology Center, Miami University
- Kimberly Austin-Oser, Anthem, Inc.
- Suzanne Crisp, Public Partnership Limited
- Jonathan Delman, University of Massachusetts Medical School
- Camille Dobson, National Association of States United for Aging and Disabilities
- Sara Galantowicz, Abt Associates Inc.
- Ari Houser, AARP Public Policy Institute
- Patti Killingsworth, Bureau of TennCare
- Charlie Lakin, National Institute on Disability and Rehabilitation Research (former)
- Clare Luz, Michigan State University
- Sandra Markwood, National Association of Area Agencies on Aging
- Barbara McCann, Interim Health Care
- Sarita Mohanty, Kaiser Permanente Northern California
- Gerry Morrissey, The MENTOR Network
- Ari Ne'eman, Autistic Self Advocacy Network
- Andrey Ostrovsky, Care at Hand (former)
- Mike Oxford, Topeka Independent Living Resource Center
- Lorraine Phillips, University of Missouri
- Mary Smith, Illinois Division of Mental Health
- Anita Yuskauskas, Pennsylvania State University

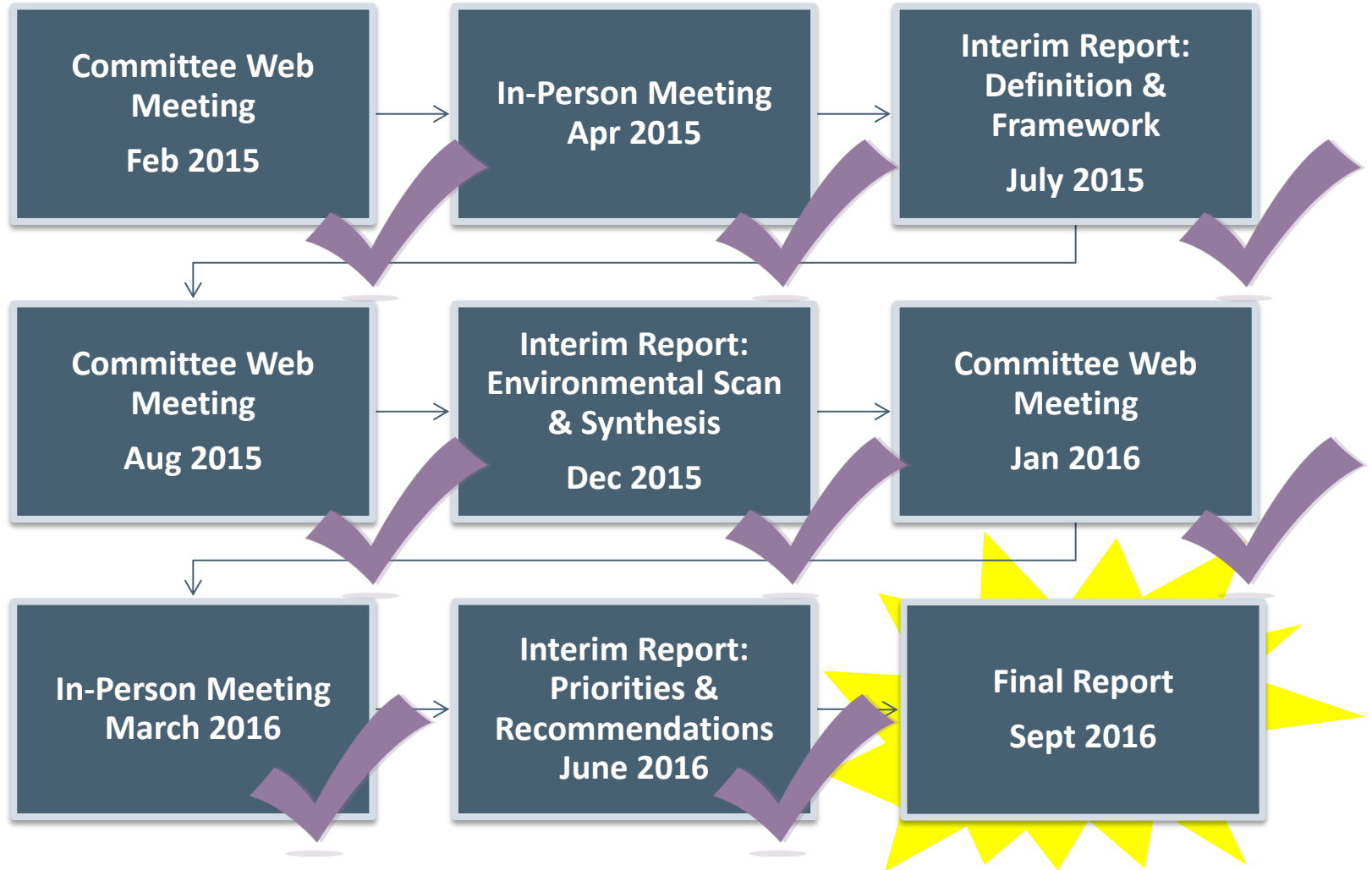
Federal Advisory Group

- Sophia Chan, CMS
- Eliza Bangit, ACL
- Ellen Blackwell, CMS
- Mike Smith, CMS
- Elizabeth Ricksecker, CMS
- D.E.B. Potter, ASPE
- Lisa Patton, SAMHSA

NQF Staff

- Margaret Terry, Senior Director
- Rachel Roiland, Senior Project Manager
- Andrew Anderson, Senior Project Manager
- Desmirra Quinnonez, Project Analyst

Key Milestones



Quality in Home and
Community-Based
Services to Support
Community Living:

Addressing Gaps in
Performance Measurement

FINAL REPORT
SEPTEMBER 2016



NATIONAL
QUALITY FORUM

This report is funded by the Department of Health
and Human Services under contract HHSM-500-
2012-00009I, Task Order HHSM-500-T0014.

Quality in Home and Community- Based Services to Support Community Living: Addressing Gaps in Performance Measurement

What is ACL's Interest in HCBS Quality?

- HCBS Definition
- Characteristics of High Quality HCBS
- Conceptual Framework
- Overview of the 11 HCBS Domains
- Identification of barriers to measuring HCBS quality
- Overview of Global Recommendations

Presentation by Eliza Navarro Bangit, JD, Director of the Office of Policy and Analysis and Development on May 10, 2017

HCBS refers to an array of services and supports delivered in the home or other integrated community setting that promote the independence, health and well-being, self-determination, and community inclusion of a person of any age who has significant, long-term physical, cognitive, sensory, and/or behavioral health needs.

Conceptual Framework



A Deeper Dive into the Committee's Recommendations

Committee Recommendations

Global Recommendations

- Address overall approaches to quality measurement in HCBS

Domain-Specific Recommendations

- Short-term: measures ready for implementation or expansion in the near future
- Intermediate: further development needed on existing measures
- Long-term: more research is needed, particularly around building an evidence base to support measure development

Global Recommendations

- Support quality measurement across all domains and subdomains
- Build on existing quality measurement efforts
- Develop and implement a standardized approach to data collection, storage, analysis, and reporting
- Ensure emerging technology standards, development, and implementation are structured to facilitate measurement
- Triangulate HCBS quality measurement using an appropriate balance of measure types and units of analysis
- Develop a core set of standard measures for use across the HCBS system, along with a menu of supplemental measures that are tailorable to the population, setting, and program
- Convene a standing panel of HCBS experts to evaluate and approve candidate measures

Prioritized Domains, Sub-Domains, and Example Domain-Specific Recommendations

Service Delivery and Effectiveness

Definition: Level to which services are provided in a manner consistent with a person’s needs, goals, and preferences that help the person to achieve desired outcomes

Subdomains

- *Delivery*
- *Person’s needs met and goals realized*

Example Recommendations

Short-Term	Expand implementation of process measure concepts related to the person’s needs met and goals realized subdomain.
Intermediate	Support measure development for the delivery subdomain, focus on identifying specific aspects of service delivery that are important to HCBS consumers
	Invest in developing person-centered outcome measures

Person-Centered Planning and Coordination

Definition: An approach to assessment, planning, and coordination of services and supports that is focused on the individual's goals, needs, preferences, and values.

Subdomains

- *Assessment*
- *Person-centered planning*
- *Coordination*

Example Recommendations

Short-Term	Review existing measure concepts in the assessment subdomain to evaluate whether changes can be made to make them more generalizable.
Intermediate	Promote a balanced approach to development and use of system and individual-level measures for each subdomain

Choice and Control

Definition: Level to which individuals who use HCBS, on their own or with support, make life choices, choose their services and supports, and control how those services and supports are delivered.

Subdomains

- *Personal choices and goals*
- *Choice of services and supports*
- *Personal freedoms and dignity of risk*
- *Self-direction*

Example Recommendations

Short-Term	Assess the evidence for and scientific acceptability of measure concepts and instruments currently in use.
Intermediate	Develop structure quality measures to assess program practices and designs that promote Choice and Control

Community Inclusion

Definition: Level to which people who use HCBS are integrated into their communities and are socially connected, in accordance with personal preferences.

Subdomains

- *Social connectedness and relationships*
- *Meaningful activity*
- *Resources and settings to facilitate inclusion*

Recommendations

Short-Term	Test the validity and reliability, and expand use of process and structure measure concepts related to the meaningful activity subdomain.
Intermediate	Support efforts to further examine how to operationalize the construct of Community Inclusion and develop outcome quality measures for this domain.

Caregiver Support

Definition: Level of support available to and received by family caregivers or natural supports of individuals who use HCBS.

Subdomains

- *Family caregiver/natural support well-being*
- *Training and skill-building*
- *Family caregiver/natural support involvement*
- *Access to resources*

Example Recommendations

Short-Term	Ensure records/care plans identify family caregivers/natural supports, with consumer consent as appropriate.
Long-Term	Develop infrastructure to collect and manage data on family caregiver/natural support well-being, training, and involvement, and the availability and use of resources.

Workforce

Definition: Adequacy, availability, and appropriateness of the paid HCBS workforce.

Subdomains

- *Person-centered approach to services*
- *Demonstrated competencies, when appropriate*
- *Safety and respect for the worker*
- *Sufficient workforce numbers, dispersion, and availability*
- *Adequately compensated, with benefits*
- *Culturally competent*
- *Workforce engagement and participation*

Example Recommendations

Short-Term

Identify or develop measures of worker retention and turnover, worker wages and benefits, worker satisfaction, worker training and skill competency.

Human and Legal Rights

Definition: Level to which the human and legal rights of individuals who use HCBS are promoted and protected.

Subdomains

- *Freedom from abuse and neglect*
- *Optimizing the preservation of legal and human rights*
- *Informed decision-making*
- *Privacy*
- *Supporting individuals in exercising their human and legal rights*

Example Recommendations

Short-Term

Identify measures of human and legal rights currently in use in HCBS programs, assess their validity and reliability, and expand their use .

Equity

Definition: extent to which all dimensions of holistic health are assessed and supported.

Subdomains

- *Individual health and functioning*
- *Health promotion and prevention*

Example Recommendations

Short-Term	Identify reliable and valid health and functional assessment tools commonly used in community settings from which standardized quality measures could be developed
Intermediate	Identify and develop standardized quality measures derived from health and functional assessment tools routinely used in community settings

Holistic Health and Functioning

Definition: Extent to which all dimensions of holistic health are assessed and supported.

Subdomains

- *Individual health and functioning*
- *Health promotion and prevention*

Example Recommendations

Short-Term	Identify reliable and valid health and functional assessment tools commonly used in community settings from which standardized quality measures could be developed
Intermediate	Identify and develop standardized quality measures derived from health and functional assessment tools routinely used in community settings

System Performance and Accountability

Definition: Extent to which the system operates efficiently, ethically, transparently, and effectively in achieving desired outcomes.

Subdomains

- *Financing and service delivery structures*
- *Evidence-based practice*
- *Data management and use*

Example Recommendations

Short-Term	Expand the use of measures and measure concepts related to rebalancing, waiting lists, and unmet need.
Intermediate	Develop a uniform measure of HCBS waiting lists.
Long-Term	Evaluate promising practices in HCBS delivery through the lens of the Committee's HCBS quality framework

Consumer Leadership in System Development

Definition: Level to which individuals who use HCBS are well supported to actively participate in the design, implementation, and evaluation of the system at all levels.

Subdomains

- *System supports meaningful consumer involvement*
- *Evidence of meaningful consumer involvement*
- *Evidence of meaningful caregiver involvement*

Example Recommendations

Short-Term	Allocate resources necessary for developing consumer leadership reporting
Intermediate	Develop structure, process, and outcome measures to assess the subdomains of consumer leadership in system development

Conclusion: A Path Forward

A Path Forward for HCBS Quality Measurement

- Develop and test measures that capture the many facets of HCBS quality
- Implement NQF-endorsed measures
- Establish and/or strengthen infrastructure to support quality measurement
- Continue multistakeholder collaboration and efforts to improve the quality of HCBS and help consumers achieve their goals of living healthy, meaningful lives in their own communities

THANK YOU

What Matters Most: Essential Attributes of a High-Quality System of Care for Adults with Complex Care Needs

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President & CEO**

Working Group Members

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Executive Director
Long Term Quality Alliance

Melanie Bella

Independent Consultant

Rich Bringewatt

Co-Founder and CEO
National Health Policy Group

Co-Founder and Chair
SNP Alliance

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President
National Committee for Quality
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Pam Parker

Medicare-Medicaid Integration
Consultant
Minnesota Department of Human
Services

Carol Regan

Senior Advisor
Community Catalyst, Center for
Consumer Engagement in Health
Innovation

Key Definitions

Essential Attribute

A feature regarded as a characteristic or inherent part of care delivery by providers serving adults with complex care needs, which affects its success or failure.

Adults with complex care needs

Individuals having two or more mental and/or physical chronic conditions, and additional functional limitations that collectively have an effect on health status and quality of life.

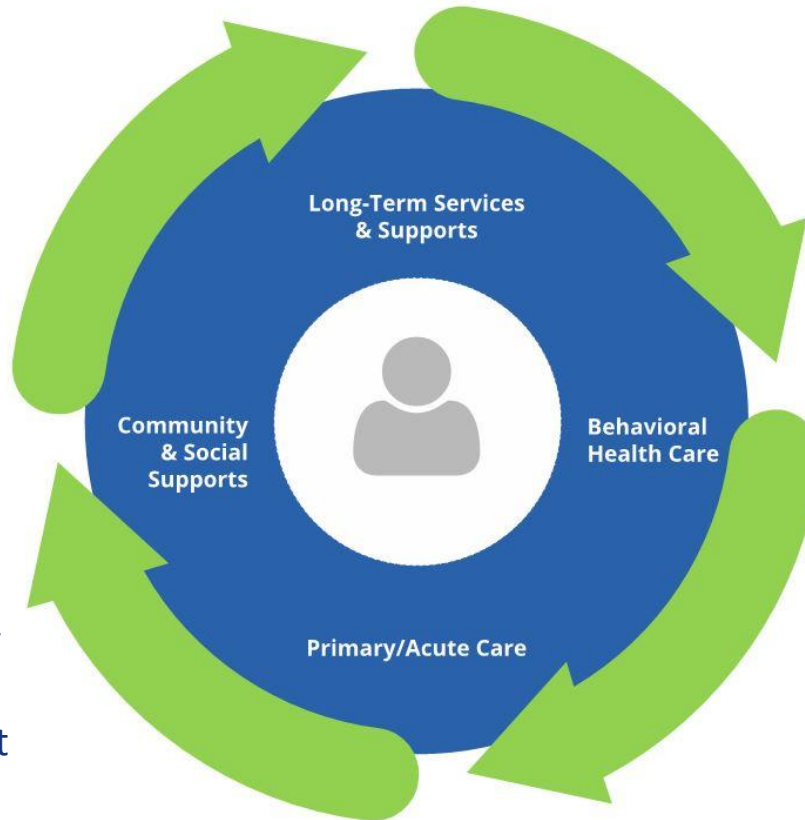
Essential Attributes

Attribute 1:

Each individual's range of needs and goals, both medical and non-medical, as well as for family/caregivers, are identified and re-evaluated on an ongoing basis to drive care plans.

Attribute 4:

Individuals and their family/caregivers continually inform the way the delivery system is structured to ensure that it is addressing their needs and providing resources tailored to them.



Attribute 2:

Each individual's needs are addressed in a compassionate, meaningful, and person-focused way and incorporated into a care plan that is tailored, safe, and timely.

Attribute 3:

Individuals have a cohesive, easily navigable delivery system so that they can get the services and information they want by themselves or with support when needed, and avoid the services they do not need or want.

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Essential Attributes At Work

National Quality Forum

- Essential Attributes of a High-Quality System of Care:
How Communities Approach Quality Measurement

Nation Committee for Quality Assurance

- Person Driven Outcome Measures

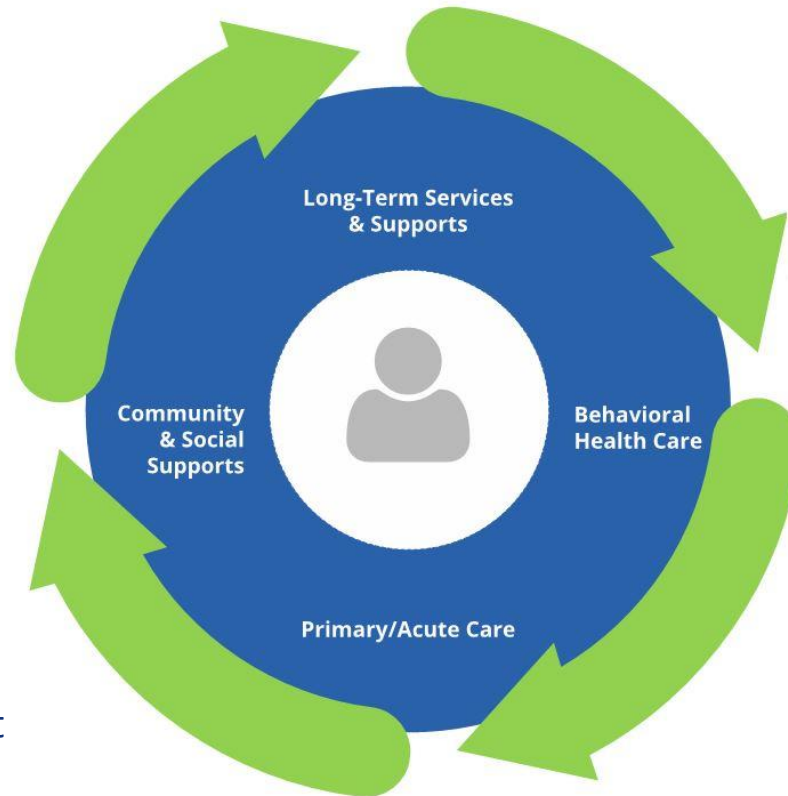
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Our Vision:

A society where older adults can access health and supportive services of their choosing to meet their needs.

Our Mission:

To advance a coordinated and easily navigated system of high-quality services for older adults that preserve dignity and independence.

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Q&A SESSION

Next Webinar: August 16, 2pm EST

Representatives from Human Services Resource Institute and the University of Minnesota Research Rehabilitation Training Center will discuss survey development and its importance in HCBS quality measurement.

The materials from this webinar will be posted at the link below:
<https://www.acl.gov/programs/strengthening-aging-and-disability-networks/improving-quality-services>

Please also visit this website for further information and resources on HCBS quality.

Any questions or feedback may be e-mailed to HCBS-Quality@acl.hhs.gov.