



## Committee Web Meeting: Home and Community-Based Services to Support Community Living

August 28, 2015 | 12:30 pm – 2:30 pm ET

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### Instructions:

Follow the instructions below 10 minutes prior to the scheduled start time.

1. Direct your web browser to the following URL:  
<http://nqf.commpartners.com/se/Rd/Mt.aspx?682617>
2. In the “Display Name” field, type in your first and last name and click on “Enter Meeting.”
3. To participate in discussion over the phone, dial **1-(855) 826-6798**. You may also submit comments and questions during the webinar using the chat feature.
4. If you need technical assistance during the meeting, you may press \*0 to alert an operator or send an email to: [nqf@commpartners.com](mailto:nqf@commpartners.com).
5. If you have any questions or comments in follow-up to the web meeting, please send them to NQF staff at [HCBS@qualityforum.org](mailto:HCBS@qualityforum.org).

### Webinar Objectives:

- Review highlights of the July 2015 Interim Report
- Discuss public comments received on the Interim Report and how to incorporate them into the work moving forward
- Provide guidance for the ongoing environmental scan of HCBS measures and synthesis of evidence

#### **12:30 pm**      **Welcome, Introductions, Review of Project Goals**

*Steve Kaye, Committee Co-Chair*

*Margaret Terry, Senior Director, NQF*

#### **12:40 pm**      **Overview of Comments Received, Operational Definition, and Characteristics of High-Quality HCBS**

*Andrew Anderson, Project Manager, NQF*

*Steve Kaye*

- Scope and themes of public comments received
- Review the operational definition and characteristics of high-quality HCBS
- Committee discussion to respond to public comments

- 1:10 pm**      **Measurement Domains and Subdomains**  
*Sarah Lash, Senior Director, NQF*  
*Steve Kaye*
- Review the measurement domains and subdomains
  - Committee discussion to respond to public comments
- 1:35 pm**      **Conceptual Framework Illustration**  
*Laura Ibragimova, Project Analyst, NQF*  
*Steve Kaye*
- Review the illustrated conceptual framework
  - Committee discussion to respond to public comments
- 1:50 pm**      **Opportunity for Public Comment**
- 2:00 pm**      **Revisiting the Approach to the Environmental Scan of Measures and Synthesis of Evidence**  
*Andrew Anderson, Project Manager, NQF*  
*Steve Kaye*
- Present plans for conducting the environmental scan and evidence synthesis
  - Committee guidance and suggestions
- 2:15 pm**      **Opportunity for Public Comment**
- 2:25 pm**      **Next Steps**
- 2:30pm**      **Adjourn**

# Addressing Performance Measure Gaps in Home and Community-Based Services to Support Community Living

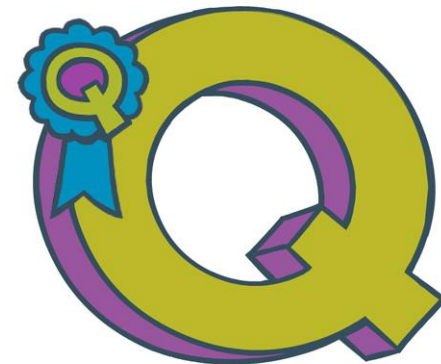
Committee Web Meeting  
August 28th, 2015



NATIONAL  
QUALITY FORUM

# NQF Project Staff

- Margaret Terry, RN, PhD
  - Senior Director
- Rachel Roiland, RN, PhD
  - Senior Project Manager
- Andrew Anderson, MHA
  - Project Manager
- Kim Ibarra, MS
  - Project Manager
- Laura Ibragimova, MPH
  - Project Analyst



# HHS Project Team

- Jamie Kendall, ACL
- Coretté Byrd, CMS
- Ellen Blackwell, CMS
- Mike Smith, CMS
- Venesa Day, CMS
- D.E.B. Potter, ASPE
- Lisa Patton, SAMHSA

# HCBS Quality Committee

**Staff will roll call Committee members who are not logged into the webinar.**

- Joe Caldwell (Co-Chair)
- Stephen Kaye (Co-Chair)
- Robert Applebaum
- Kimberly Austin-Oser
- Suzanne Crisp
- Jonathan Delman
- Camille Dobson
- Sara Galantowicz
- Ari Houser
- Patti Killingsworth
- Charlie Lakin
- Clare Luz
- Sandra Markwood
- Barbara McCann
- Sarita Mohanty
- Gerry Morrissey
- Ari Ne'eman
- Andrey Ostrovsky
- Mike Oxford
- Lorraine Phillips
- Mary Smith
- Anita Yuskauskas

# Webinar Objectives

- Review highlights of the July 2015 Interim Report
- Discuss public comments received on the Interim Report and how to incorporate them into the work moving forward
- Provide guidance for the ongoing environmental scan of HCBS measures and synthesis of evidence

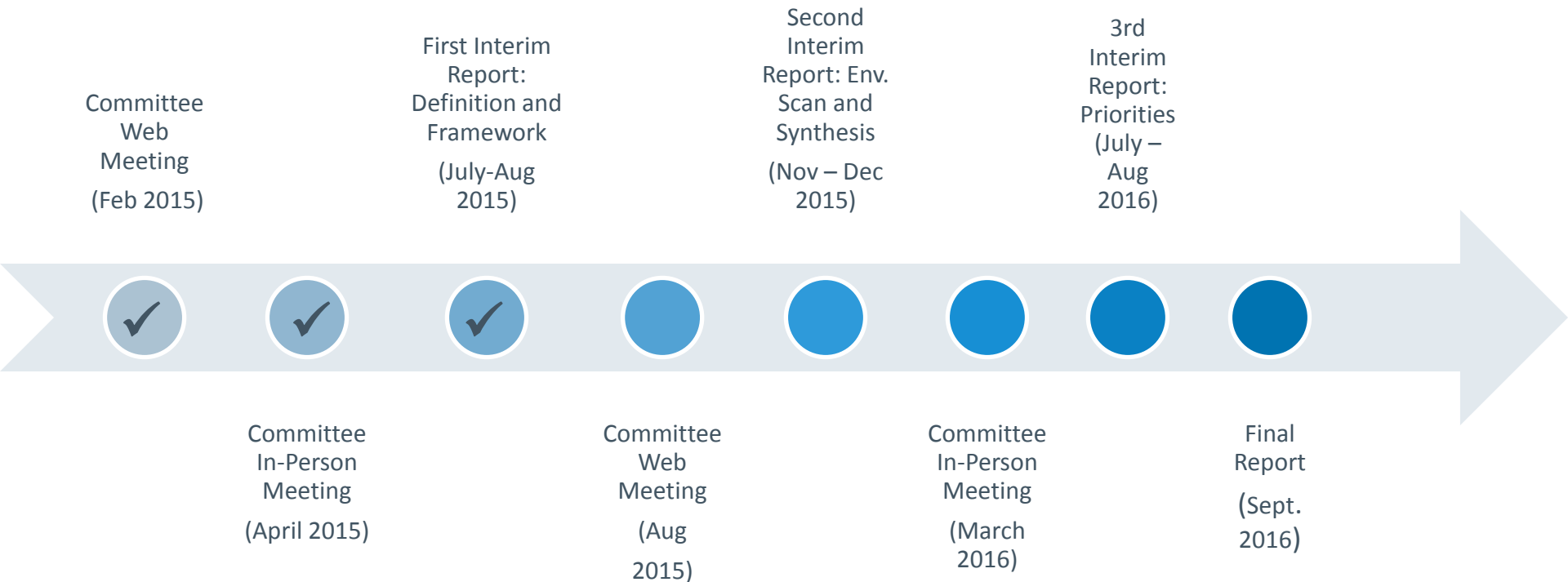
# Measuring HCBS Quality Project

**Provide multistakeholder guidance on the highest priorities for measurement of home and community-based services that support high-quality community living**

- Offers an opportunity to address the gaps in HCBS measurement and provide direction for future performance measurement
- Will maintain a broad and inclusive orientation to community living and maximize opportunities for public input. Will NOT endorse individual measures.



# Project Timeline 2015-2016





# Interim Report and Public Comments

# Interim Report Public Comments

- NQF received 100+ comments from dozens of organizations and individuals across the country
- NQF will post the comments to the project page with a cover letter highlighting and responding to key themes
- Points of clarification:
  - This project is setting a strategic direction and will produce both short-term and long-term recommendations. It is not expected to immediately impact any program reporting requirements, particularly for states.
  - Measures recommended by this project may not apply universally (to all consumers, all settings, or all services).
  - Prioritization involves making trade-offs. Out of scope does not equal unimportant.

# General Comments

- Overall, very supportive of the Committee's work and approach
  - Recognized importance and urgency
- Personal experiences highlighted important concepts
- Comments were generally thoughtful and nuanced, often suggesting that additional details or perspectives be specifically mentioned, such as:
  - References to specific populations that use HCBS
  - Use of technology in the home
  - Measurement of reporting of abuse
- Questions related to data availability and system interoperability
- Descriptions of barriers to receiving high-quality HCBS
- Requests to further clarify “dignity of risk”

# HCBS Operational Definition

The term “home and community-based services” (HCBS) refers to an array of long-term supports that promote the independence, well-being, and choices of an individual of any age who has physical, cognitive, and/or behavioral health needs and that are delivered in the home or other integrated community setting.

# Characteristics of High-Quality HCBS

- Provides for a person-driven system that optimizes individual choice and control in the pursuit of self-identified goals (e.g., employment, enjoying life)
- Promotes social connectedness by including people who use HCBS in the community to the same degree as people who do not use HCBS
- Includes a flexible range of services that are accessible, appropriate, effective, sufficient, dependable, and timely to respond to individuals' strengths, needs, and preferences
- Integrates healthcare and social services to promote well-being

# Characteristics of High-Quality HCBS

- Protects the individual's human and legal rights, including privacy; dignity; freedom from abuse, neglect, and exploitation; respect; and independence
- Ensures each individual can achieve the balance of personal safety and dignity of risk that he or she desires
- Utilizes and supports a workforce that is trained, adequate, and culturally competent
- Supports family caregivers
- Engages individuals who use HCBS in the design, implementation, and evaluation of the system and its performance

# Characteristics of High-Quality HCBS

- Reduces disparities by offering equitable access to and delivery of services
- Coordinates and integrates resources to maximize affordability and long-term sustainability
- Supplies valid, meaningful, integrated, aligned, and accessible data
- Fosters accountability through measurement and reporting of quality and outcomes



# Operational Definition and Characteristics : Comment Themes and Committee Discussion

## **Definition and Characteristics: most comments agreed**

- “integration” – not all HCBS are fully integrated, yet these services should not be excluded from the definition.
  - Does the committee want to modify the definition to mention “most integrated setting appropriate” or mention “maximizing capabilities”
- Suggestions that Characteristics should mention: identification and reduction of barriers, more about cost, worker availability/retention, consumer voice in data collection, engagement and disparities, linguistic competence
  - Does the committee want to make any additions?

# Discussion: HCBS Operational Definition

The term “home and community-based services” (HCBS) refers to an array of long-term **services and** supports that promote the independence, well-being, ~~and choices~~ **self-determination**, **[inclusion?,] [and dignity?]** of an individual of any age who has physical, cognitive, and/or behavioral health needs and that are delivered in the home or other integrated community setting.

- “Independence”: Does this apply to all HCBS users? Is the intent misinterpreted by some readers?
- “Needs”: It’s positive (a plus) but is it too broad?
- “Integrated”: Does this exclude some forms of HCBS? What about emphasizing choice or preference?

# Discussion: Characteristics of High-Quality HCBS

- Provides for a person-driven system that optimizes individual choice and control in the pursuit of self-identified goals (~~e.g., employment, enjoying life~~) [and life preferences?]
- Promotes social connectedness by including people who use HCBS in the community to the same degree as people who do not use HCBS
- Includes a flexible range of services that are accessible, appropriate, effective, sufficient, dependable, and timely to respond to individuals' strengths, needs, and preferences [something about settings?]
- Integrates healthcare and social services to promote well-being [and ...]

# Discussion: Characteristics of High-Quality HCBS

- Protects the individual's human and legal rights, including privacy; dignity; freedom from abuse, neglect, ~~and~~ exploitation [ , coercion, and restraint?]; respect; and independence
- Ensures each individual can achieve the balance of personal safety and dignity of risk that he or she desires
- ~~Utilizes and supports~~ [Ensures? Promotes?] a workforce that is trained [appropriately skilled?], adequate, [stable?], and culturally [and linguistically?] competent
- Supports family caregivers
- Engages individuals who use HCBS [ , their designated representatives, and consumer advocates] in the design, implementation, and evaluation of the system and its performance

# Discussion: Characteristics of High-Quality HCBS

- Reduces disparities by offering equitable access to and delivery of services [and...]
- Coordinates and integrates resources to [best meet consumer needs and] maximize affordability and long-term sustainability
- [Does cost/financing need its own bullet? E.g.: Receives adequate funding to deliver accessible and affordable services to those who need them.]
- Supplies valid, meaningful, integrated, aligned, accessible, outcome-oriented data to all stakeholders
- Fosters accountability through measurement and reporting of quality and outcomes

# HCBS Domains and Subdomains

Domain	Subdomains
<b>Workforce/Providers</b>	Sufficient numbers and appropriately dispersed; dependability; respect for boundaries, privacy, consumer preferences, and values; skilled; demonstrated competencies when appropriate; culturally competent, sensitive, and mindful; adequately compensated, with benefits; safety of the worker; teamwork, good communications, and value-based leadership
<b>Consumer Voice</b>	Meaningful mechanism for input (e.g., design, implementation, evaluation); consumer-driven system; breadth and depth of consumer participation; level of commitment to consumer involvement; diversity of consumer and workforce engagement; and outreach to promote accessible consumer engagement
<b>Choice and Control</b>	Choice of program delivery models and provider(s) including self-direction, agency, particular worker(s), and setting(s); personal freedoms and dignity of risk; achieving individual goals and preferences (i.e., individuality, person-centered planning); self-direction; shared accountability

# HCBS Domains and Subdomains

Domain	Subdomains
<b>Human and Legal Rights</b>	Delivery system promotes dignity and respect; privacy; informed consent; freedom from abuse and neglect; optimizing the preservation of legal and human rights; sense of safety; system responsiveness
<b>System Performance</b>	Consumer engagement; participatory program design; reliability; publicly available data; appropriate and fair resource allocation based on need; primarily judged by the aggregate of individual outcomes; waiting lists; backlog; financing and service delivery structures; availability of services; efficiency and evidence based practices; data integrity
<b>Full Community Inclusion</b>	Enjoyment or fun; employment, education, or productivity; social connectedness and relationships; social participation; resources to facilitate inclusion; choice of setting; accessibly built environment

# HCBS Domains and Subdomains

Domain	Subdomains
<b>Caregiver Support</b>	Training and skill-building; access to resources (e.g., respite, crisis support); caregiver well-being (e.g., stress reduction, coping); caregiver and/or family assessment and planning; compensation
<b>Effectiveness/Quality of Services</b>	Goals and needs realized; preferences met; health outcomes achieved; technical skills assessed and monitored; technical services delivered; team performance; rebalancing
<b>Service Delivery</b>	Accessibility (e.g., geographic, economic, physical, and public and private awareness or linkage); appropriate (e.g., services aligned with needs and preferences, whether goals are assessed); sufficiency (e.g., scope of services, capacity to meet existing and future demands); dependable (e.g., coverage, timeliness, workforce continuity, knowledge of needs and preferences, and competency); timely initiation of services; coordination (e.g., comprehensive assessment, development of a plan, information exchange between all members of the care team, implementation of the plan, and evaluation of the plan)



# HCBS Domains and Subdomains

Domain	Subdomains
<b>Equity</b>	Reduction in health and service disparities; transparency of resource allocation; access or waiting list; safe, accessible, and affordable housing; availability; timeliness; consistency across jurisdictions
<b>Health and Well-Being</b>	Physical, emotional, and cognitive functioning; social well-being, spirituality; safety and risk as defined by the consumer; freedom from abuse, neglect, and exploitation; health status and wellness (e.g., prevention, management of multiple chronic conditions); behavioral health

# Measurement Domains and Subdomains: Comment Themes and Committee Discussion

- Numerous suggested additions to the list of domains/subdomains, relatively few comments that a concept was not important to measure
  - Workforce supply, Inclusion, Equity vs. Equality, etc.
- Generally appreciative and supportive of the domains' emphasis on consumers' goals and outcomes as well as the important role of all types of caregivers.
- Noting the “subjective” nature of some of the measurement domains (e.g. how measurement thresholds may be determined)
  - “Who will judge when \_\_\_\_\_ is sufficient?”

# Discussion: HCBS Domains

- Workforce/~~Providers~~:
- Consumer Voice:
- Choice and Control:
  - Add supports for consumers in directing services?
- Human and Legal Rights:
  - Add exploitation/coercion/restraint to “freedom from abuse & neglect,” remove from Health & Well-Being?
  - Something about education about rights and exercising them?
  - Add: services meet all applicable laws and regulations?

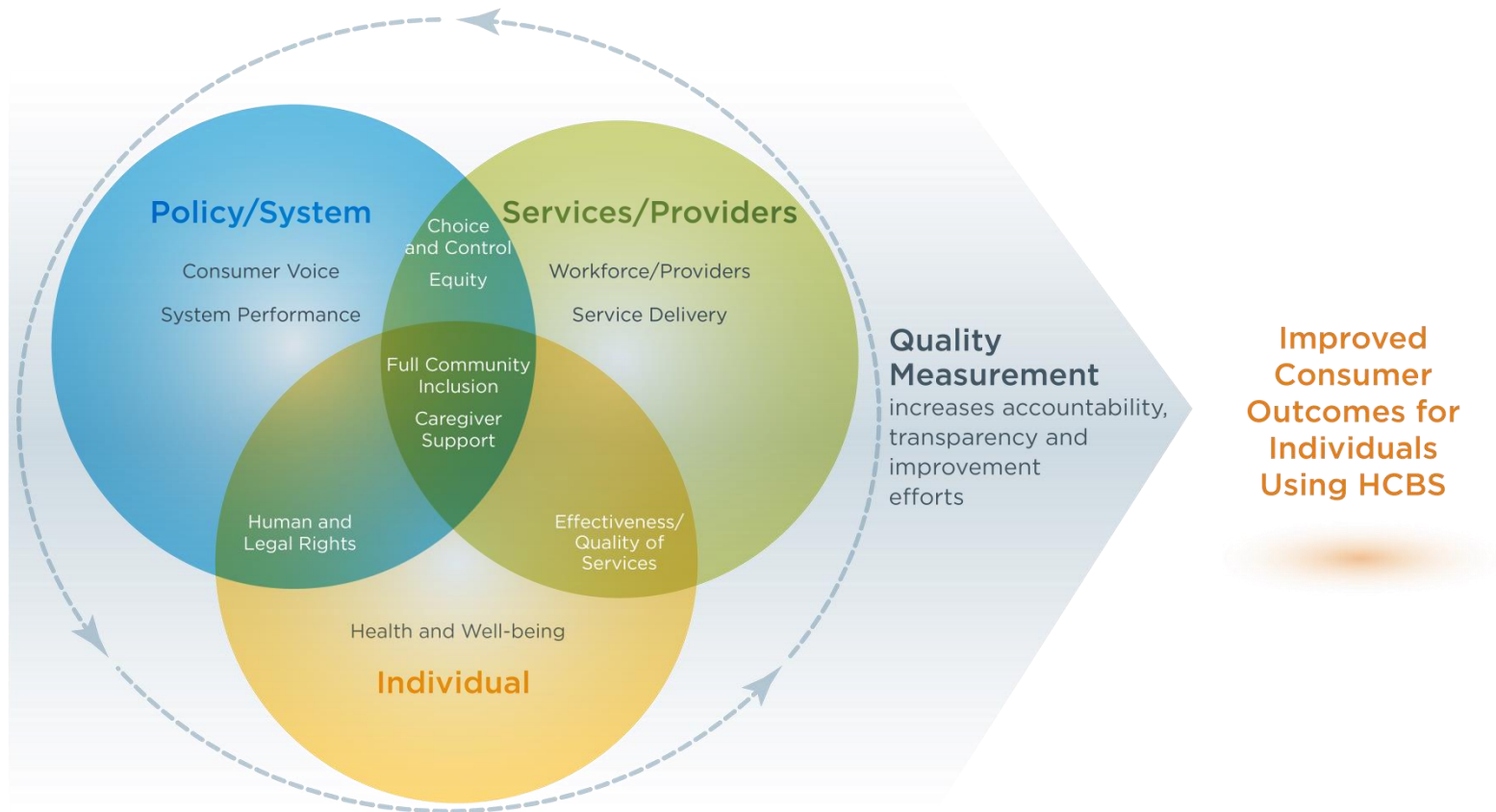
# Discussion: HCBS Domains

- System Performance:
  - Move “rebalancing” from Effectiveness to here?
- ~~Full~~ Community Inclusion: The level to which individuals who use HCBS are integrated into their communities and are socially connected
  - Mention transportation in subdomain?
  - Is the employment subdomain sufficient?
- Caregiver Support:
  - Add: Integration into care team?
  - Add: Education about system and legal supports

# Discussion: HCBS Domains

- Effectiveness/Quality of Services:
  - Add appropriate assessment of need?
- Service Delivery:
- Equity:
  - Remove housing?
- Health and Well-Being:
- Where does housing go, if anywhere?
- Do we need to include assistive technology, home modifications, etc.? Where?
- Domain on cost/financing?

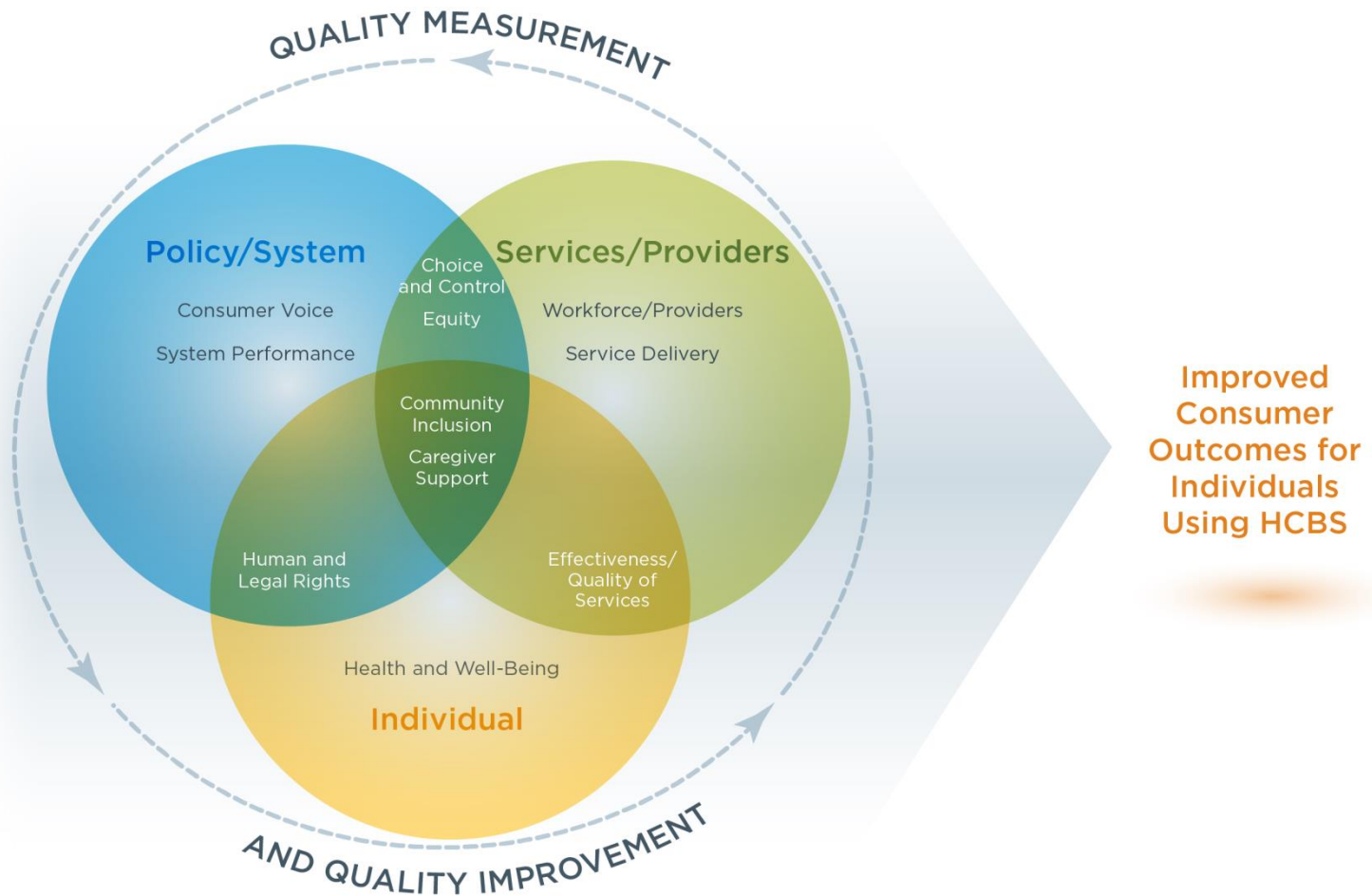
# Illustration of Conceptual Framework for Measuring HCBS



# Conceptual Framework: Comment Themes and Committee Discussion

- Relatively fewer comments about the illustration
- Placement of the arrow linking quality measurement to improved consumer outcomes
  - Highlight the intermediate step: quality measurement **informs quality improvement actions** which lead to improved outcomes?
- Continue to receive questions and comments about the placement of domains within the three circles.
  - Is the conceptual framework meaningful without the domains?
  - How can they be better communicated?

# Revised Illustration of Conceptual Framework for Measuring HCBS







# Opportunity for Public Comment



# Environmental Scan and Synthesis of Evidence

# Synthesis of Evidence

## Objectives:

- Collect information sources relevant to the HCBS project and its ultimate goal of prioritizing measurement opportunities
- Sources have already informed the development of the operational definition, domains/subdomains, and conceptual framework
- Feed the scan of measures and measure concepts applicable to HCBS
- Inform the prioritization of measurement gaps

# Source Evaluation Criteria

- **Product = annotated bibliography**
- NQF staff will evaluate each source based on three criteria first described by the Institute of Medicine:
  - **Impact:** Magnitude of the quality issues, both to the HBCS consumer/family and the system
  - **Improvability:** Existence of a performance gap and opportunity to narrow it through measurement.
  - **Inclusiveness:** Extent to which the quality issue is relevant to a variety of HCBS consumers and the ability to generalize findings to other areas

# Citation List Data Elements

- Title
- Author
- Publication Year
- Evidence Type
- Abstract/Description
- Service Type(s)
- Target Population(s)
- Evaluation Criteria Ratings
- Framework Domain(s)
- Framework Subdomain(s)
- Formatted citation

# Environmental Scan of Measures

## Objectives:

1. Identify existing measures applicable to HCBS, with an emphasis on those that maps to the list of domains and subdomains
2. Identify example(s) of HCBS quality measures to guide Committee discussion of implementation barriers and mitigation strategies
3. Identify measure concepts and ideas that should be further developed into future performance measures

# Environmental Scan of Measures

- **Product format = spreadsheet**
- Ongoing collection from information sources
  - Literature review of both grey and peer-reviewed articles, reports, websites
  - Measure inventories/databases
  - Specifically search for measures within domains/subdomains identified by the Committee

# Data Elements for Each Measure or Concept

Measures List	
• Title	• Service Setting
• Description	• Level of Analysis
• Numerator and Denominator	• Data Source
• Measure Type	• Unique numerical identifier
• Service Type(s)	• Reliability Testing (Y/N)
• Target Population(s)	• Validity Testing (Y/N)
• Payer(s)	• Information Source Citation
• Measure Development Lifecycle Stage	• Evaluation Criteria Ratings
• Measure Developer/Steward	• Framework Domain(s)
• NQF endorsement status	• Framework Subdomain(s)



# Measure and Measure Concept Evaluation Criteria

Criteria	Rating Scales
<b>Scientific evidence and psychometric testing</b>	<p>A: Reliability and validity testing</p> <p>B: Evidence of some instrument testing</p> <p>I: There is either:</p> <ul style="list-style-type: none"> <li>• Documented evidence that the measure was developed in collaboration with stakeholders</li> <li>• No documented evidence of psychometric testing</li> </ul>
<b>HCBS populations of interest</b>	<p>A: Designed/tested for more than one HCBS population</p> <p>B: Designed/tested for one HCBS population</p> <p>I: The measure was:</p> <p>Designed/tested for the general population not receiving HCBS</p> <p>Designed/tested for persons receiving institutional care</p>
<b>Feasibility of data collection</b>	<p>A: Requires administrative/clinical data collection from single organizational source</p> <p>B: Requires survey data collection from a single survey respondent or chart review</p> <p>C: Requires administrative/clinical data from multiple organizational courses</p> <p>I: Requires survey data collection from multiple responses to construct the measure about a single person</p>
<b>Prevalence of use</b>	<p>A: Use or intended use by a federal government agency or national entity</p> <p>B: Use or intended use by two or more programs/entities (including state/local)</p> <p>C: Use or intended use by one program/entity</p> <p>I: No Indication of use in the field of HCBS</p>

# Committee Discussion

- What other elements, if any, would the Committee like to be captured:
  - During the synthesis of evidence?
  - During the environmental scan of measures?
- In what format would the Committee most like to review the results?
- What other organizations and/or key informants should NQF contact regarding measures or measurement initiatives?

## Next Steps

- NQF will conduct the environmental scan of measures/measure concepts and synthesis of evidence
- The 2<sup>nd</sup> Interim Report with the results of the scan and synthesis will be posted for public and NQF member comment by mid-November
- 2-day Committee in-person meeting in March 2016 to review the results of the scan, synthesis, and comments
  - Committee will conduct prioritization of measurement opportunities at this meeting



# Opportunity for Public Comment



# Adjourn

*Thank you for participating!*

## NQF Resources

- “Priority Setting for Healthcare Performance Measurement: [Health Workforce, Care Coordination Between Primary Care Settings and Community](#), [Person-Centered Care and Outcomes](#), and [Alzheimer’s Disease and Related Dementias](#)” reports (2014)
- Behavioral health measure endorsement
- Pertinent work of the Measure Applications Partnership (MAP) Coordinating Committee including the work of its Dual Eligible Beneficiaries Workgroup (e.g.) “[Measuring Healthcare Quality for the Dual Eligible Beneficiaries Population](#)” reports (2012; 2014)
- “[Patient-Reported Outcomes in Performance Measurement](#)” report (2012)
- “[Multiple Chronic Conditions Measurement Framework](#)” report (2012)
- NQF’s portfolio of [endorsed measures](#)
- Previously conducted environmental scans by NQF, particularly the scans done as part of NQF’s 2013-2014 measure gaps work

## HHS Resources

- Any public-facing Departmental strategy for Community Living that comes to light during the course of the scan
- 2014 Annual Report on the Quality of Health Care for Adults Enrolled in Medicaid”, Nov. 19, 2014 <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/quality-of-care/downloads/2014-adult-sec-rept.pdf>
- [HHS Measure Inventory](#)
- [CMS Measure Inventory](#)
- [HHS Office of the Inspector General](#) work on HCBS provided through the Medicaid program
- HHS Guidance on section 2402(a) of the Affordable Care Act – <http://www.acl.gov/Programs/CDAP/OIP/docs/2402-a-Guidance.pdf>
- HHS [National Alzheimer’s Plan](#)
- HHS [Multiple Chronic Conditions Strategic Framework](#)
- [Government Accountability Office](#) reviews of HCBS provided through the Medicaid program
- HCBS experience of care survey (CAHPS-like survey in development)
- Administration for Community Living (2014). *Guidance to HHS Agencies for Implementing Principles of Section 2402(a) of the Affordable Care Act: Standards for Person-Centered Planning and Self-Direction in Home and Community Based Services Programs*. <http://www.acl.gov/Programs/CDAP/OIP/docs/2402-a-Guidance.pdf>
- ACL National Family Caregiver Support Program resources: [http://www.aoa.acl.gov/AoA\\_Programs/HCLTC/Caregiver/index.aspx](http://www.aoa.acl.gov/AoA_Programs/HCLTC/Caregiver/index.aspx)
- ACL/AoA’s National Survey of Older Americans Act Participants (NSOAAP)
- Aging & Disability Resource Center (ADRC) Technical Assistance Exchange (TAE) at <http://www.adrc-tae.acl.gov/tiki-index.php?page=HomePage>
- Agency for Healthcare Research and Quality (AHRQ). *Developing Quality of Care Measures for People with Disabilities: Summary of Expert Meeting, 2010*. Available at: <http://www.ahrq.gov/research/findings/final-reports/devqmdis/index.html>
- AHRQ’s [National Quality Measures Clearinghouse](#) and [National Guidelines Clearinghouse](#)
- AHRQ’s “[Coordinating Care in the Medical Neighborhood: Critical Components and Available Mechanisms](#)” (2011)

- AHRQ efforts in support of Deficit Reduction Act of 2005 directing AHRQ to develop measures of program performance, client functioning, and client satisfaction with HCBS under Medicaid, and to further assess the health and welfare of HCBS persons (three sets of resources):
  - [Environmental Scan of Measures for Medicaid Title XIX Home and Community-Based Services](#), 2010, by Thomson Healthcare (Truven Health Analytics):
    - [Scan Methodology](#)
    - [Environmental Scan](#) (Table of Contents to Document)
    - Tables of Tested Measures Identified Meeting Threshold Criteria: [Part 1](#), [2](#), and [3](#)
    - [Details of individual measures](#)
  - [Development of Quality Indicators for the Home and Community-Based Services Population: Technical Report](#), 2012, by Stanford University (on the quality indicators developed for the HCBS population)
    - [Appendix 1A](#) (Review of the Literature)
    - [Appendix 1B](#) (Expert Panel Calls)
- AHRQ's ["Long-Term Care for Older Adults: A Review of Home and Community-Based Services Versus Institutional Care"](#) (2012)
- [Assessing the Health and Welfare of the HCBS Population Findings Report](#), 2012 (using the quality indicators developed; Table of Contents to AHRQ report)
- ASPE Transitions from Medicare-Only to Medicare-Medicaid Enrollment paper, 2014. The ASPE Disability, Aging and LTC Policy publications are at: [http://aspe.hhs.gov/office\\_specific/daltcp.cfm](http://aspe.hhs.gov/office_specific/daltcp.cfm).
- ASPE Paper – Evaluating PACE: A Review of the Literature, 2014. The ASPE Disability, Aging and LTC Policy publications are at: [http://aspe.hhs.gov/office\\_specific/daltcp.cfm](http://aspe.hhs.gov/office_specific/daltcp.cfm).
- ASPE 40 State Medicaid Use/Expenditures Report, 2013. The ASPE Disability, Aging and LTC Policy publications are at: [http://aspe.hhs.gov/office\\_specific/daltcp.cfm](http://aspe.hhs.gov/office_specific/daltcp.cfm).
- ASPE paper: Informal caregiving for Older Americans: <http://aspe.hhs.gov/daltcp/reports/2014/NHATS-IC.cfm>
- ASPE paper: "Quality in Managed Long-Term Services and Supports Programs" <http://aspe.hhs.gov/daltcp/reports/2013/LTSSqual.shtml>
- ASPE paper: "Environmental Scan of MLTSS Quality Requirements in MCO Contracts" <http://aspe.hhs.gov/daltcp/reports/2013/MCOcontr.shtml>
- ASPE paper: "Did They or Didn't They?: A Brief Review of Service Delivery Verification in MLTSS" <http://aspe.hhs.gov/daltcp/reports/2013/verifyRB.shtml>
- ASPE paper: "Addressing Critical Incidents in the MLTSS Environment: Research Brief" <http://aspe.hhs.gov/daltcp/reports/2013/CritIncidRB.shtml>
- ASPE paper - *A Primer on Using Medicaid for People Experiencing Chronic Homelessness and Tenants in Permanent Supportive Housing* <http://aspe.hhs.gov/daltcp/reports/2014/PSHprimer.pdf>
- ASPE's [Improving Employment Outcomes for People with Psychiatric Disorders and Other Disabilities](#), April 2014
- ASPE's [Disability and Care Needs of Older Americans by Dementia Status: An Analysis of the 2011 National Health and Aging Trends](#), April 2014
- ASPE's [Support and Services at Home \(SASH\) Evaluation: First Annual Report](#), Sept. 2014
- "Long-Term Services and Supports: An Overview," to the National Advisory Council on Alzheimer's Research, Care, and Services, 10/27/14; contains updated stats from the 2011 National Health and Aging Trends Study, at <http://aspe.hhs.gov/daltcp/napa/102714/Mtg14-Slides1.pdf>

- ASPE paper - *Medicaid and Permanent Supportive Housing for Chronically Homeless Individuals: Emerging Practices From the Field* <http://aspe.hhs.gov/daltcp/reports/2014/EmergPrac.pdf>
- ASPE's "[Performance Measures in MLTSS Programs](#)" research brief (2013)
- ASPE paper – Seniors and Service Demonstration design
- ASPE paper – Picture of Housing and Health
- Additional ASPE materials on homelessness: Literature and Environmental Scan (2011), Issue Papers Examining Medicaid and PSH (2012): Issue Paper 1: Health, Housing, and Service Supports for Three Groups of People Experiencing Chronic Homelessness, Issue Paper 2: Medicaid Financing for Services in Supportive Housing for Chronically Homeless People: Current Practices and Opportunities, Issue Paper 3: Establishing Eligibility for SSI for Chronically Homeless People, Issue Paper 4: Public Housing Agencies and Permanent Supportive Housing for Chronically Homeless People - documents available at [www.hhs.gov/homeless](http://www.hhs.gov/homeless)
- Understanding Medicaid Home and Community Services: A Primer, 2010 Edition, on the ASPE web site at <http://aspe.hhs.gov/daltcp/reports/2010/primer10.htm>
- ASPE paper - *How Have Long-Term Services and Supports Providers Fared in the Transition to Medicaid Managed Care? A Study of Three States*, available at: <http://aspe.hhs.gov/daltcp/reports/2013/3LTSStrans.pdf>
- ASPE paper - *Participant-Directed Services in Managed Long-Term Services and Supports Programs: a Five State Comparison*, available at: <http://aspe.hhs.gov/daltcp/reports/2013/5LTSS.pdf>
- ASPE report - *EHR Payment Incentives for Providers Ineligible for Payment Incentives and Other Funding Study*, <http://aspe.hhs.gov/daltcp/reports/2013/ehmpi.shtml>
- ASPE report – Support and Services at Home (SASH) Evaluation, First Annual Report, September 2014.
- CDC/National Center for Health Statistics: National Study of Long-Term Care Providers and related materials: <http://www.cdc.gov/nchs/nsltcp.htm>
- Census Bureau disability statistics/resources: <http://www.census.gov/people/disability/>
- CMS - <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/quality-of-care/quality-of-care.html>
  - [The fifth Annual Secretary's Report on the Quality of Care for Children in Medicaid and CHIP](#)
  - [the first Annual Secretary's Report on the Quality of Health Care for Adults Enrolled in Medicaid](#)
- Information on the Medicaid [Home & Community Based Services waiver program](#), including 2014 final rule on HCBS settings and related guidance ([CMS 2249-F](#)) and Medicaid statutory authorities and policy issuances instructing states to develop and integrate a [continuous quality assurance, monitoring, and improvement strategy for HCBS programs](#), and approved performance measures and other materials related to HCBS services
- [Money Follows the Person demonstration program quality of life survey](#) for persons transitioning from institutional to community settings
- CMS. The National Balancing Indicator Project (2010) <http://dswresourcecenter.org/tiki-index.php?page=NBIP>
  - Centers for Medicare & Medicaid Services. *National Balancing Indicators Project, Measure Additions and Refinement Report*, January 2013. Contract #HHSM-500-2006-00007I, Task Order HHSM-500-T0007, Division of Community Systems Transformation, Disabled & Elderly Health Programs Group Center for Medicaid & CHIP Services, Centers for Medicare & Medicaid Services. – CMS to provide



- [Testing Experience and Functional Tools](http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Delivery-Systems/Grant-Programs/TEFT-Program-.html) (TEFT) initiative: <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Delivery-Systems/Grant-Programs/TEFT-Program-.html> piloting the Personal Health Record, and curating e-LTSS standards with leadership and support of Office of the National Coordinator for Health IT. <http://wiki.siframework.org/electronic+Long-Term+Services+and+Supports+%28eLTSS%29>
- Balancing Incentive Program: <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/balancing/balancing-incentive-program.html>
- CMS Excel Chart – list of HCBS - CMS to provide
- CMS Excel Chart – list of PMs - CMS to provide
- CMS grant, Implementing Continuous Quality Improvement (CQI) in Medicaid HCBS programs, Sarah Galantowicz, Thomson Reuters, January 21, 2010. [http://www.dpw.state.pa.us/cs/groups/webcontent/documents/document/d\\_007056.pdf](http://www.dpw.state.pa.us/cs/groups/webcontent/documents/document/d_007056.pdf)
- CMS – performance measures used by states in section 1915(i) programs (embedded in approved State Plan amendments) (CMS to provide or NQF will create a small sample)
- CMS – review of Medicaid Health Home State Plan amendments/programs for any yield in quality measures (CMS to provide or NQF will create a small sample)
- CMS' [Participant Experience Survey \(PES\) Tools](#)
- CARE tool functional item set and B-Care: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Post-Acute-Care-Quality-Initiatives/CARE-Item-Set-and-B-CARE.html>
- CMS materials on PACE programs: <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/integrating-care/program-of-all-inclusive-care-for-the-elderlypace/program-of-all-inclusive-care-for-the-elderly-pace.html>
- Health Homes information can be found on Medicaid.gov: <http://www.medicaid.gov/State-Resource-Center/Medicaid-State-Technical-Assistance/Health-Homes-Technical-Assistance/Health-Home-Information-Resource-Center.html>
- Health Homes State Medicaid Director Letter: <http://www.medicaid.gov/SMDL/SMDL/list.asp>
- Health Home SMD on HH Core Set of Quality Measures: <http://www.medicaid.gov/Federal-Policy-Guidance/Downloads/SMD-13-001.pdf>
- Health Home Technical Specifications for HH Core Set of Quality Measures: <http://www.medicaid.gov/State-Resource-Center/Medicaid-State-Technical-Assistance/Health-Homes-Technical-Assistance/Downloads/Health-home-core-setmanual-.pdf>
- CMS Medicare-Medicaid Enrollee State Profiles and Chronic Conditions Warehouse – available on-line: <https://www.ccwdata.org/web/guest/home>
- CMS Report to Congress: Evaluation of Community-based wellness and prevention programs under section 4202 of ACA: <http://innovation.cms.gov/Files/reports/CommunityWellnessRTC.pdf>
- CMS Environmental Scan on Autism: <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/downloads/autism-spectrum-disorders.pdf> - note scan methodology
- Centers for Medicare & Medicaid Services (CMS). *Draft Specifications for the Functional Status Quality Measures for Long-term Care Hospitals and Draft Specifications for the Functional Status Quality Measures for Inpatient Rehabilitation Facilities*. Available at: <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/MMS/Downloads/Public-Comment-Functional-Specs.zip>

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- Centers for Medicare & Medicaid Services (CMS). *Core measures in FFS Duals*: [https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO\\_MFFS\\_Guidance\\_4\\_17\\_13.pdf](https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO_MFFS_Guidance_4_17_13.pdf). The State-specific measures for two models can be found at: <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/ApprovedDemonstrationsSignedMOUs.html>.
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- The HCBS Taxonomy: A New Language for Classifying Home- and Community-Based Services, policy brief: [http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MedicaidDataSourcesGenInfo/Downloads/MAX\\_IB19\\_Taxonomy.pdf](http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/MedicaidDataSourcesGenInfo/Downloads/MAX_IB19_Taxonomy.pdf)
- CMS Waiver application portal: <https://wms-mmdl.cdsfdc.com/WMS/faces/portal.jsp>
- CMS Impact Act activities: to be updated at: [www.cms.hhs.gov](http://www.cms.hhs.gov)
- CMS Quality Strategy
- CMS MMCO Data reports: MMCO Data Reports - CMS National & State Profiles (2008), Condition Prevalence and Comorbidity among FFS Medicare-Medicaid enrollees (2009): <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Analytics.html>
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- [State Innovation Models](#) Initiative (SIM) in the states that have received Model Testing Awards that include HCBS

- CMS/Truven Analytics “[The Growth of Managed Long-Term Services and Supports \(MLTSS\) Programs: A 2012 Update](#)” (2012)
- Annual information on LTSS Medicaid expenditures and HCBS/Waiver expenditures compiled by Truven. This information is now available on the CMS Medicaid site; scroll down the page <http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/long-term-services-and-supports.html>
- [Saucier et al. 2012 analysis](#) for CMS on managed care long-term services and supports and quality measurement
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- Department of Housing and Urban Development section 811 Supportive Housing for Persons With Disabilities portal, and the Elderly portal (separate portals)
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- ONC/HHS – Person Centered Care slides 10/14: <http://www.healthit.gov/person-centered-care>
- ONC reports - Strategy and Principles to Accelerate HIE: [http://www.healthit.gov/sites/default/files/acceleratinghieprinciples\\_strategy.pdf](http://www.healthit.gov/sites/default/files/acceleratinghieprinciples_strategy.pdf)
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- Tennessee collaboration with CQL to become first state service delivery network to become accredited; TN also operating a value based purchasing program for HCBS providers in 2016
- Minnesota requirement for Medicaid Adult Day service providers to implement Quality Assurance performance improvement programs that will be linked to reimbursement



For Phase 1 of the environmental scan, NQF will log measures and measure concepts in the previously listed resources and will consult these additional sources:

- NQF's portfolio of [endorsed measures](#)
- AHRQ's [National Quality Measures Clearinghouse](#) and [National Guidelines Clearinghouse](#)
- HHS [Inventory of measures](#)
- CMS Measures Inventory
- The [Health Indicators Warehouse](#)
- Collections of measures in the [HCBS.org Clearinghouse](#)
- Measures under consideration by HHS for use federal programs in 2015
- Measures in use by State Medicaid HCBS waiver programs (to be provided by Federal Liaisons)
- Previously conducted environmental scans by NQF, particularly the scans done as part of NQF's 2013-2014 measure gaps work
- Presentation from Steve Kaye about LTSS quality tools