



Using Experience Of Care Surveys To Advance Quality In Home And Community-Based Services

2023 HCBS Conference

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Objectives

- Provide a brief overview of the use of Experience of Care Surveys in the Home and Community-Based Services (HCBS) Quality Measure Set
- Highlight findings from the initial reporting year of the HCBS CAHPS Survey Database
- Understand how states/health plans are using data from Experience of Care Surveys for quality assurance

HCBS Quality Measure Set

- On July 21, 2022, CMS released the first-ever HCBS Quality Measure Set <https://www.medicare.gov/federal-policy-guidance/downloads/smd22003.pdf>.
 - Provides information on a set of nationally standardized quality measures for Medicaid-funded HCBS that is intended to promote more common and consistent use within and across states of such nationally standardized quality measures in HCBS programs
 - Describes the purpose of the measure set, the measure selection criteria, and considerations for implementation
- Implementation of the HCBS Quality Measure Set will create opportunities for CMS and states to promote health equity and reduce disparities in health outcomes among people receiving HCBS.

HCBS Quality Measure Set

- Organizes measures by section 1915(c) service plan and health and welfare sub-assurances
- Identifies measures that address HCBS quality and outcomes in the following key priority areas: access, rebalancing, and HCBS settings requirements/community integration
- Designed to assess quality and outcomes across a broad range of key areas for HCBS
- Extensively leverages existing beneficiary surveys used by states, which is critical for ensuring that services are person-centered and support beneficiaries' goals and preferences for care

Beneficiary Surveys Included in HCBS QM Set

- National Core Indicators[®]-Intellectual and Developmental Disabilities (NCI[®]-IDD)
- National Core Indicators-Aging and Disability (NCI-AD)[™]
- Personal Outcome Measures (POM)[®]
- HCBS Consumer Assessment of Healthcare Providers and Systems (HCBS CAHPS)[®]

HCBS CAHPS[®] Survey

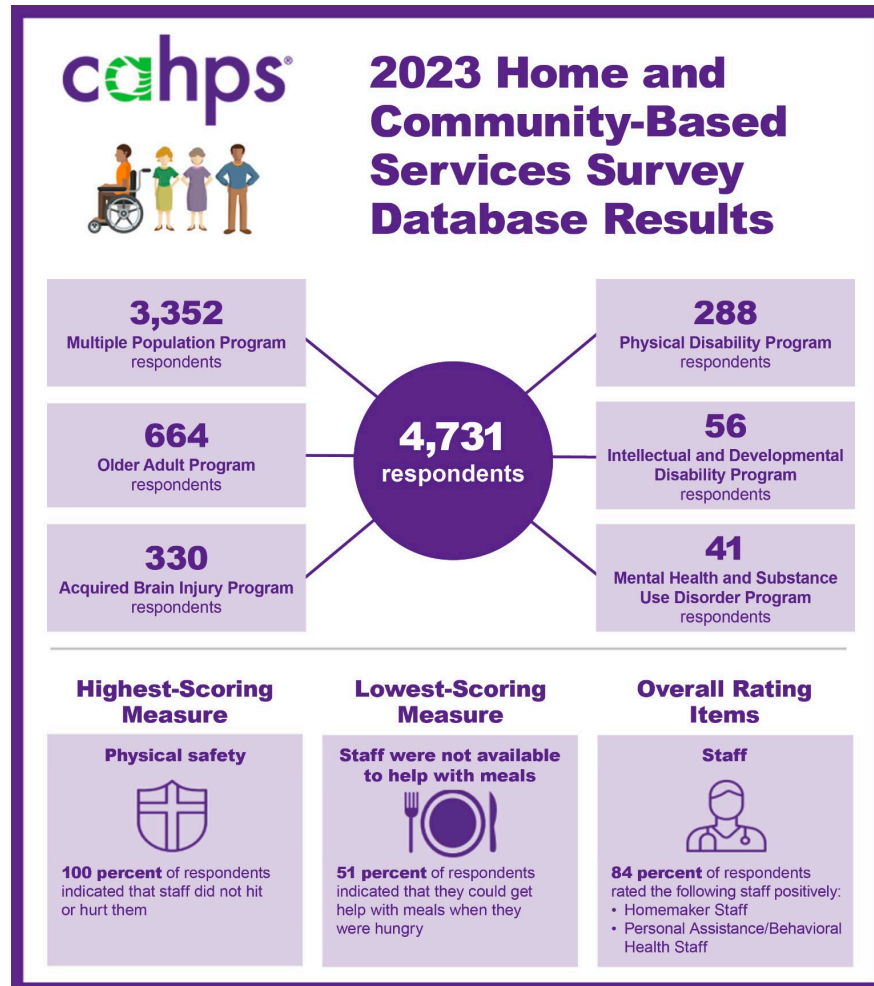
HCBS CAHPS Survey

- Developed by CMS for voluntary use by state Medicaid programs
- First cross-disability survey for adults receiving long-term services and supports from state Medicaid programs, including both fee-for-service HCBS programs and managed long-term services and supports programs
- Designed to facilitate comparisons across state Medicaid HCBS programs throughout the United States that target adults with various disabilities (e.g., older adults, persons with physical disabilities, persons with intellectual or developmental disabilities, persons with acquired brain injury, and persons with mental health or substance use disorders).
- 19 National Quality Forum endorsed measures
- 21-item Employment Module includes measures related to beneficiary experience with employment services.

HCBS CAHPS Survey Database

- The HCBS CAHPS Survey Database is a joint project between the Agency for Healthcare Research and Quality and the Centers for Medicare & Medicaid Services.
- The HCBS CAHPS Survey Database receives data voluntarily submitted by state Medicaid agencies and the managed care plans with which they contract.
- The 2023 HCBS CAHPS Survey Chartbook presents aggregated summary results for the initial reporting year of the HCBS CAHPS Survey Database.
- Data were received in the summer of 2022 from 17 programs that collected HCBS CAHPS Survey data from January 1 to December 31, 2021.

Overview of Results



Overview of Results

Respondent Characteristics



65% were female



56% were 65 years or older



30% had some college or higher education



13% rated their general health as very good or excellent

Respondent Services Received



70% received personal assistance services



33% received behavioral health services



71% received homemaker services



94% received personal assistance/behavioral health and homemaker services from the same staff

Single Item, Global Rating & Recommendation Measures

Single Item Measure	Percent Reporting Positive Survey Response
Physical safety	100%
Global Rating Measures	
Rating of personal assistance and behavioral health staff	84%
Rating of homemaker	84%
Rating of case manager	79%
Recommendation Measures	
Recommend personal assistance and behavioral health staff	81%
Recommend homemaker	81%
Recommend case manager	76%

Composite Measures

Composite Measures	Percent Reporting Positive Survey Response
Staff are reliable and helpful	86%
Staff listen and communicate well	89%
Case manager is helpful	91%
Choosing the services that matter to you	81%
Transportation to medical appointments	74%
Personal safety and respect	92%
Planning your time and activities	56%

UPMC HEALTH PLAN

UPMC HCBS CAHPS® Survey Learnings
HCBS Conference, August 2023

**HERE'S THE
PLAN**



PRESENTER



Mike Smith
Associate Vice President
UPMC Health Plan

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

UPMC Health Plan Background: HCBS CAHPS Survey Implementation

- 4 years of experience
 - Implemented HCBS CAHPS Survey in 2018
- 2 different vendors used
- New type of survey for the Health Plan
- Lots of lessons learned
- Phone-only survey
- Survey response rate over time

Using the Survey to Support Our Quality Strategy

Learn

Analyze results by region, age, ethnicity, race

- Compare results year to year and region to region
- Look for trends or concerns with statistical significance

Educate

Inform stakeholders, providers, internal teams

- Ask questions and ask other teams for additional perspectives
- Study local, regional, or national events that may have impacted results
- Many teams voiced that the COVID pandemic was a huge factor in responses

Improve

Narrow down a few topics for focused improvement

- Develop strategies from internal and external input
- Meet regularly to keep momentum up and track progress
- Report progress to state partners and plan leadership



Choice of services

Offering services that matter to the participants



Staff reliable and helpful

PAS/BH staff are reliable and helpful



Planning community activity

Helping participants be active in the community and with friends/family



Staff reliable and helpful

Informing participants when staff cannot come on time or come at all

Examples of Using Survey Results

Service Coordination

- Person-centered planning re-education
- System features to capture “important to and important for”

Provider Training

- Explain what they are being graded on
- Share tips on improving employee onboarding and covering “house rules”

Communication

- Tip sheets for PAS and transportation services
- Call Center improvements

Looking for What Works and What Doesn't—Advice to States and Health Plans



Requirements

- Work with state on details
- Plan for future needs (ad hoc reporting, national data sharing, state-specific needs)



Vendor

- Check experience with LTSS population
- Develop detailed statement of work
- Stay on top of progress weekly



Socialize

- Share results in detail
 - Share often
- Find new audiences that can use the data



Utilize

- Discuss and use results in various ways
- Inform advocacy community of results
- Help providers and service coordinators know the questions and use them to improve performance



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

National Core Indicators (NCI)

Utilizing NCI in Missouri to Advance
Quality in the HCBS System



Utilizing NCI to Advance Quality in the HCBS System

What will you hear about in this portion of the presentation?

- 🧑 Missouri NCI Participation
- 🧑 Data Driven Decision Making to Improve Quality
 - 🏠 Data to Inform System Enhancement Initiatives
 - 🏠 Data to Inform Individuals
 - 🏠 Data to Report Outcomes
 - 🏠 Date to Develop Value Based Payments
- 🧑 Key Takeaways and Next Steps

Missouri Participation

- 👤 Participating state since 2007-2008
 - 👤 MO has conducted the NCI-IDD Adult surveys every year since 2007-2008
 - 👤 Has intermittently participated in the Family surveys since 2007-2008
 - 👤 Began participating in NCI-AD in 2018-2019
- 👤 NCI data has supported Missouri to identify areas for system enhancement, such as supporting individuals to access employment services and employment opportunities in their communities.

Missouri Participation



Number of 2022-2023 Adult Surveys

NCI - AD	
State Plan PC - Self-Directed	381
State Plan PC - Agency Model	372
Independent Living Waiver	244
Aged and Disabled Waiver	376
Adult Day Care Waiver	311
Residential Care	356
Grand Total	2040

NCI - IDD	
Community Support Waiver	116
Comprehensive	227
State Plan - Case Management	24
Partnership for Hope Waiver	36
Grand Total	403

Missouri Participation

👤 Communicating the State's Participation

👤 [NCI EZ Reader](#) The goal is to educate individuals and families on the importance of surveys, why we do them, and what we do with the data.

Why are we talking about surveys?



Your feelings and thoughts about your life matter.



Surveys and You: Your Voice Matters

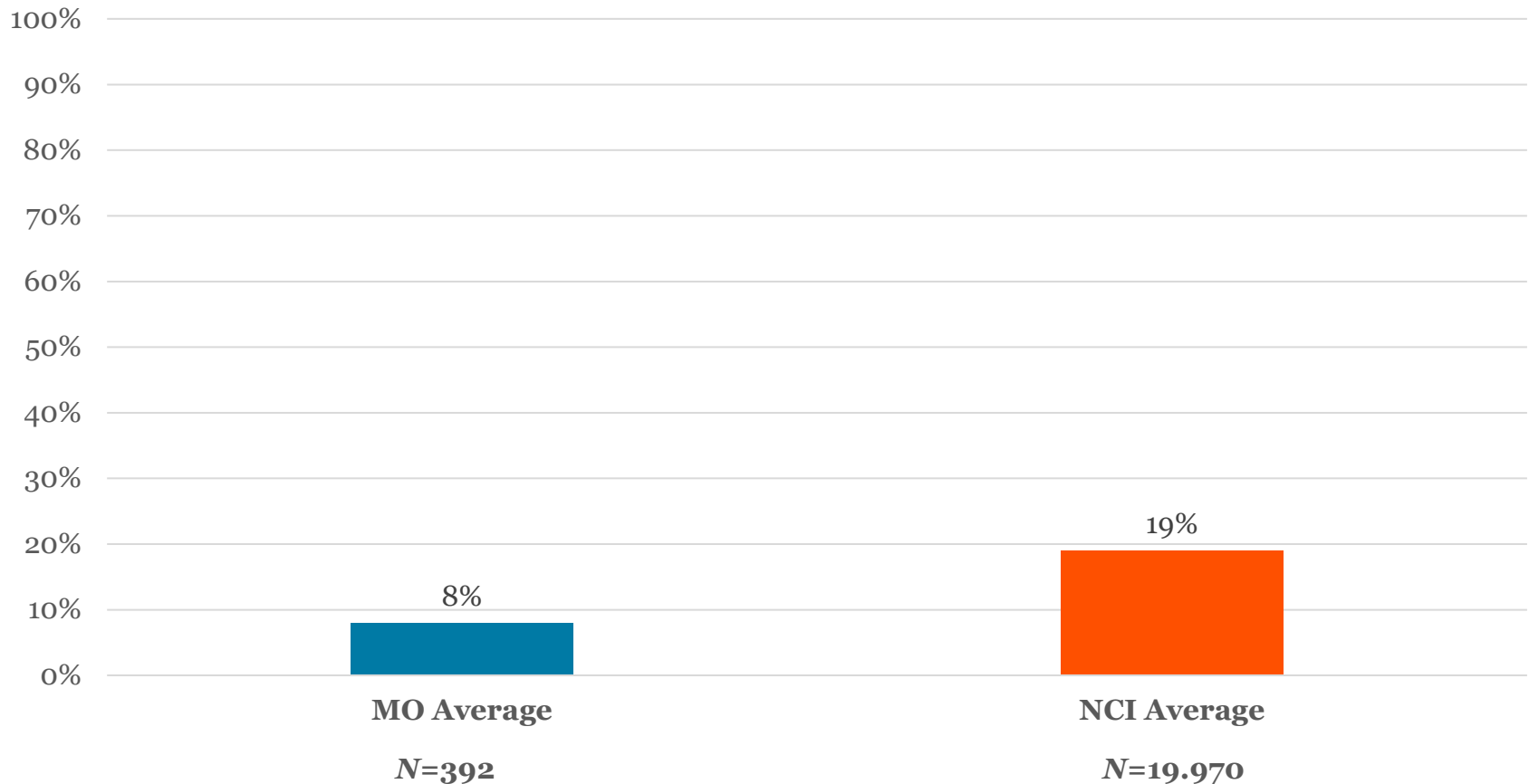
Data Impacting Change



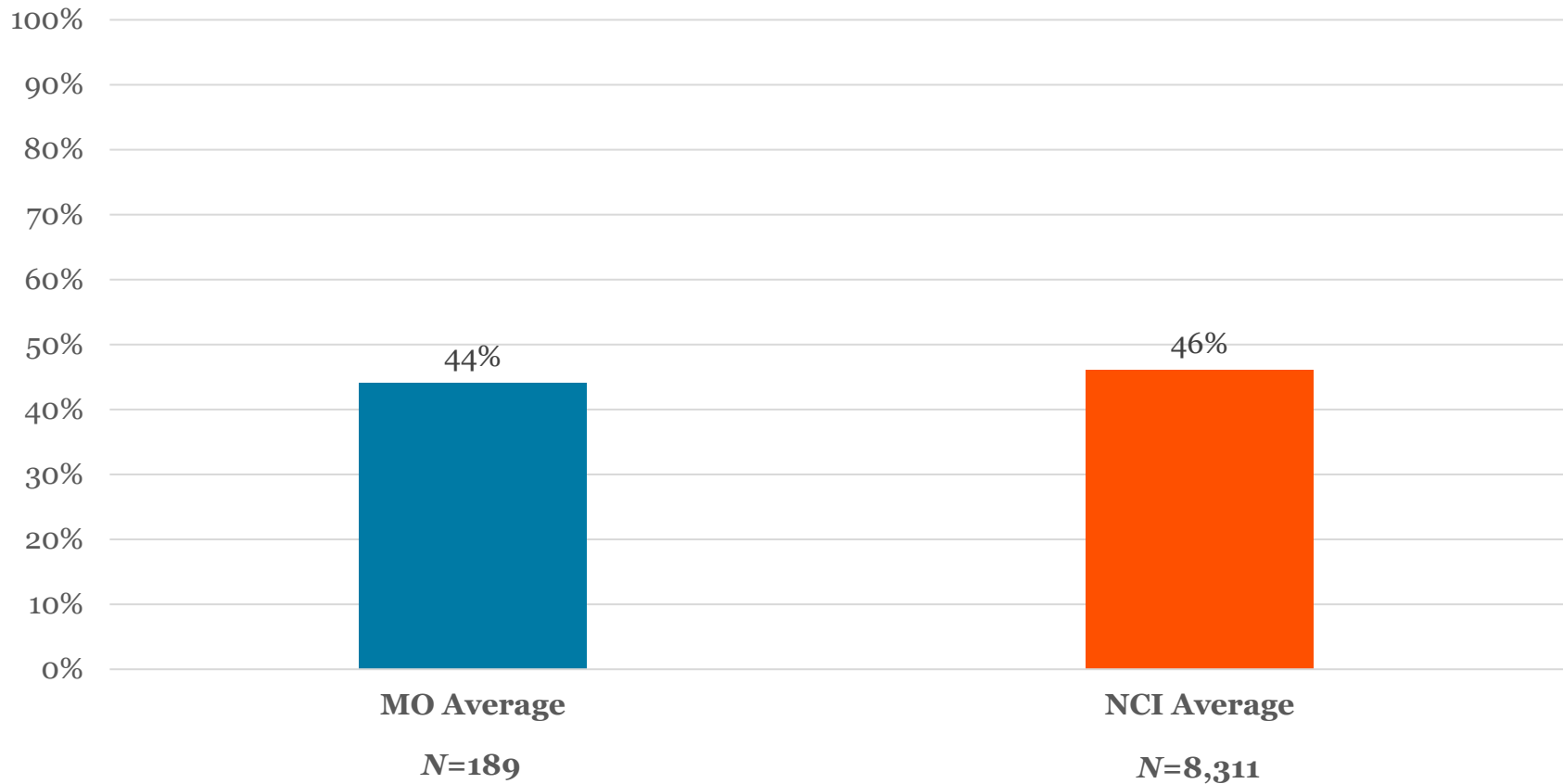
- 👤 In the past, MO NCI data demonstrated that the percentage of individuals employed in their community has been consistently below the national benchmark.
- 👤 NCI data has also shown that Missourians with I/DD *want to work*, yet community employment is not commonly included as a goal in their service plan.

2016-2017 ACS Data

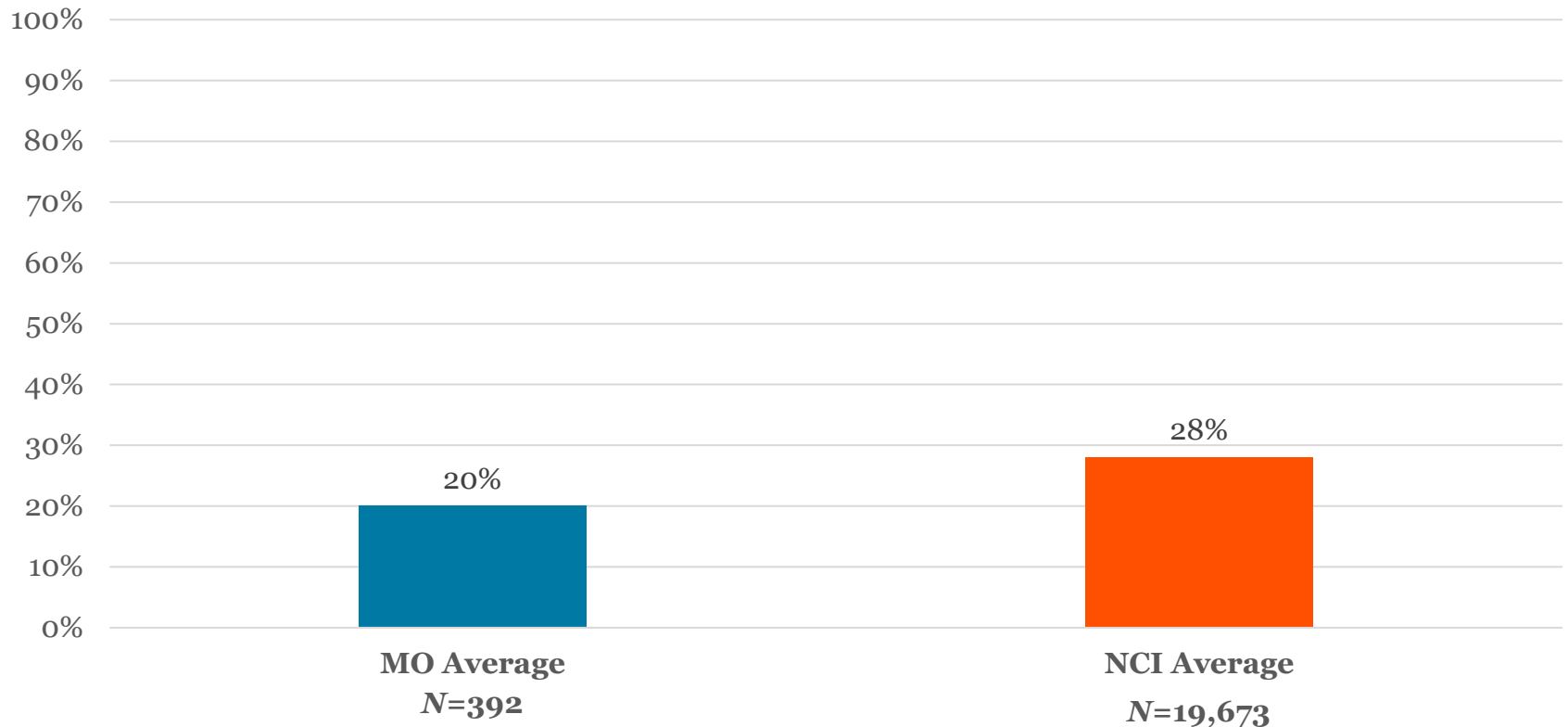
Paid Job in the Community



Wants a Paid Job in the Community



Has Community Employment as a Goal in Service Plan



MO's *Empowering through Employment* Initiative



- 👤 In October 2016, MO Division of Developmental Disabilities launched the ***Empowering through Employment*** Initiative to assist the growing number of individuals who express an interest in community-based employment.



Empowering Through Employment

Purpose & Goal

- 🕒 The ***Empowering Through Employment*** initiative is designed to increase the number of individuals receiving employment supports and services.
- 🕒 The goal of this initiative is to have 35% of all individuals receiving waiver services to have employment supports authorized and available for their use.
- 🕒 ***Empowering Through Employment*** has been deemed a priority based upon the gap between the percentage of Missourians with I/DD accessing employment services as compared to other day services.



Empowering through Employment

Principles

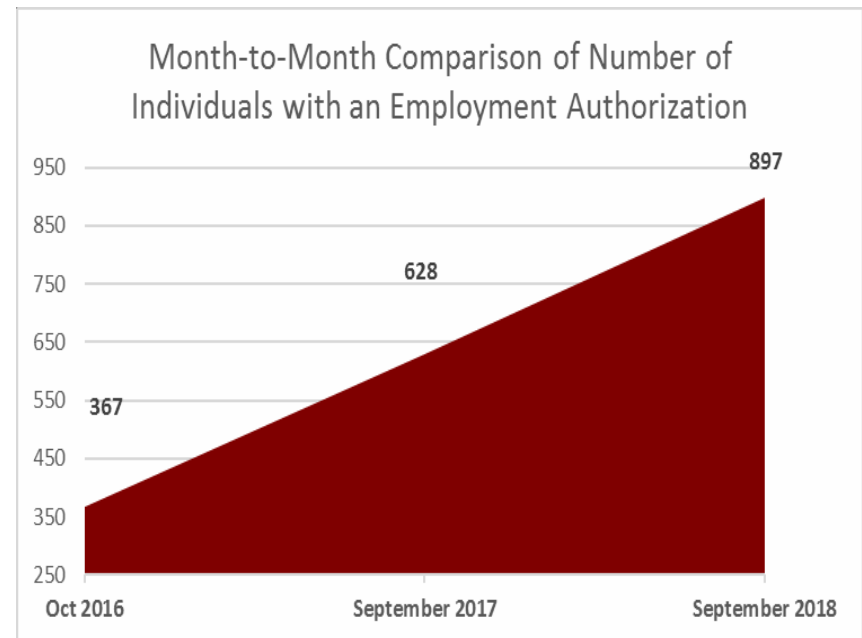
- 👤 All individuals have the right to explore the full range of employment options to empower informed choice and foster self-determination.
- 👤 Career Planning is a requirement for all individuals currently receiving services in order to ensure that supports, services, and outcomes on Individual Support Plans are consistent with what the person is seeking.
- 👤 All individuals have the right to earn a living wage in a job of their choosing, based on their unique talents, gifts, skills, and interests.
- 👤 As with all employees, persons with disabilities should have access to services and supports necessary to succeed in the workplace.
- 👤 Businesses universally value employees with disabilities as an integral part of their workforce and include all people within recruitment and hiring efforts as standard practice.



Empowering through Employment

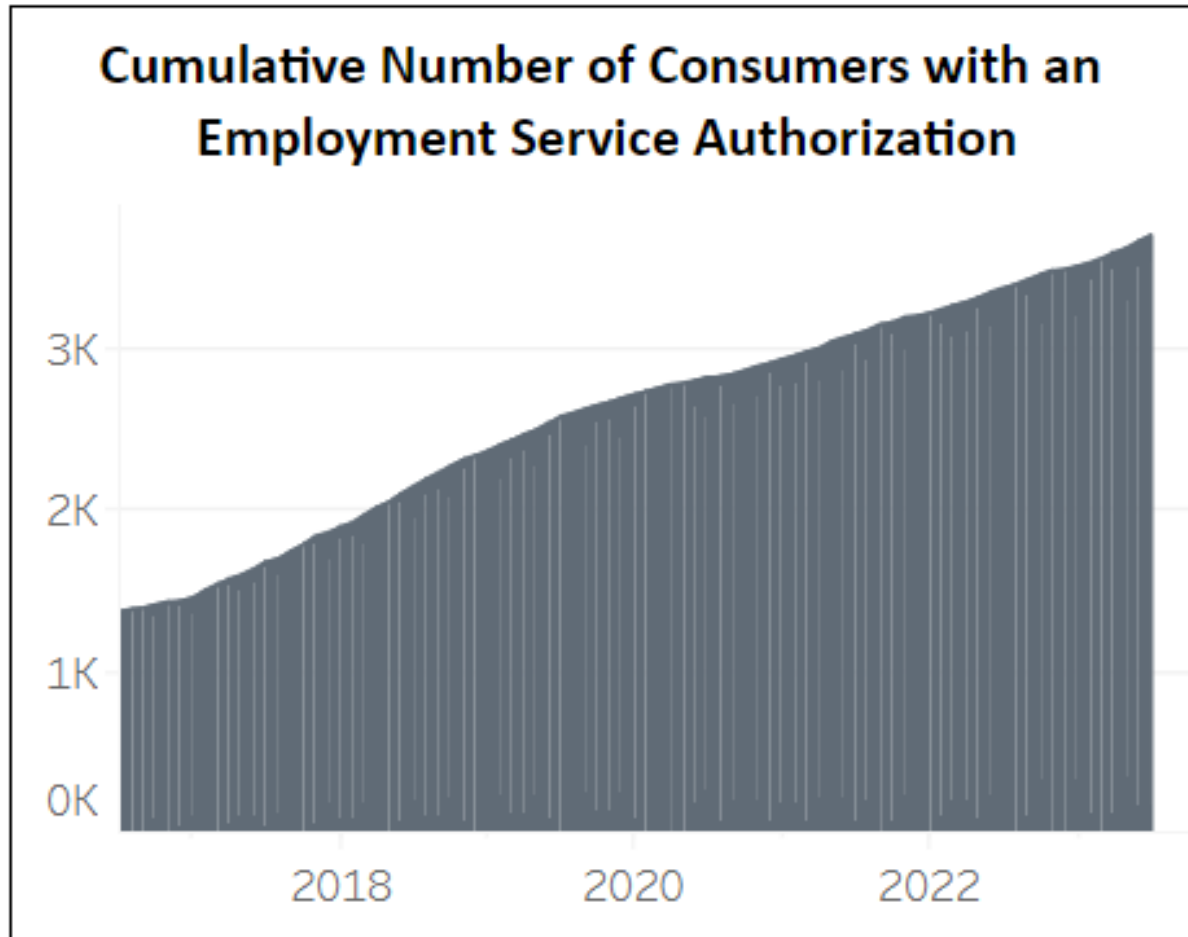
Employment Service Authorizations

- At the launch of the **Empowering Through Employment** initiative in October 2016, 367 individuals had an authorization for employment service. This number had increased to 897 individuals by September of 2018, which is an increase of 144% since the initiative launch.





Empowering through Employment








Empowering through Employment

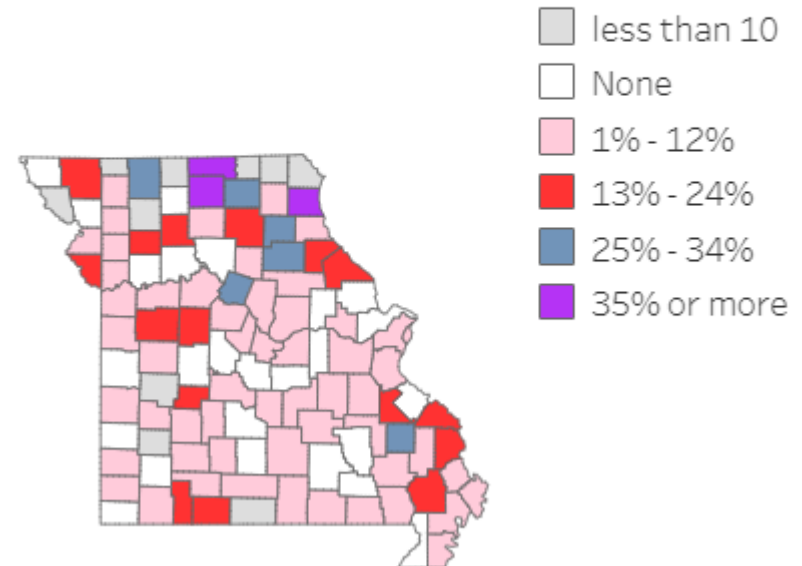
Ribbon Status by County

Regions and Targeted Case Management (TCM) entities are recognized by ribbon status based on the percentage of individuals with employment service authorizations.

June 2023

% of Individuals ages 14-64 with open Waiver EOC authorized for employment services

-  35% or more individuals w/ employment auths
-  25%-34% of individuals w/ employment auths
-  13%-24% of individuals w/ employment auths



The Division developed an [At-A-Glance](#) Report to inform stakeholders of NCI data collected that relates to the Missouri Quality Outcomes.

Example from NCI At-A-Glance Report

Gets Enough Information to Take Part in Planning Services for their Family Member

	Adult Family Survey (N: 312)	Child Family Survey (N: 223)
Always	28%	23%
Usually	48%	47%
Sometimes	17%	23%
Seldom or Never	7%	7%

Respondent or Other Family Member Helped Make the Plan

Adult Family Survey
90%
(N: 223)

Child Family Survey
94%
(N: 155)

Family Member Gets All of the Services Listed in the Plan

Adult Family Survey
85%
(N: 223)

Child Family Survey
79%
(N: 146)

Missouri Quality Outcomes Survey

- 49% are *always* encouraged by their family to set and meet personal goals (N=208)
- 46% are *always* encouraged to make their own life decisions (N=211)
- 36% are *always* encouraged to take responsibility for pre-employment skills (N=209)

Key Takeaways

Data to Improve HCBS Quality

- 🧑 Data to Inform
- 🧑 Data to Report Outcomes
- 🧑 Data to Drive System
Enhancement Initiatives

Questions?



Missouri Department of Mental Health

Division of Developmental Disabilities

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Division of Developmental Disabilities NCI Website:

[National Core Indicators | dmh.mo.gov](https://dmh.mo.gov/national-core-indicators)

Division of Senior and Disability Services NCI Information:

<https://health.mo.gov/seniors/hcbs/info.php>