



# Sharpening Expectations

New Directions in Quality at CMS

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# Background

- Two waivers
  - Community Pathways
    - 11,100 “slots”
    - Provider-Managed
  - New Directions
    - 300 “slots”
    - Participant-Directed
- Renewal July 1, 2008
- “It’s not easy being green...”
  - Technical Assistance



# Bringing People Together




- 2 Day “Retreat”
- Facilitated by HSRI
- Self-Advocates, Family Members, Providers, Advocacy Organizations, Resource Coordinators (case managers), Office of Health Care Quality, Medicaid, Developmental Disabilities Regional Offices, Protection & Advocacy System, Developmental Disabilities Council

# The Brainstorm

DOMAINS/ OUTCOMES	PERFORMANCE INDICATORS	CMS Assurance (Key Below)	DATA/ INFORMATION SOURCES <i>(resp. party, freq., sample)</i>	Remediation <i>(resp. party, freq.)</i>	DATA/ INFORMATION SOURCE GAPS/ISSUES
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- Over 60 Outcomes
  - People are healthy
  - People make choices about where they live
- 1-4 Indicators per Outcome
  - Proportion of medical issues identified where there was not timely follow-up
  - Proportion of people who report that they chose where they live
- 1-3 Data Sources per Indicator
  - OHCQ and Quality Assurance Team Surveys
  - Ask Me! Survey
- Remediation Strategies
  - Training and Technical Assistance
  - Citations/Plans of Correction
  - License Revocation



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- If quality means different things to different people, do our systems have the integrity to support (and encourage) those differences?

**in·teg·ri·ty**

1 : firm adherence to a code of especially moral or artistic values : incorruptibility

2 : an unimpaired condition : soundness

3 : the quality or state of being complete or undivided : completeness

**synonyms see honesty**

# Narrowing It Down



## ■ Administrative Authority

### □ 3 Measures

- DDA will submit to the Office of Health Services an annual HCBS Waiver Review Report on waiver quality performance measures including aggregate data, trends, remediation efforts, and system improvements.

## ■ Level of Care

### □ 4 Measures

- On a biannual basis, DDA will monitor a sample of initial LOC determinations from each regional office for appropriateness.
- On a biannual basis, DDA will monitor the number of LOC determinations revised as a result of Medicaid Fair Hearings and Department of Human Resources (DHR) Disability Review Team assessments.

\*\*Time Sampling, Disproportionate Sampling, 100% Reviews



# Narrowing It Down

## ■ Health and Welfare

### □ 5 measures

- Number of incident reports involving unauthorized or inappropriate use of restraints.
- Number of direct care staff that receive training on positive behavior supports.

## ■ Financial Accountability

### □ 3 measures

- Number of licensed providers with completed annual independent audits.



# And for Participant Direction?


## ■ Health and Welfare

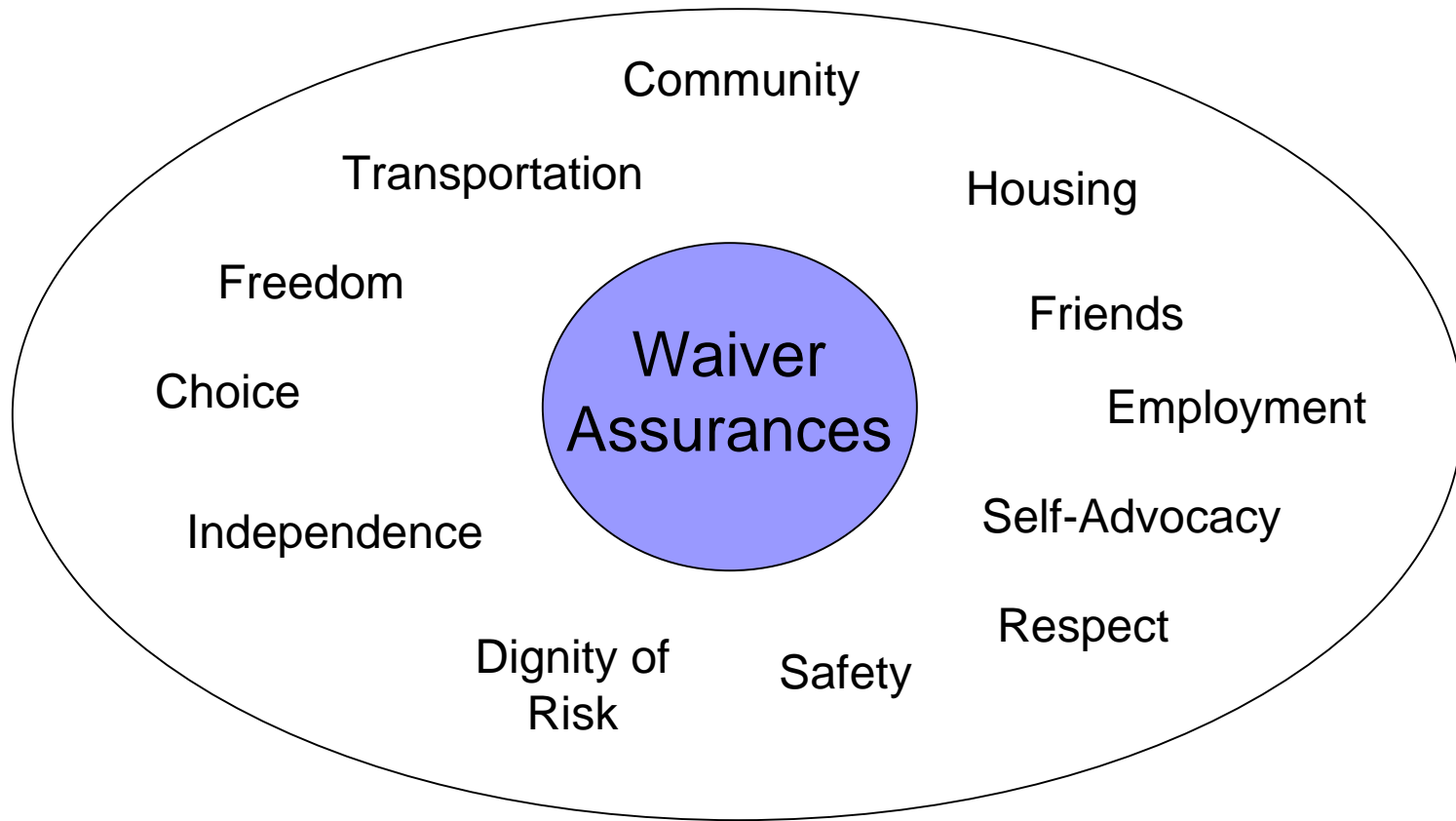
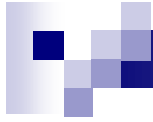
- Individuals receive the nursing care specified in their IP&Bs. • Percent of nursing care used based on budget utilization.

## ■ Financial Accountability

- Fiscal Management Services (FMS) are responsible for completing all CMS 1500s in accordance with the DDA-approved Individual Plan and invoices/timesheets received.



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- Ask Me!
  - Resource Coordination/Case Management
  - Licensing
  - Quality Assurance Plan system
  - Training and Technical Assistance
  - Policy on Reportable Incidents
  - Office of Health Care Quality Survey
  - DDA Quality Assurance Review Team Site Visit
  - Complaint System
  - Stakeholder Input
  - Financial Audits
  - Internal Audits/Sampling





## And as part of Systems Change...

- How do you reduce restraints becomes  
how do you eliminate the use of restraint?
- How do you ensure people are supported  
to receive follow-up medical care becomes  
how do we promote health in all aspects of  
people's lives?
- How do we give people choices becomes  
how do we empower people?



... It is a tool... a logic model

- That we can apply beyond our waiver quality measures
- That will help us examine our own processes as we undertake strategic planning
- That helps us create systems within which people can define what quality means in their own lives...



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