

ULTCB Workgroup
Quality Management/Assurance Subcommittee
11/06/2007
Ohio Department of Aging
50 W. Broad Street
Columbus
10th Floor (Sign in on 9th Floor)

Meeting called by: Ohio Department of Aging **Type of meeting:** Subcommittee

Participants: Don Medd, Karen Jennings, Victoria Gresh, Ginger Norris, Fran Savard, Jennie Nickel, Lulu Munoz, Bayard Paschall, Beth Foster, Cathy Stocksdale, Linda Gillespie, Joyce Boling, Becky Jenei, Diane Phillip, Debbie Radekin, Erica Petrie, Terry Torbeck, Fonda Dawkins, Dustin Ellinger, Larke Recchie, Rae Marie Wyatt, Pam Wilson, Beverley Laubert

----- Agenda Topics -----

Welcome, Announcements	Beverley Laubert	10
Review of Draft Charter	Beverley Laubert	30
Brainstorm Existing Quality Management Mechanisms	All	30
Overview of Quality Framework	Cathy Stocksdale	15
Future Meeting Schedule	Beverley Laubert	10
Next Steps/Action Items	All	10

Other Information

Special notes:

Review of Draft Charter		Beverley Laubert	30
Discussion:			
No changes were made to the subcommittee's charter based on the discussion of the members. A question was asked about the availability of teleconferencing for meetings. Follow-up with the ULTCB Work Group leadership determined that the ground rules apply to subcommittees and teleconferencing is not an option due to open meeting requirements.			
Conclusions:			
Action items:		Person responsible:	Deadline:
Charter will be posted as final		Beverley	Before next meeting
Brainstorm Existing Quality Management Mechanisms		All	30
Discussion: See attached list of brainstormed quality mechanisms.			
Conclusions: Members will review tools to inform future discussion.			
Action items:		Person responsible:	Deadline:
Tools mentioned by members will be made available to the subcommittee		Members	Next meeting
Overview of Quality Framework		Cathy Stocksdale	15
Discussion: Cathy Stocksdale provided background on the development of the CMS Quality Framework, including past reviews of Medicaid home and community-based waivers that identified need for improvement in care plans, routine reports, and oversight. The Quality Framework was 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.			
Action items:		Person responsible:	Deadline:
Materials provided will be posted on the ULTCB Web site		Beverley	Before next meeting

Future Meeting Schedule		Beverley Laubert	10
Discussion: Meetings are intended to take place every other Tuesday but due to MFP Front Door subcommittee scheduling, another time will be set.			
Conclusions:			
Action items:	Person responsible:	Deadline:	
Review MFP schedule and set alternative meeting time.	Beverley	Before next meeting	
Representation is needed from residential care facilities, ODADAS, adult day services, and Ohio KePro – Beverley to discuss with Roland Hornbostel			

Next Steps/Action Items		All	10
Discussion:			
A member asked for values/guiding principles for the subcommittee's work			
Conclusions:			
Future meetings – Mental health, non-Medicaid quality assurance/management			
Action items:	Person responsible:	Deadline:	
Ask ULTCB Work Group to address	Beverley → Roland	Next meeting	

Other Information

Quality Management/Assurance Mechanisms Currently Used

Assessment Data

Outcome & Assessment Information Set (OASIS) – Home Health

Outcome –based quality measures (OBQM)

Outcome-based quality indicators (OBQI)

Home Health Compare

Minimum Data Set 2.0 – Nursing Facilities

Resident Assessment Instrument

Quality Measures

Quality Indicators

Nursing Home Compare

Consumer Satisfaction Surveys

Home health – agency level

Waivers – administered by state agency

PASSPORT – Participant Experience Survey – face-to-face, mail

Assisted Living, Choices – separate tool

Care Star – Monthly satisfaction

Nursing Facilities and Residential Care Facilities – facility-level and Long-Term Care
Consumer Guide

Incident/Complaint Tracking

Waivers

PASSPORT – submitted by PASSPORT Administrative Agency (PAA) to ODA

Care Star

Nursing Facilities/RCFs

Abuse, Neglect, Mistreatment, Misappropriation

Aspen Complaint Tracking System (ACTS)

Home Health

Incident reporting at agency level (risk management)

Professional advisory committee

Mandatory reports to APS and Children Services

Gap in 18-59 age range

Monitoring

Home Health

ODH survey – every 36 months

Deeming

Home Care Waivers

CMS Quality Framework

- Waiver assurances
- Level of Care confirmation
- Provider interviews
 - Annual individual provider interviews -Care Star
- Secret shopper calls to Care Star
- On-going review of claims
- Acuity management
- PASSPORT Information System – record review
- Annual site visit – consumer records, personnel records
- Quality Assessment Performance Improvement (?)
- Nursing Facilities
 - ODH/CMS survey process
 - Quality Indicator Survey – larger resident sample, more quality of life
 - Government Performance & Results Act (GPRA) Goals
 - ODJFS Exception Reviews – about 20% of NFs
 - Risk analysis

Quality Assurance

- PASSPORT Administrative Agencies for PASSPORT, Choices, Assisted Living
 - State rules
 - Provider application → precertification visit → recommendation to ODA → PAA contract
 - Peer review
 - Utilization review
 - Supervisory review of eligibility records
- PAA Measurements
 - Acuity
 - Satisfaction
 - Case manager satisfaction with provider
- Interagency quality measures – MRDD, Aging, JFS
 - Wait lists
 - Days from enrollment to service plan development
 - Psychotropic drugs
 - Appeals

Accreditation

- JCAHO
- CHAP

Quality Improvement

- Ohio KePro
 - National voluntary campaigns – home health, nursing facilities
 - Best practice intervention
- ODH Technical Assistance Program

Quality improvement projects for nursing homes