

Unified Long-Term Care Budget
Quality Management/Assurance
Charter, Discussion Summary, and Recommendations
DRAFT – JANUARY 25, 2008

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.

January 15, 2008: Discussed normalizing measures among similar providers and challenges of measuring quality in a consumer-directed context (e.g., protecting the privacy of the consumer in responding to satisfaction surveys, volume and transient nature of independent providers). The quality of medical care also has an impact on long-term services and supports utilization but there were questions about the capacity of consumers to judge medical care.

Recommendations – Consumer Satisfaction:

- ◇ Apply consumer satisfaction across all long-term services and supports, using core questions and adding setting-specific questions.
- ◇ Develop a unified method of data collection related to satisfaction.
- ◇ Satisfaction should be measured by a third party (i.e., not the provider of service).
- ◇ In areas where satisfaction is not currently available as a measure of quality it should be developed.

- ◇ Satisfaction with consumer-directed services utilizing independent/individual providers should be available in aggregate form.
- ◇ Include all levels of service (e.g., home repair, homemaker, transportation in addition to nursing and personal care).

Recommendation – Outcome Measures:

- ◇ Identify outcome measures that could be used across settings (e.g., hospital emergency department visits, hospitalization)

- **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.

January 15, 2008: Discussed Quality Framework and agreed that the elements are incorporated for facility-based providers, perhaps using different terminology.

Recommendation – Quality Framework:

- ◇ Use the Quality Framework across all long-term care settings, acknowledging that it might not be possible to apply some parts of the matrix to individual independent providers but in those cases apply the Quality Framework to the system of independent providers.
 - Utilize the Long-Term Care Consumer Guide to provide consumers with information about an expanded array of provider types and develop methods of increasing public awareness of the availability of information
- ◇ Explore the use of technology for public awareness, education, and feedback (e.g., Web logs, bulletin boards)