

BUILDING A CROSS WAIVER QUALITY IMPROVEMENT STRATEGY USING THE HCBS CAHPS[®] SURVEY

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- Recently added to CAHPS® consortium instruments
- CMS TEFT Demonstration – Experience of Care Tool
- Participant experience in areas important to the participant
 - Getting needed services, Communication with providers, Case managers, Choice of services, Personal safety, Community inclusion, Employment
- Rigorously tested, Cross-disability
- Interviewer format
- Alternate responses for increased accessibility

- Person-centered – aligned with CT philosophy
- Standardized and validated across disability populations and for diverse HCB services
 - Ability to compare programs
- Development aligned with CAHPS
 - Reflects what is important to beneficiaries
 - Rigorous review of testing methods and results
- Survey sponsor can determine frequency of use
- Publicly available from CMS

- Medicaid waiver quality assurance
- Program evaluation and QA for additional HCBS and rebalancing initiatives:
 - Money Follows the Person
 - Community First Choice
 - ACL No Wrong Door Business Case grant to CT State Unit on Aging: Veterans Directed Care and VA Community Based Services

- Completed 2nd year of use with all 5 DSS operated waivers
- Department of Mental Health and Addiction Services implemented this year
- Administered by QA staff – DSS, DMHAS, Contracted case management agencies
- UConn role: Online CATI/CAPI platform, ongoing management and analysis, training & technical assistance

DSS Medicaid Waiver Quality Assurance

- Operate 10 Medicaid Waiver Programs
- 6 directly administered by the Medicaid Agency
- 3 operated by the Developmental Disability Agency
- 1 operated by Mental Health Agency
- Also operate 1915i and 1915k state plan options

- Waiver Quality Assurance is multifaceted
 - State and Federal level
- QA for multiple, diverse waivers can be challenging and resource intensive
- Make use of all resources available
 - Administrative data, record reviews, onsite contractor audits, critical incidents, contractor surveys

- Inconsistent approach across waivers
- “Reinventing the wheel”
- Performance measures among waivers varied
- Evidence collection for CMS challenging
 - Participant experience data especially challenging
- Goal – One standard approach to reward quality and facilitate reporting

- Add HCBS CAHPS® Survey to CT's Medicaid waiver Quality Assurance tool box
- Use it to support a comprehensive, consistent approach to waiver quality management
 - Identify trends or areas in need of improvement
- Today's presentation describes 2 Medicaid waiver quality assurance areas which now employ HCBS CAHPS® survey data:
 - CMS Waiver Performance Measures
 - Case management contractor value-based payments for performance benchmarks

Utilizing HCBS CAHPS[®] Survey Data for Medicaid Waiver Performance Measures

- Multiple benefits of using HCBS CAHPS® survey data for CMS waiver performance measures
- One standardized survey, uniformly implemented
- Administration of HCBS CAHPS® survey built into care management agency contracts – CHCP (older adult), PCA, ABI
 - Annual, representative sample
- Suitable for annual CMS performance measures
- Use of HCBS CAHPS® survey as data source allows CT to establish uniform, cross-waiver performance measures

- Process of utilization of HCBS CAHPS® data for cross-waiver performance measures :
 - Standardization of performance measures across waivers using waiver renewals
 - Crosswalk of performance measures and HCBS CAHPS® items
 - Focus on participant experience items
 - Alignment between items from HCBS CAHPS® and several performance measures

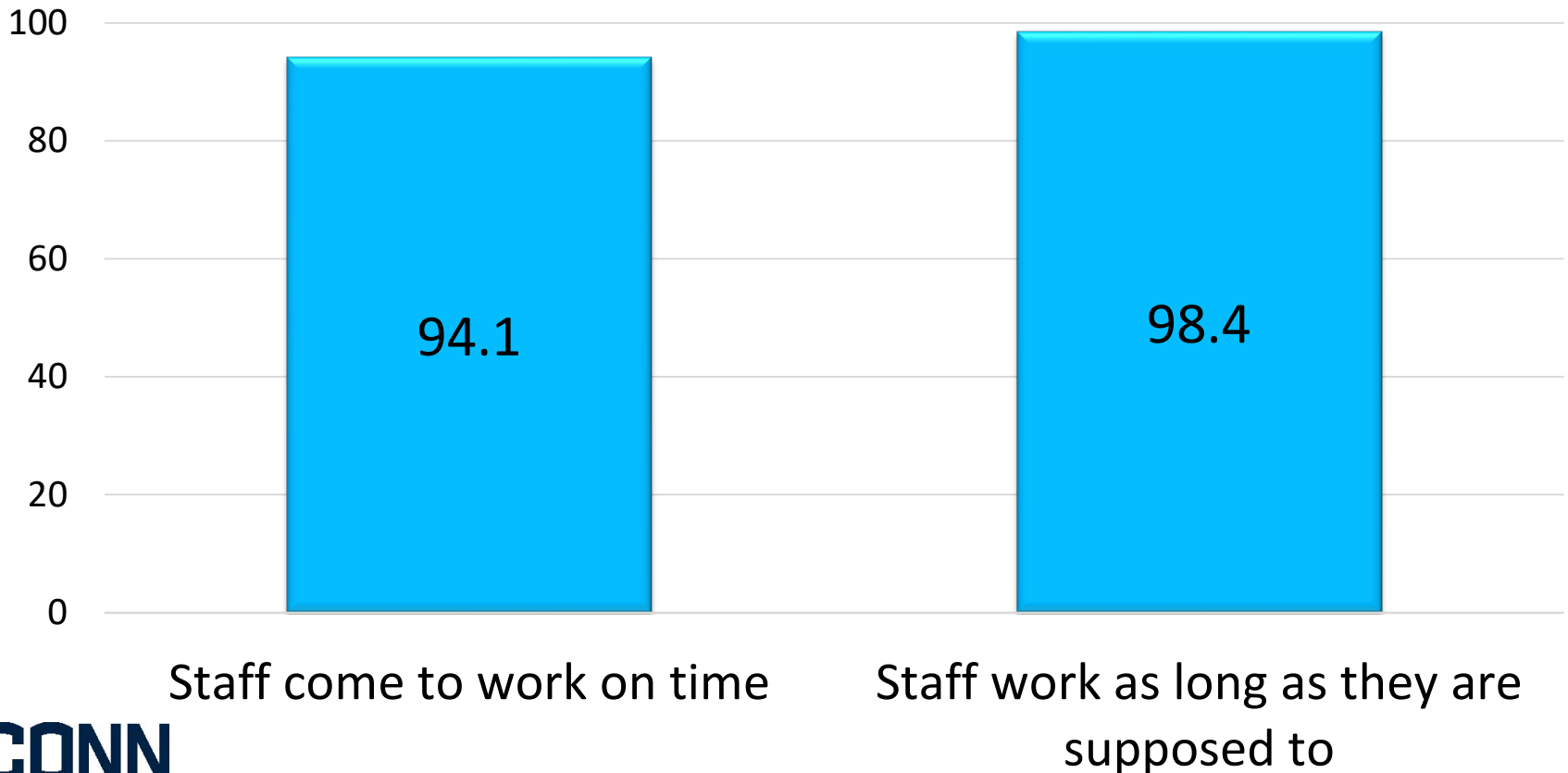
- Where we are now – Incorporation of HCBS CAHPS® survey data into the DSS Waiver Performance Measures
 - PCA – In current renewal under CMS review
 - ABI – Will submit with upcoming renewal
 - CHCP – Will include in next renewal submission
 - Future – Other DSS Medicaid programs

**CHCP and PCA Waiver
Performance Measures
using HCBS CAHPS[®] Survey Data**

- Participant-Centered Planning and Service Delivery
Quality Improvement: Service Plan
 - Methods for Discovery: The state demonstrates it has designed and implemented an effective system for reviewing the adequacy of service plans for waiver participants.

- Sub-assurance: Services are delivered in accordance with the service plan, including the type, scope, amount, duration and frequency specified in the service plan.
- 2 Performance Measures: Number and percent of waiver participants completing the HCBS CAHPS® survey who report that their personal assistance staff 1) Came to work on time, and 2) Worked as long as they are supposed to:
 - “In the last 3 months, how often did [staff] come to work on time?”
 - “In the last 3 months, how often did [staff] work as long as they were supposed to?”

CHCP Waiver Performance Measure: Services are delivered in accordance with the service plan (percentage)

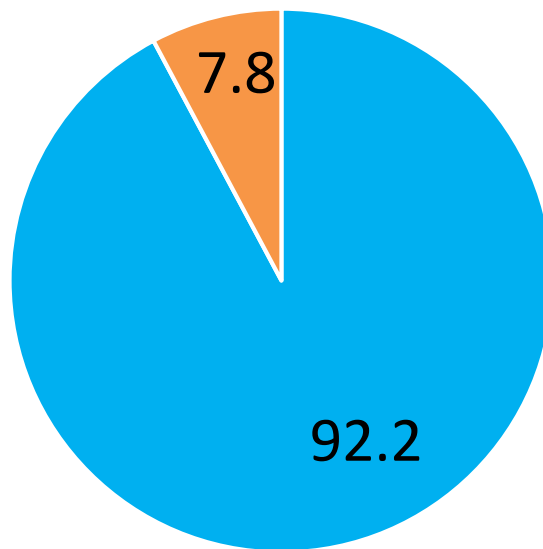


PCA Waiver Performance Measure: Services are delivered in accordance with the service plan (percentage)



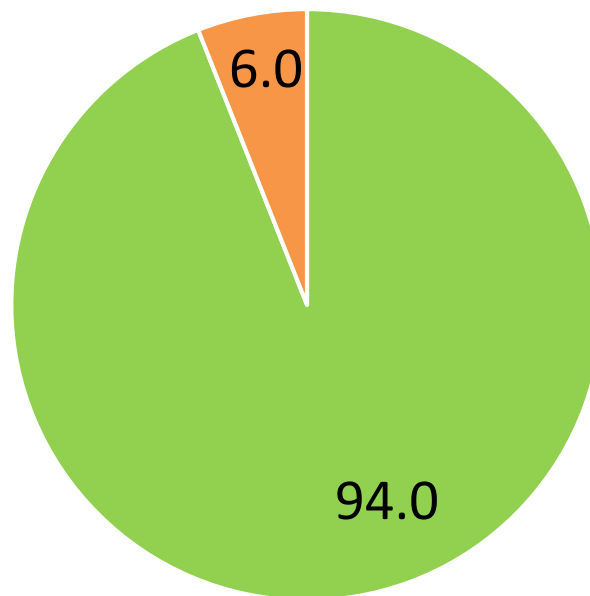
- Sub-assurance: Participants are afforded choice: Between/among waiver services and providers.
- Performance Measure: The number and percent of participants completing the HCBS CAHPS[®] survey who indicate that they can choose the services which matter to them.
 - “Did your service plan include [None, Some, Most, or All] of the things that are important to you?”

CHCP Waiver Performance Measure: Service plan includes the things that are important to the consumer (percentage)



■ Yes (Most, All) ■ No (Some, None)

PCA Waiver Performance Measure: Service plan includes the things that are important to the consumer (percentage)



■ Yes (Most, All) ■ No (Some, None)

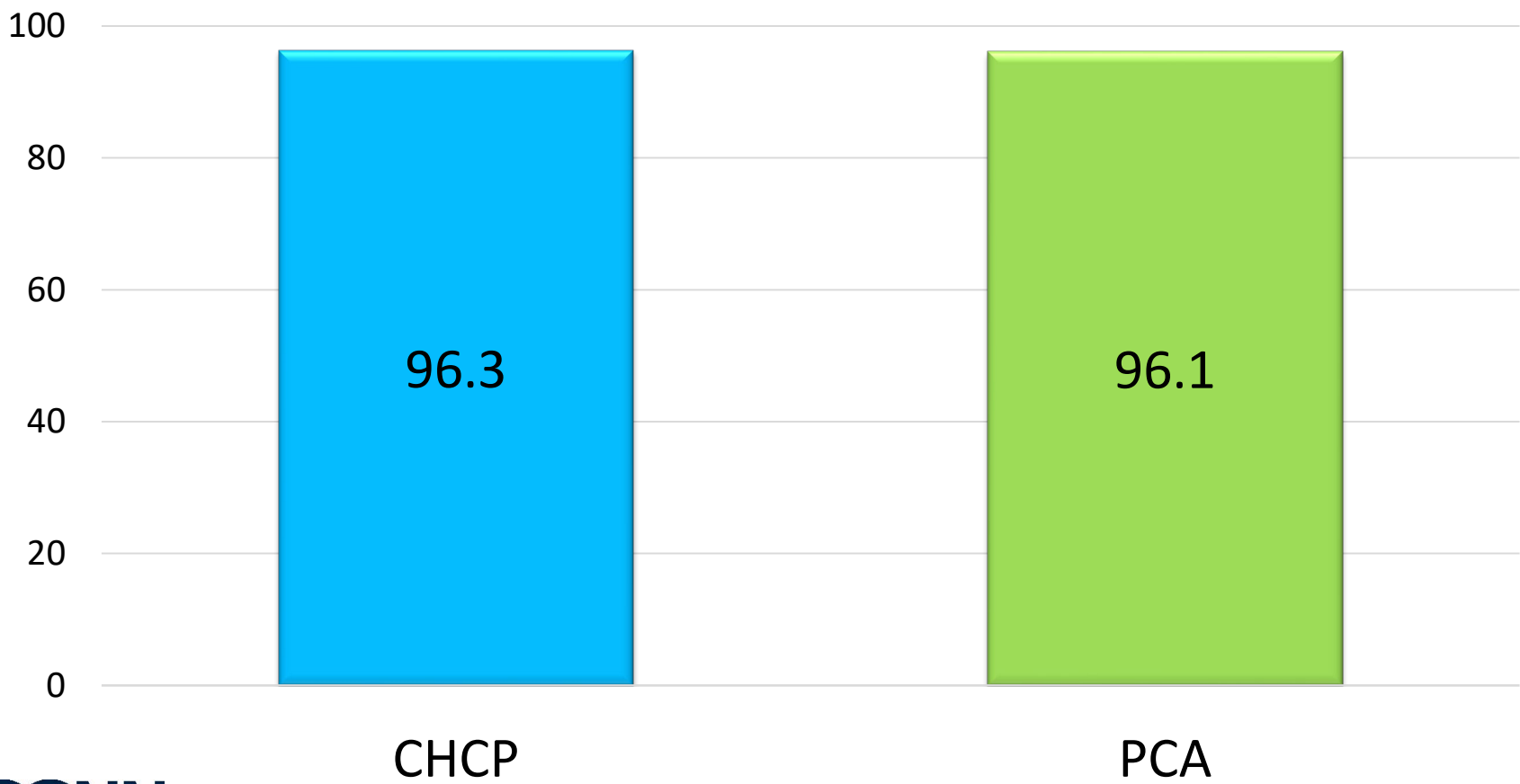
- Participant Safeguards Quality Improvement: Health and Welfare
 - Methods for Discovery: The state demonstrates it has designed and implemented an effective system for assuring waiver participant health and welfare.
 - Sub-assurance: The state demonstrates on an ongoing basis that it identifies, addresses and seeks to prevent instances of abuse, neglect, exploitation and unexplained death.

- Performance Measure:

The number and percent of participants completing the HCBS CAHPS[®] survey who respond affirmatively to questions regarding Safety and Respect, indicating that staff did not steal from them, staff did not yell or swear at them, and the participant has someone to talk to if someone hurts them.



CHCP and PCA Waiver Performance Measure: Personal safety and respect (percentage)



- Performance Measure: Number and percent of participants completing the HCBS CAHPS® survey who can identify someone to contact in case of emergency.

- “Who would you contact in case of an emergency?”

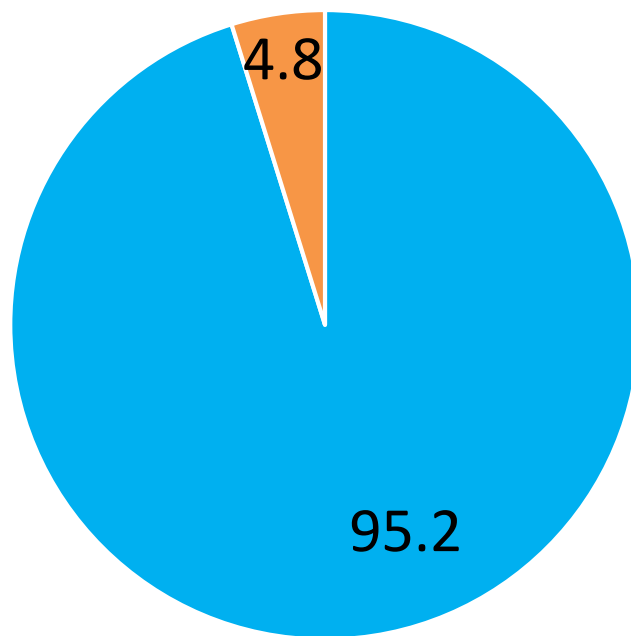
99% of CHCP and 100% of PCA waiver participants identified someone they would contact in case of an emergency

- Sub-assurance: The state demonstrates that an incident management system is in place that effectively resolves those incidents and prevents further similar incidents to the extent possible.
- Performance Measure: The number and percent of participants responding to the HCBS CAHPS[®] survey who indicate that none of their staff has hit them or hurt them.

- “In the last 3 months, did any [staff] hit you or hurt you?”
 - CHCP – No participants said staff had hit or hurt them. 2 participants indicated “Do not know.”
 - PCA – No participants said staff had hit or hurt them.

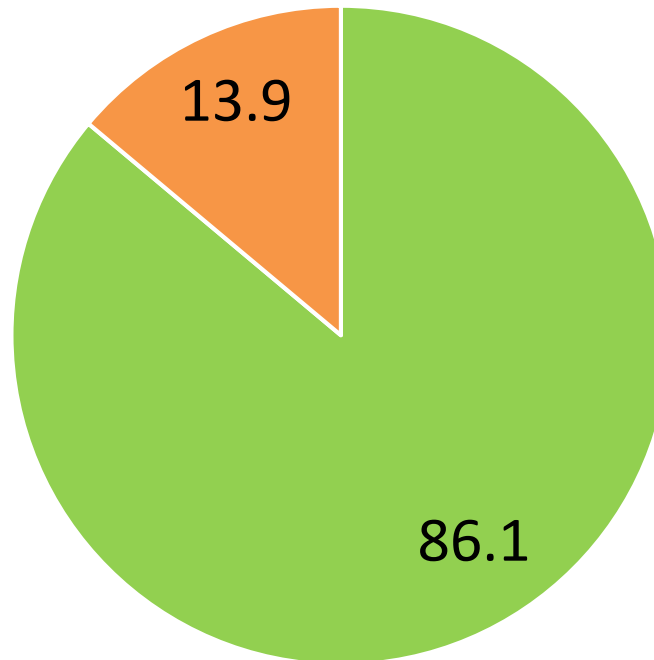
- Sub-assurance: The state establishes overall health care standards and monitors those standards based on the responsibility of the service provider as stated in the approved waiver.
- Performance Measure: The number and percent of waiver participants who express satisfaction with the quality of the services provided.
 - “How would you rate the help you get from your [personal assistance staff]?”
 - “How would you rate the help you get from your Care Manager?”

CHCP Waiver Performance Measure: Global Rating PCA Staff (percentage)



■ Excellent, Very good ■ Good, Fair, Poor

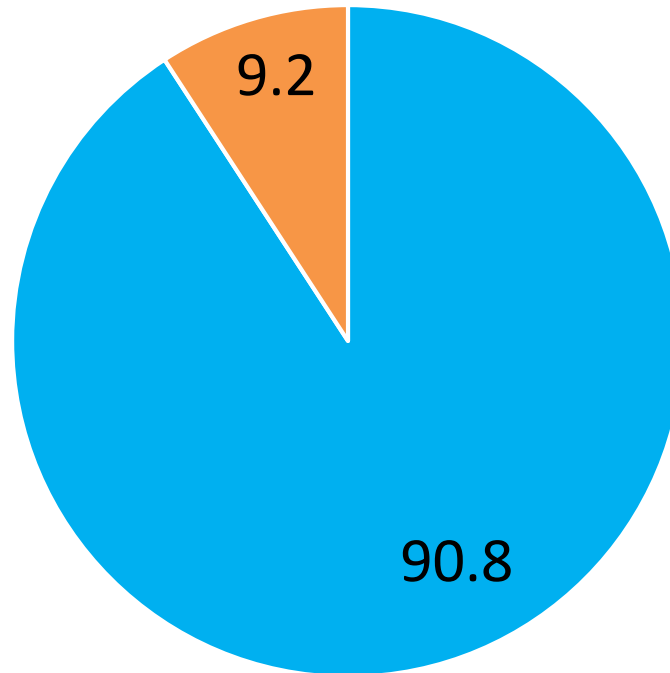
PCA Waiver Performance Measure: Global Rating PCA Staff (percentage)



■ Excellent, Very good

■ Good, Fair, Poor

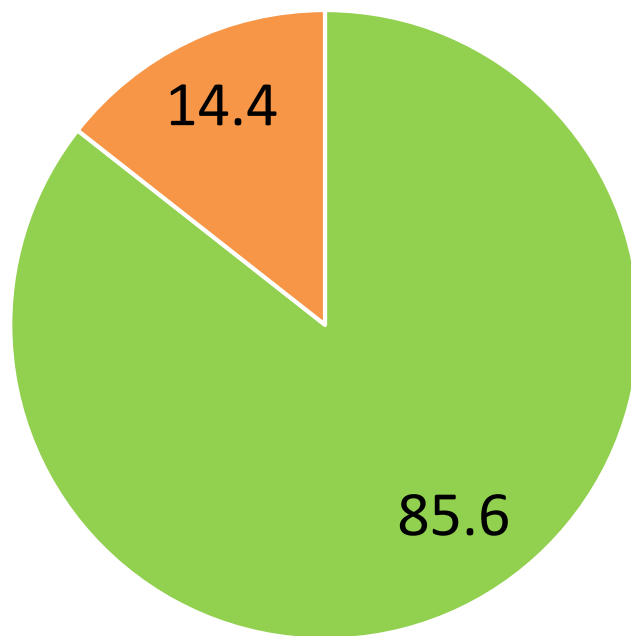
CHCP Waiver Performance Measure: Care Manager Global Rating (percentage)



■ Excellent, Very good

■ Good, Fair, Poor

PCA Waiver Performance Measure: Care Manager Global Rating (percentage)



■ Excellent, Very good

■ Good, Fair, Poor

**Utilizing HCBS CAHPS[®] Survey data
for Contractor Quality Management:
Care Management Agency Performance
Benchmarks & Value-Based Payments**

- For the CHCP, PCA, and ABI waivers, care management is a contracted service with contractors in 5 regions
- Quality varied among these providers
- Each agency had their own QA survey approved by the department
- Difficult to compare one provider with another
- HCBS CAHPS® Survey offered opportunity for one consistent approach across providers

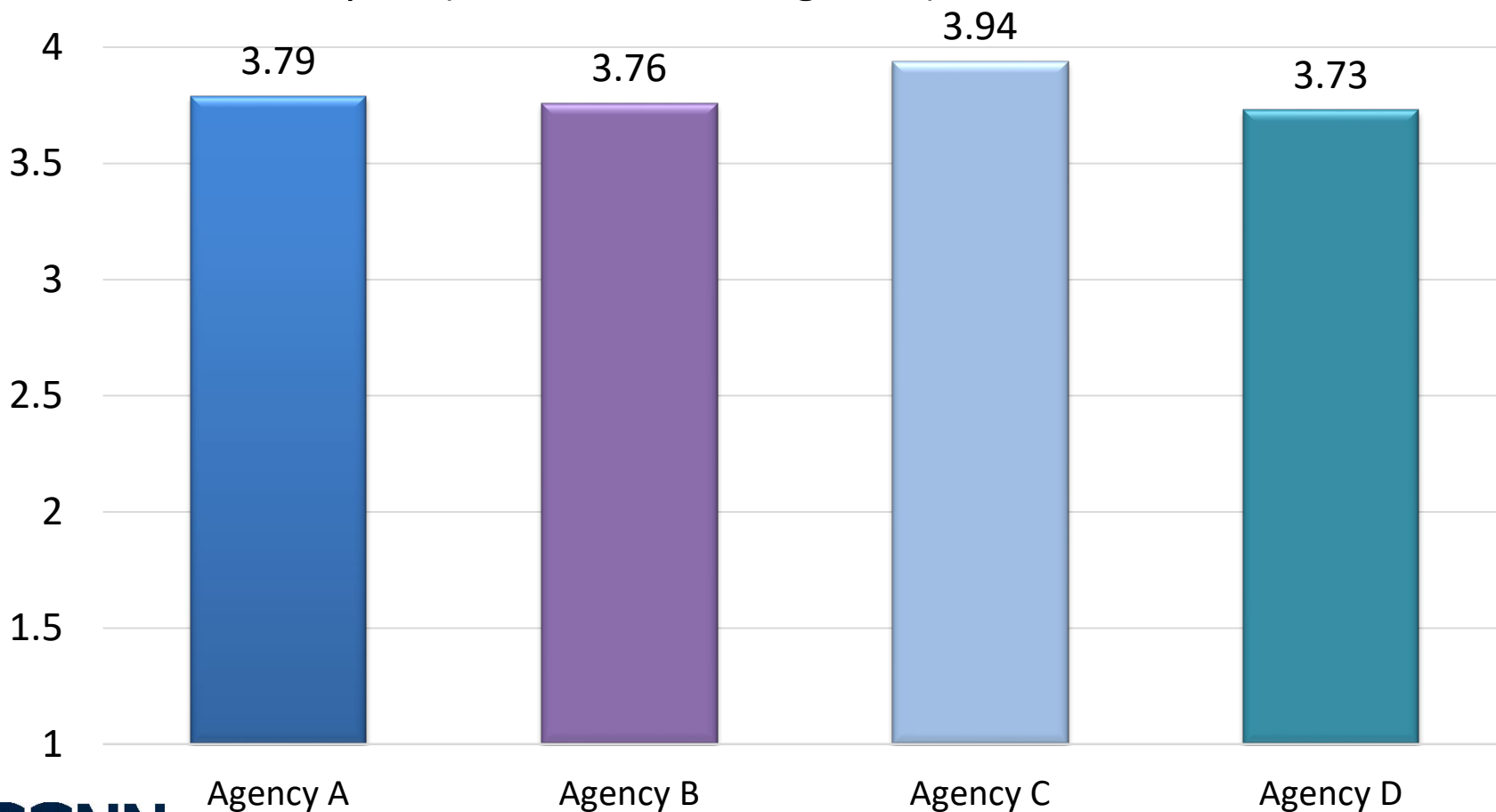
- Added performance bonus incentives to the Care Manager Agency contracts in 2013
- Pool is divided by the number of performance standards
- Pool total available is \$250,000

- 2017 Developed agency performance benchmarks
- Address care management quality
- Chose items which reflect the participant's perception of the care management services3 Composite scores and 2 individual items
- Composites validated by HCBS CAHPS®
- Benchmark values based on mean scores from CT Experience of Care Round 2 (TEFT)

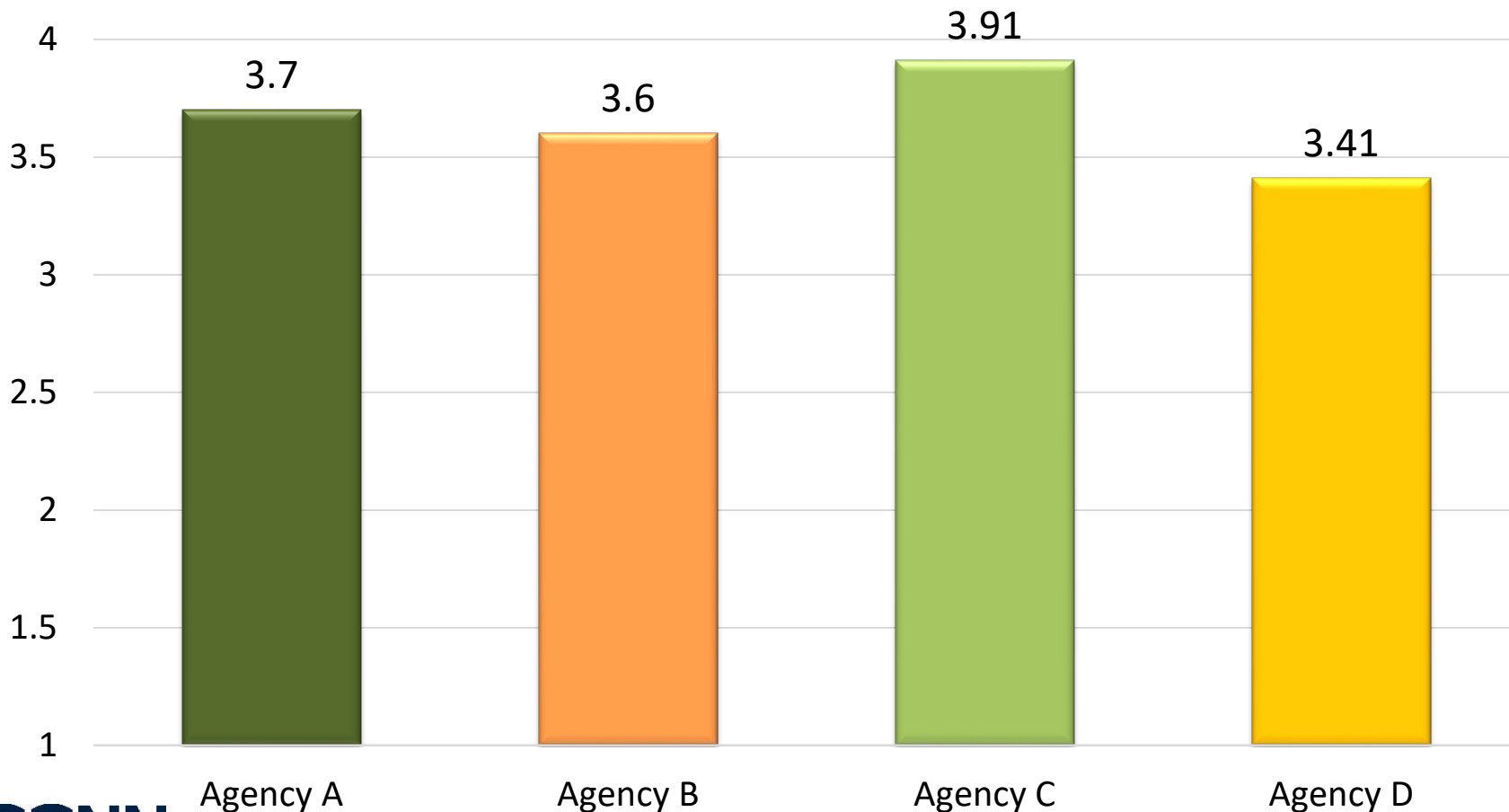
- 3 Composite scores
 - Case manager is helpful
 - Choosing the services that matter to you
 - Personal safety and respect

- 2 individual items
 - Care manager global rating
 - Care manager recommendation

CHCP Performance Benchmark by Agency: Care Manager is Helpful (mean score, range 1-4) Benchmark: 3.5

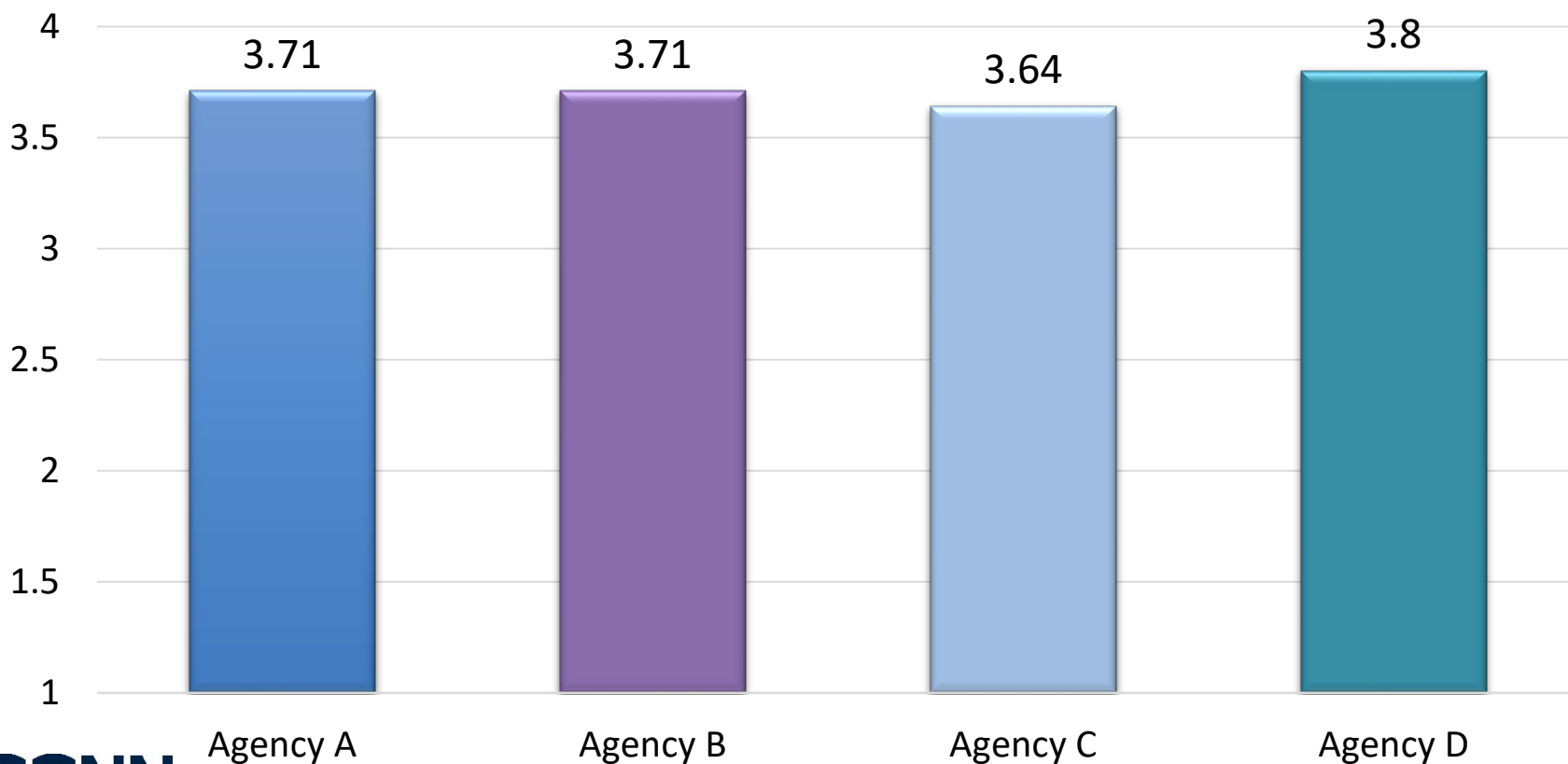


PCA Performance Benchmarks by Agency: Care Manager is Helpful (mean score, range 1-4) Benchmark: 3.5



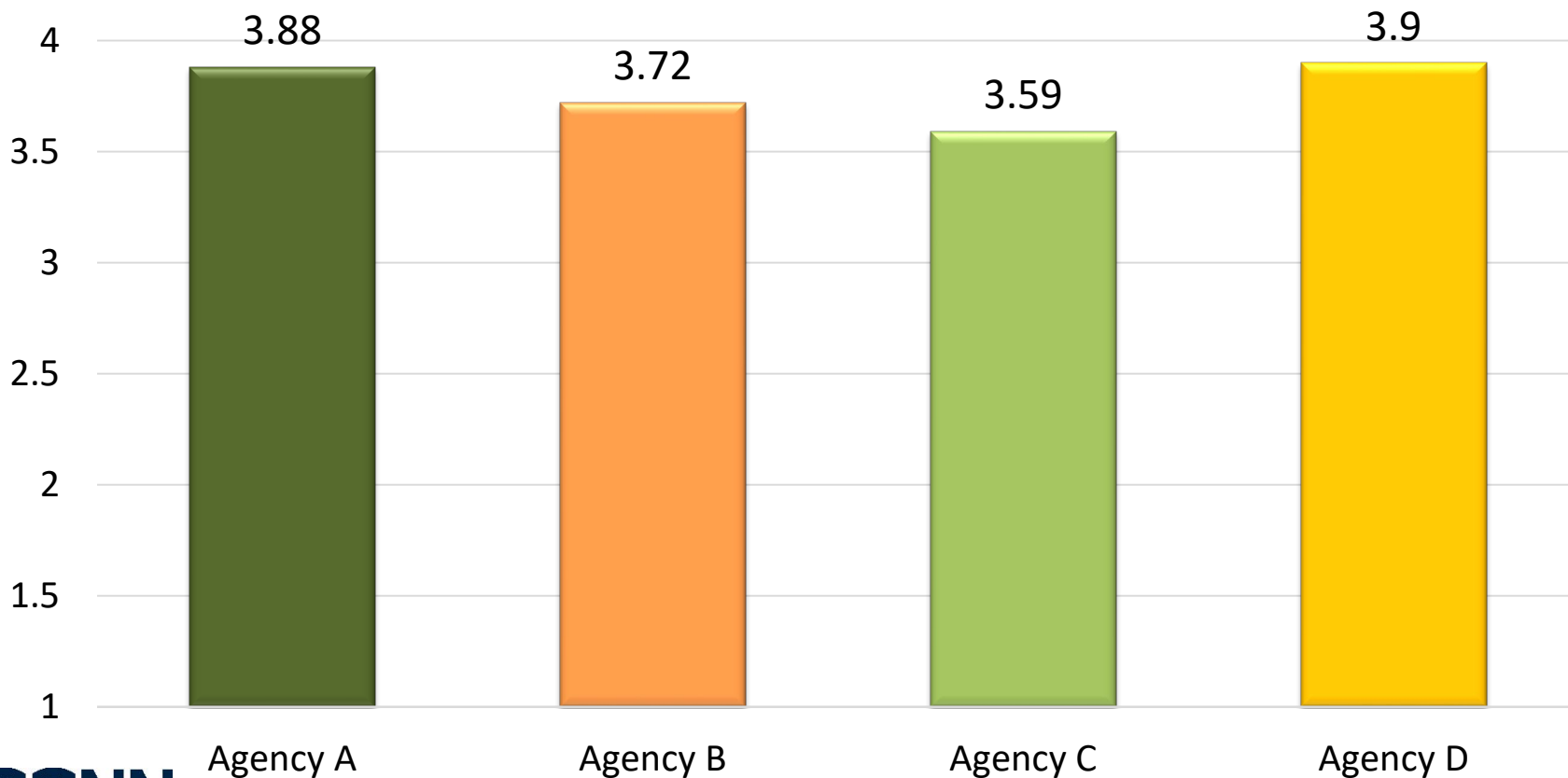
CHCP Performance Benchmarks by Agency: Choosing the Services that Matter to You (mean score, range 1-4)

Benchmark 3.5



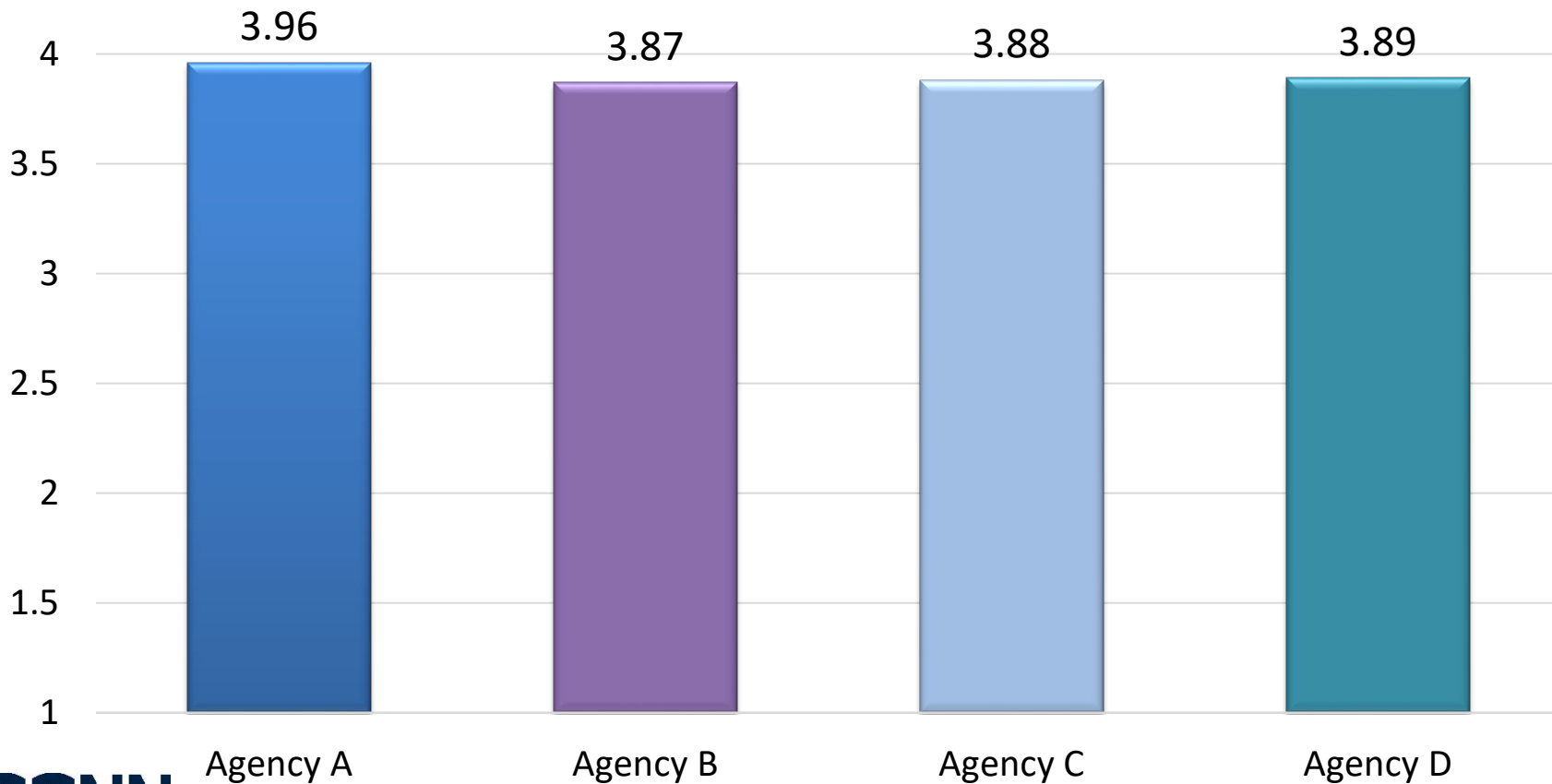
PCA Performance Benchmarks by Agency: Choosing the Services that Matter to You (mean score, range 1-4)

Benchmark 3.5



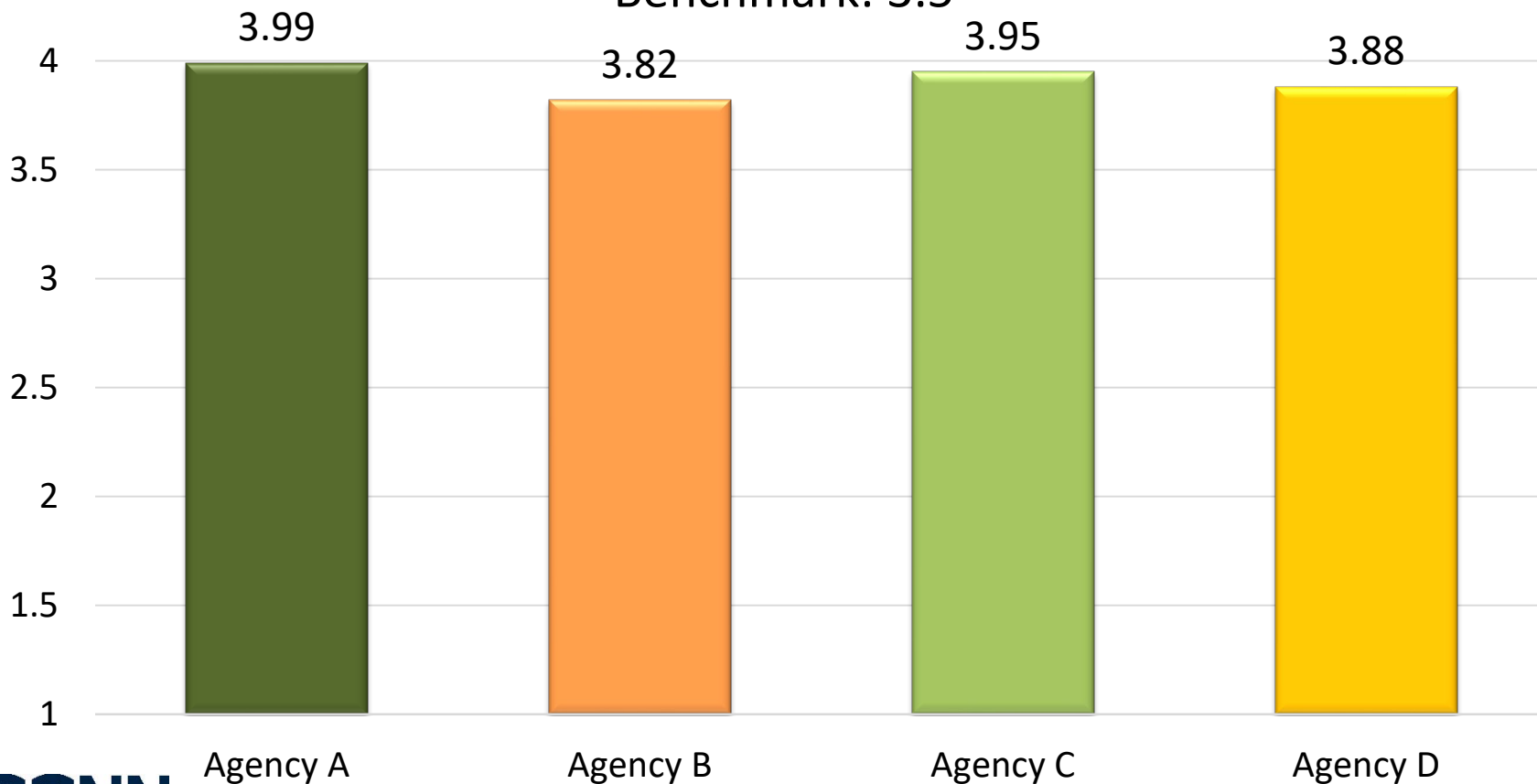
CHCP Performance Benchmarks by Agency: Personal Safety and Respect (mean score, range 1-4)

Benchmark: 3.5



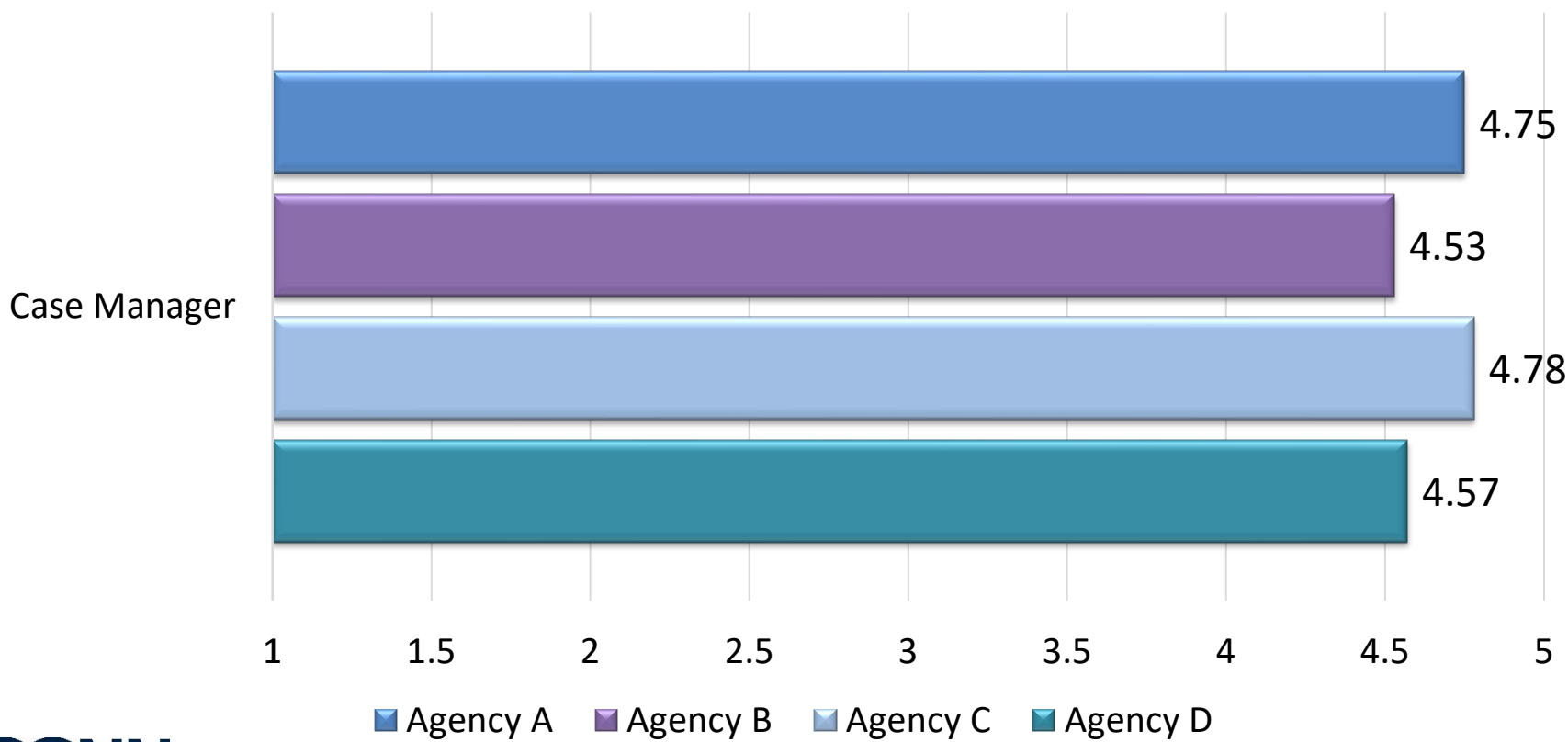
PCA Performance Benchmarks by Agency: Personal Safety and Respect (mean score, range 1-4)

Benchmark: 3.5

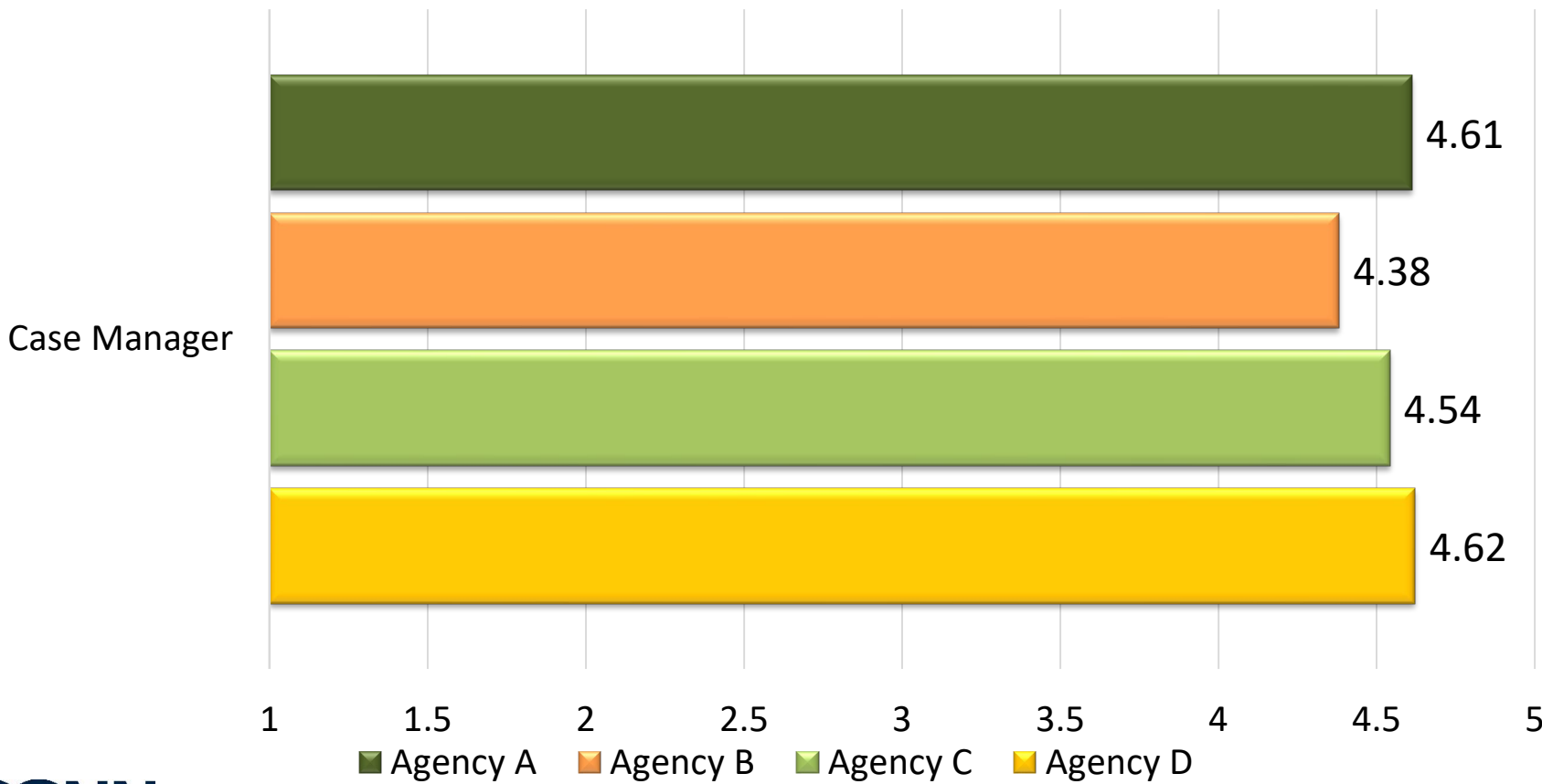


CHCP Performance Benchmarks by Agency: Care
Manager Global Rating (mean score, range 1-5)

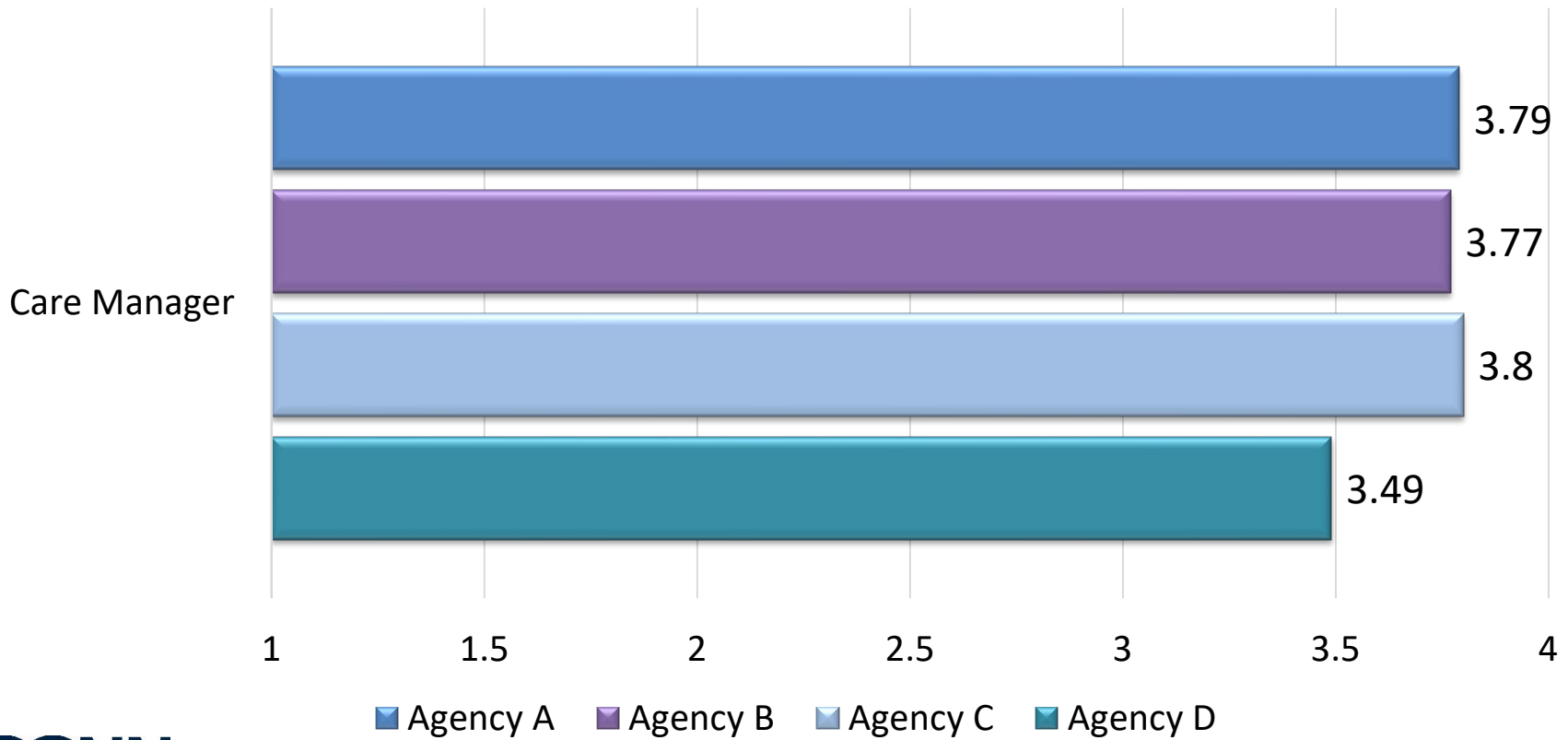
Benchmark: 4.5



PCA Performance Benchmarks by Agency: Care Manager
Global Rating (mean score, range 1-5) Benchmark: 4.5

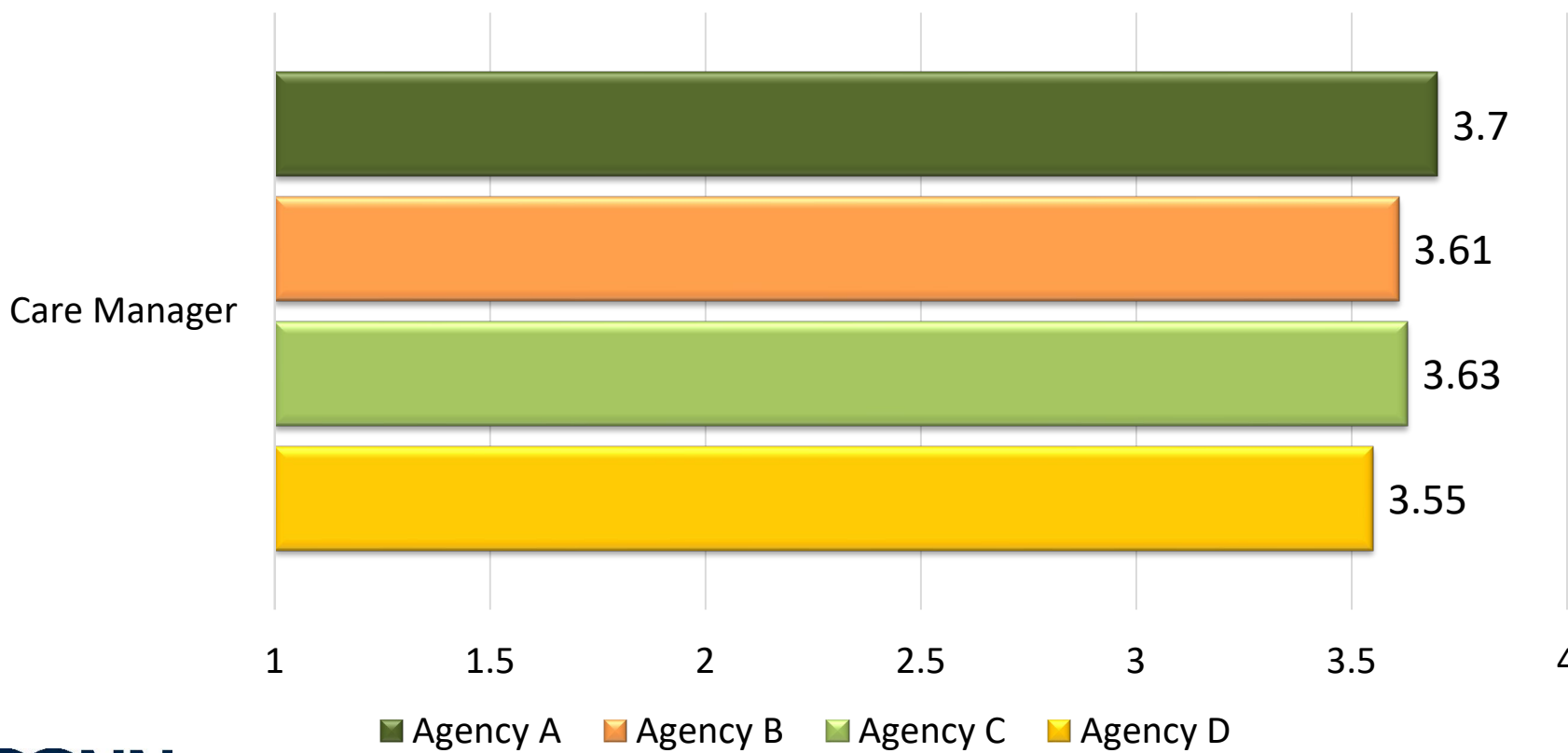


CHCP Performance Benchmarks by Agency: Care
Manager Recommendation (mean score, range 1-4)
Benchmark: 3.5



PCA Performance Benchmarks by Agency: Care Manager Recommendation (mean score, range 1-4)

Benchmark: 3.5



- Implement PCA waiver HCBS CAHPS® performance measures with CMS approval
- ABI and CHCP waivers – Incorporate consistent waiver performance measures using renewal process
- Examine cross-waiver performance measures differences
- DMHAS – Exploring use for service provider QA
- Implement with DD waiver populations

Questions or Comments?

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