

# National Quality Inventory

**Gary Smith**

Human Services Research Institute

July 30, 2002



# HCBS Quality Inventory Project

- One of several CMS-sponsored initiatives focused on HCBS quality management and improvement
- Goal 1: Develop a framework for constructive dialogue concerning HCBS quality management and improvement
- Goal 2: Assemble a national inventory of state HCBS waiver quality management and improvement strategies

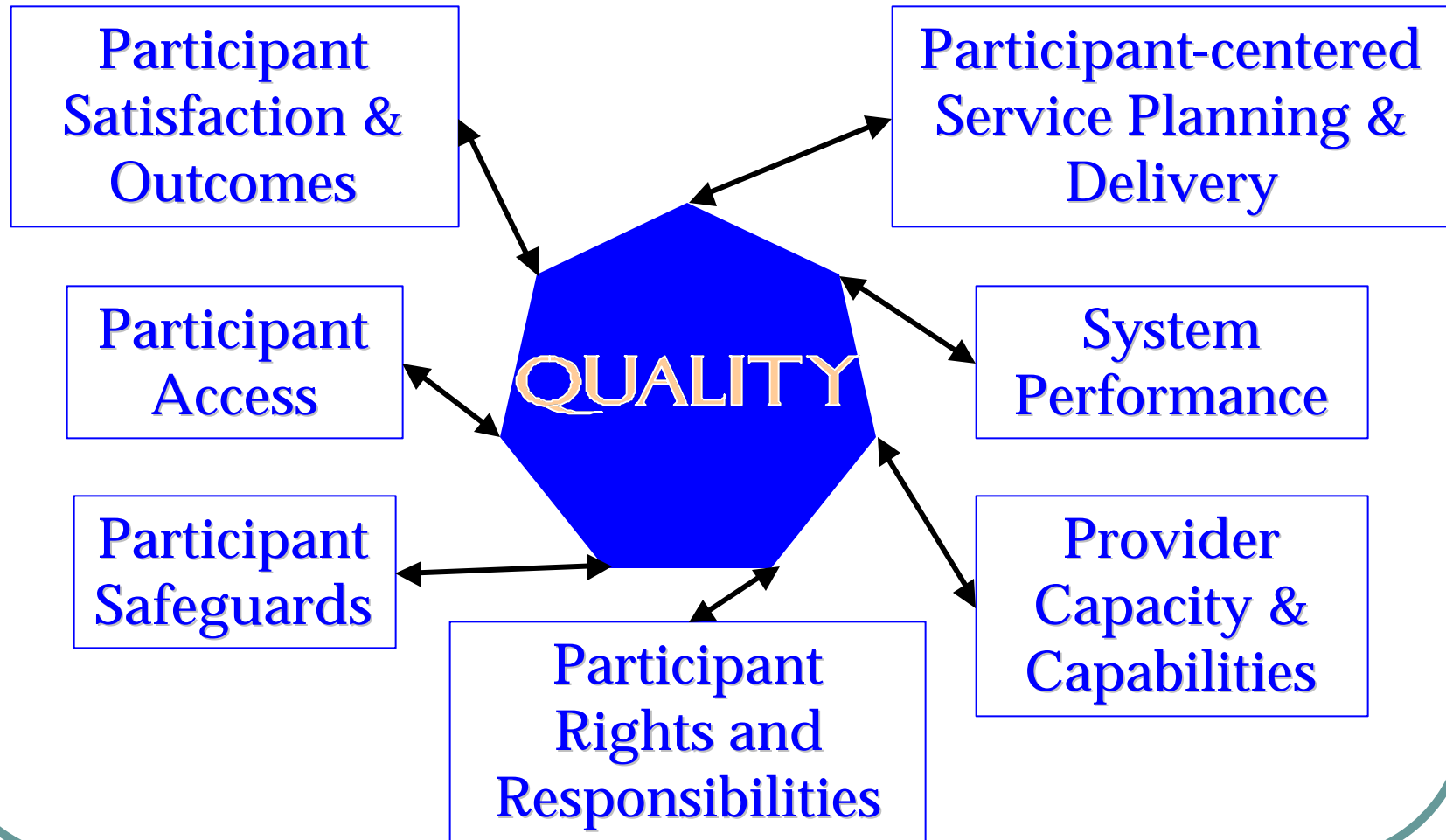
# Project information

- Project conducted on behalf of CMS/CMSO Disabled & Elderly Health Program Group (DEHPG)
- Four collaborators: NASDDDS, NASUA, MEDSTAT, HSRI
- NASDDDS/HSRI Focus: HCBS waiver programs for people with developmental disabilities
- NASUA/MEDSTAT Focus: HCBS waiver programs for older persons and working age adults with disabilities

# HCBS Quality Framework

- Purpose – Provide a common frame of reference in support of productive dialogue concerning quality of HCBS
- Framework expresses desired outcomes of HCBS quality management and improvement efforts across seven broad participant-centered domains
- Developed in collaboration with partner state associations

# Domains



# Subdomains

- Each domain is fleshed out in subdomains
- Subdomains also express desired outcomes

# For example ...

## **DOMAIN I: Participant Access**

**Desired Outcome:** *Individuals have ready access to home and community-based services and supports in their communities.*

### **I.A Information/Referral**

**Desired Outcome:** *Individuals and families can readily obtain information concerning the availability of HCBS, how to apply and, if desired, offered a referral.*

### **I.B. Intake and Eligibility**

#### **I.B.1 User-Friendly Processes**

**Desired Outcome:** *Intake and eligibility determination processes are understandable and user-friendly to individuals and families and there is assistance available in applying for HCBS.*

#### **I.B.2 Eligibility Determination**

**Desired Outcome:** *Each individual's need and eligibility for HCBS are assessed and determined promptly.*

#### **I.B.3. Referral to Community Resources**

**Desired outcome:** *Individuals who need services but are not eligible for HCBS are linked to other community resources.*

#### **I.B.4. Individual Choice of HCBS**

**Desired Outcome:** *Each individual is given timely information about available services to exercise his or her choice in selecting between HCBS and institutional services.*

#### **I.B.5 Prompt Initiation**

**Desired Outcome:** *Services are initiated promptly when the individual is determined eligible and selects HCBS.*

# Framework

- The Framework is not regulatory
- It does not specify “how-to”
- Emphasis: participant-centered results
- CMS continues to encourage comments and reactions



# Quality Inventory

- Aim 1: Improved understanding of current “state of the art” of state HCBS waiver quality management and improvement systems
- Aim 2: Employ results to aid CMS in identifying areas of future focus, including technical assistance and capability development

# The Quality Inventory Survey

- To accomplish this task, a survey will be conducted
- Two distinct but parallel surveys
  - HCBS waiver programs for people with developmental disabilities
  - HCBS waiver programs for older persons and working-age adults with disabilities
- Survey keyed to HCBS Quality Framework
- Survey will ask states about their quality management and improvement strategies

# Survey Development

- Survey instrument is being developed in collaboration with NASDDDS, NASUA, and NASMD
- Instrument has gone through successive drafts and review by Associations and CMS
- Close-ended, electronic format (e.g., drop down choices)

# Time Lines

- Survey will be completed by agency responsible for operating HCBS waiver program
- 9/15/2002: Preview version released through state associations
- 9/30/2002: Final version transmitted to Association members and state Medicaid directors
- 11/15/2002: Responses due

# Uses of Survey Information

- Survey information will not be used to create a “report card” or grade state quality management systems
- States are assured anonymity and confidentiality
- Report will be prepared for CMS describing the scope and extent of state quality management and improvement systems