



Accountability for Person-Centered Care Planning: Performance Measurement and Accreditation

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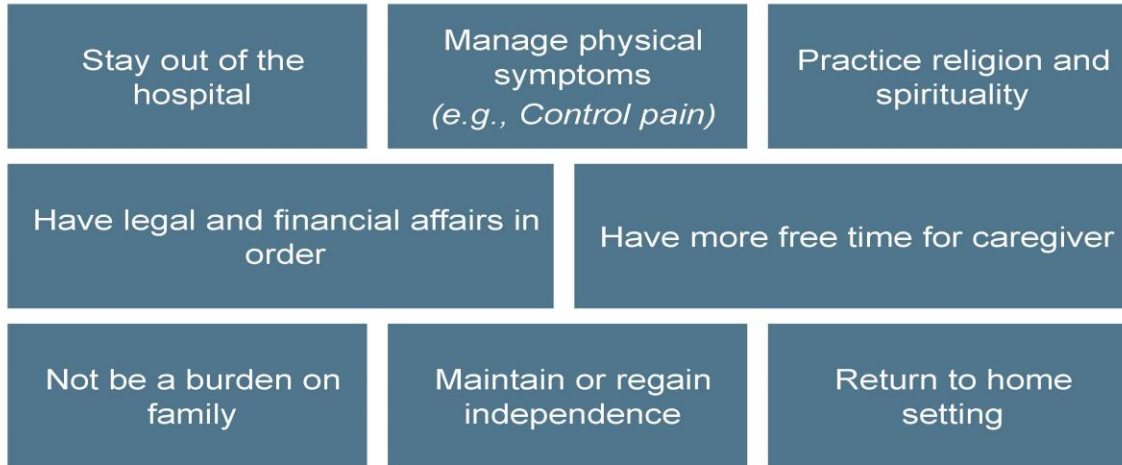
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Quality Measurement: One Size Does Not Fit All



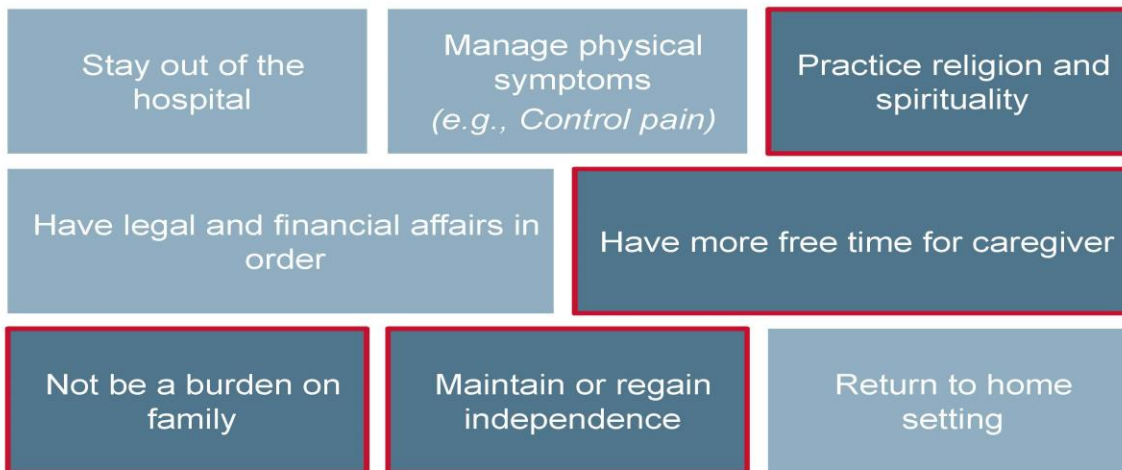
What Matters Most?

Sample of goals from focus groups with disabled older adults and their caregivers



What Matters Most?

Some goals were unexpected



Our Vision: Person-Driven Outcomes

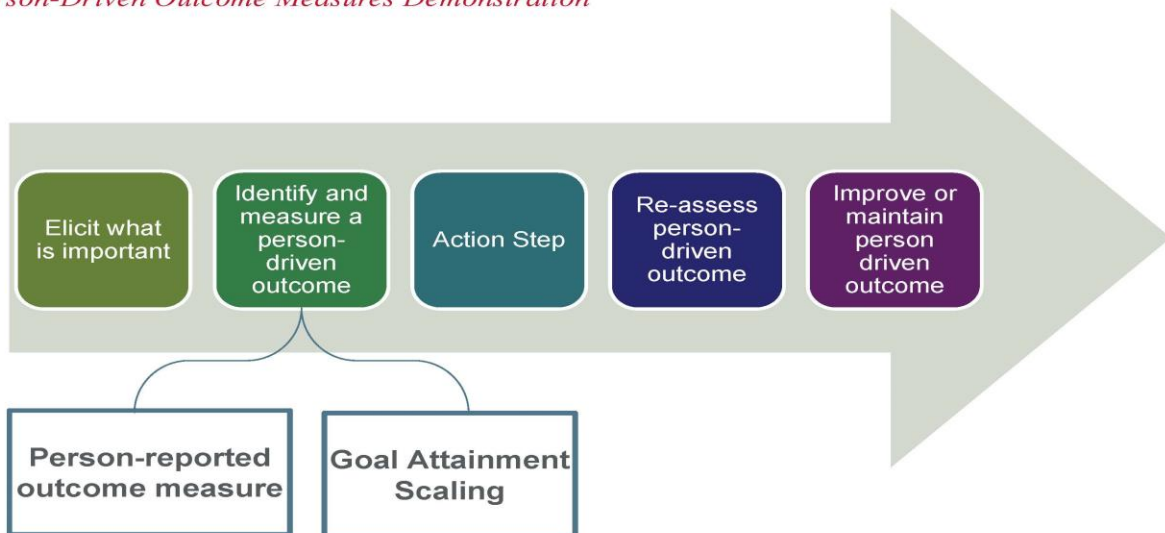
Person-Driven Outcomes

Outcomes identified by the individual (or caregiver) as important that can be used for care planning and quality measurement



Person-Driven Outcome Approach and Quality Measures

Person-Driven Outcome Measures Demonstration



Pilot and Demonstration Project

Why do we think this will work?



PILOT FINDINGS

Approach was feasible and added value to care planning

Adds on average 20 min to an encounter

Potentially increased patient activation

Providers felt it fit well within their current practice

Feasible metric for showing improvement in outcomes

RESEARCH OUTCOMES

Patient activation

Well-being

Shared-decision making

Experience of care

Caregiver strain

Hospitalization

Emergency department

Skilled nursing facility



Demonstration Objectives

Future of Quality Measurement

% of individuals with a goal and plan of care

% of individuals with follow-up on goal

% of individuals who achieve goal



HEDIS® 2019: Technical Specifications for Long-Term Services and Supports Measures

Long-Term Services and Supports Comprehensive Assessment and Update (LTSS-CAU)

Long-Term Services and Supports Comprehensive Care Plan and Update (LTSS-CPU)

Long-Term Services and Supports Shared Care Plan with Primary Care Practitioner (LTSS-SCP)

Long-Term Services and Supports Re-Assessment/Care Plan Update After Inpatient Discharge (LTSS-RAC)

Available at:

<http://store.ncqa.org/index.php/catalog/product/view/id/3419/s/hedis-2019-technical-specifications-for-ltss-organizations-epub/>



LTSS Comprehensive Care Plan and Update

Numerator Rate 1

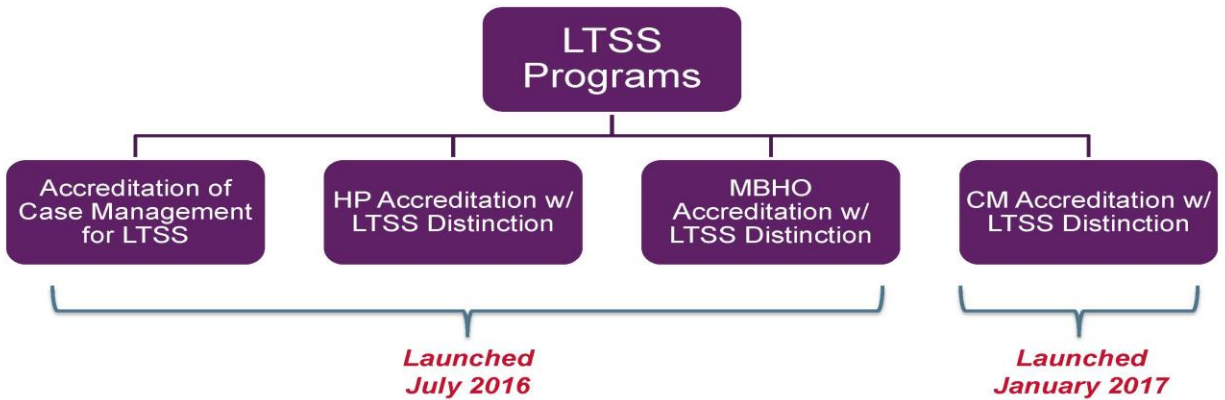
Members who had a comprehensive LTSS care plan completed during calendar year 2018 (within 120 days of enrollment for new members), with 9 core elements documented.

Rate 1: Core Elements

- | | |
|------------------------------|-----------------------------------|
| 1. Member goal | 6. Follow-up & communication plan |
| 2. Plan for medical needs | 7. Emergency need plan |
| 3. Plan for functional needs | 8. Caregiver involvement |
| 4. Plan for cognitive needs | 9. Member agreement to plan |
| 5. List of all LTSS services | |



NCQA's LTSS Accreditation Programs



HP = Health Plan
MBHO = Managed Behavioral Healthcare Organization



Program Requirements at a Glance

CM-LTSS Accreditation Standards

LTSS 1: Program Description

LTSS 2: Assessment Process

LTSS 3: Person-Centered Care Planning and Monitoring

LTSS 4: Care Transitions

LTSS 5: Measurement & Quality Improvement

LTSS 6: Staffing, Training and Verification

LTSS 7: Rights and Responsibilities

LTSS 8: Delegation

LTSS 3: Person-Centered Care Planning

Coordinate person-centered services for individuals by developing of individualized case management plans and monitoring progress against the plans.

Element A - Person-Centered Assessments

The organization has a process to:

Assess individuals' prioritized goals. *

Assess individuals' preferences. *

Assess individuals' life planning activities.

Identify individuals' preferred method of communication.



What is the path forward?



Focus on what matters



Build knowledge and confidence



Build shared accountability



Make it easy

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