

Unified Long-Term Care Budget
Quality Management/Assurance
January 10, 2008 Update

Charter

- To explore the degree to which quality assurance systems can be integrated in a transformed long-term services and supports system and to recommend necessary improvements to the current system.

November 6, 2007: Discussed quality mechanisms currently being used by long-term care services and supports

November 20, 2007: Reviewed current quality mechanisms and sought to identify those used across systems. All providers assess consumer satisfaction using instruments tailored to services provided. Some instruments (nursing home, residential care facility, ODJFS waivers, ODA waivers) were developed through research and testing before implementation.

December 11, 2007: Discussed a consumer satisfaction and how processes might be integrated. Members suggested that centralized management of process is needed and that satisfaction for waiver participants should be more transparent. The Long-Term Care Consumer Guide managed by the Office of the State Ombudsman at ODA was identified as a model that allows individualization of surveys among provider types with a central repository of data. There was brief discussion about quality incentives or pay-for-performance; currently only nursing homes receive a publicly funded quality incentive. It was suggested that the Long-Term Care Consumer Guide be expanded beyond nursing home and residential care facility providers; the subcommittee will be asked to ratify the suggestion by consensus at a future meeting.

- To explore ways the CMS Quality Framework can be adapted for facility-based care providers as well as home-based providers.

November 6, 2007: Discussed the CMS Quality Framework, developed to address areas of access, person-centered service planning and delivery, provider capacity and capabilities, participant safeguards, participant rights and responsibilities, and system performance. Members offered a list of ongoing activities by provider/service type that provide data that would fit in each area of the Quality Framework.

December 4, 2007: Reviewed and added to draft matrix demonstrating how quality management mechanisms currently in place can be overlaid with the Quality Framework. The complexity indicates that it may not be useful to force all long-term services and supports into the Quality Framework but another discussion is planned for the next subcommittee meeting.