Monitor, Evaluate and Respond: Use Measurement to Demonstrate Performance

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Welcome and Introductions

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  – National Committee for Quality Assurance (NCQA)
Agenda

About NCQA

NCQA’s LTSS Measurement Framework

Additional Resources
What we do, and why

**OUR MISSION**

*To improve the quality of health care*

**OUR METHOD**

- **Measurement**
  We can’t improve what we don’t measure

- **Transparency**
  We show how we measure so measurement will be accepted

- **Accountability**
  Once we measure, we can expect and track progress
Improving Quality Measurement for LTSS

NCQA’s LTSS standards and HEDIS LTSS measures provide a quality measurement framework.

Structure
- What resources or systems are in place?

Process
- What activities are done?

Outcomes
- What is the result?
LTSS Landscape

Why NCQA Created the LTSS Programs

Increase in use of home and community-based services to deliver LTSS
Shift in coordination of LTSS to managed care from fee-for-service
States seeking accountable, integrated health care delivery
Interest in improving the quality of care for people with complex care needs
NCQA’s LTSS Evaluation Programs

LTSS Programs

- Accreditation of Case Management for LTSS
- HP Accreditation w/ LTSS Distinction
- MBHO Accreditation w/ LTSS Distinction
- CM Accreditation w/ LTSS Distinction

Launched
- July 2016
- January 2017

HP = Health Plan
MBHO = Managed Behavioral Healthcare Organization
103 organizations have received accreditation, distinction or are in process.

79 organizations in 16 states with accreditation or distinction:
- 68 organizations with CM-LTSS Accreditation
- 10 health plans and 1 case management organization with LTSS Distinction
# State Adoption of NCQA’s LTSS Programs

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<th>NCQA CM-LTSS Accreditation Required for Providers</th>
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CM-LTSS Accreditation

LTSS 1: Program Description

LTSS 2: Assessment Process

LTSS 3: Person-Centered Care Planning

LTSS 4: Care Transitions

LTSS 5: Measurement and Quality Improvement

LTSS 6: Staffing, Training and Verification

LTSS 7: Rights and Responsibilities

LTSS 8: Delegation
CM-LTSS Accreditation Overview

**LTSS 1: Program Description**

Use current and emerging evidence and professional standards in the development, ongoing review and update of their programs.

**LTSS 2: Assessment Process**

Have a systematic process for assessing the needs and characteristics of the individuals it serves.

**LTSS 3: Person-Centered Care Planning**

Coordinate person-centered services for individuals by developing individualized case management plans and monitoring progress against the plans.

**LTSS 4: Care Transitions**

Establish a process for safe transitions and analyze the effectiveness of the process.
CM-LTSS Accreditation Overview

LTSS 5: Measurement and Quality Improvement
 Measure and work to improve individuals’ experience, program effectiveness and active participation rates.

LTSS 6: Staffing, Training and Verification
 Define staffing needs, provide staff with ongoing training and oversight, and verify health care staff credentials, where applicable.

LTSS 7: Rights and Responsibilities
 Communicate commitment to the rights of individuals and their expectations of individuals’ responsibilities, as well as mitigating critical incidents.

LTSS 8: Delegation
 Monitor the functions performed by other organizations for the health plan.
HEDIS LTSS Measures (2019)

- LTSS Comprehensive Assessment and Update
- LTSS Comprehensive Care Plan and Update
- LTSS Shared Care Plan with Primary Care Practitioner
- LTSS Reassessment/Care Plan Update after Discharge

- 4 first-year measures included in special HEDIS volume for health plans and CBOs
- Specified to use case management data
- Optional reporting to NCQA with no public reporting
- Data not audited

*Developed under contract with CMS and partnership with Mathematica Policy Research*
NCQA’s LTSS Measurement Framework: Key Takeaways

Demonstrates use of a nationally endorsed quality framework for people with complex care needs

Ensures the use of structured processes to manage care transitions and deliver person-centered care

Supports contracting between states, health plans and other case management organizations
Resources
NCQA Educational Resources
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