

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

Public Webinar
December 5, 2014



NATIONAL
QUALITY FORUM



Welcome

Webinar Objectives

- Build a shared understanding of the project objectives, activities, and committee nominations process
- Solicit early input on the project's research approach and resources to explore
- Engage a broad public audience in the development of an operational HCBS definition and conceptual measurement framework

HCBS Project Team

NQF Staff:

- Wendy Prins, Vice President, National Quality Partners
- Sarah Lash, Senior Director
- Juliet Feldman, Project Manager
- Nadine Allen, Project Analyst

HHS Liaisons:

- Jamie Kendall, ACL
- Corette Byrd, CMS
- D.E.B. Potter, ASPE
- Ellen Blackwell, CMS
- Lisa Patton, SAMHSA
- Jennifer Burnett, CMS
- Cheryl Powell, CMS



Project Overview

National Quality Forum (NQF)

NQF work catalyzes healthcare improvement & innovation

- **Gold Standard for Quality**—selects & endorses best healthcare quality measures
- **An Essential Forum**—420 organizational members and more than 800 volunteer leaders that span healthcare
- **Quality Leadership**—convenes private and public sector leaders to reach consensus on complex issues

This project on HCBS is NQF's most significant foray into non-medical services to date

NQF Membership

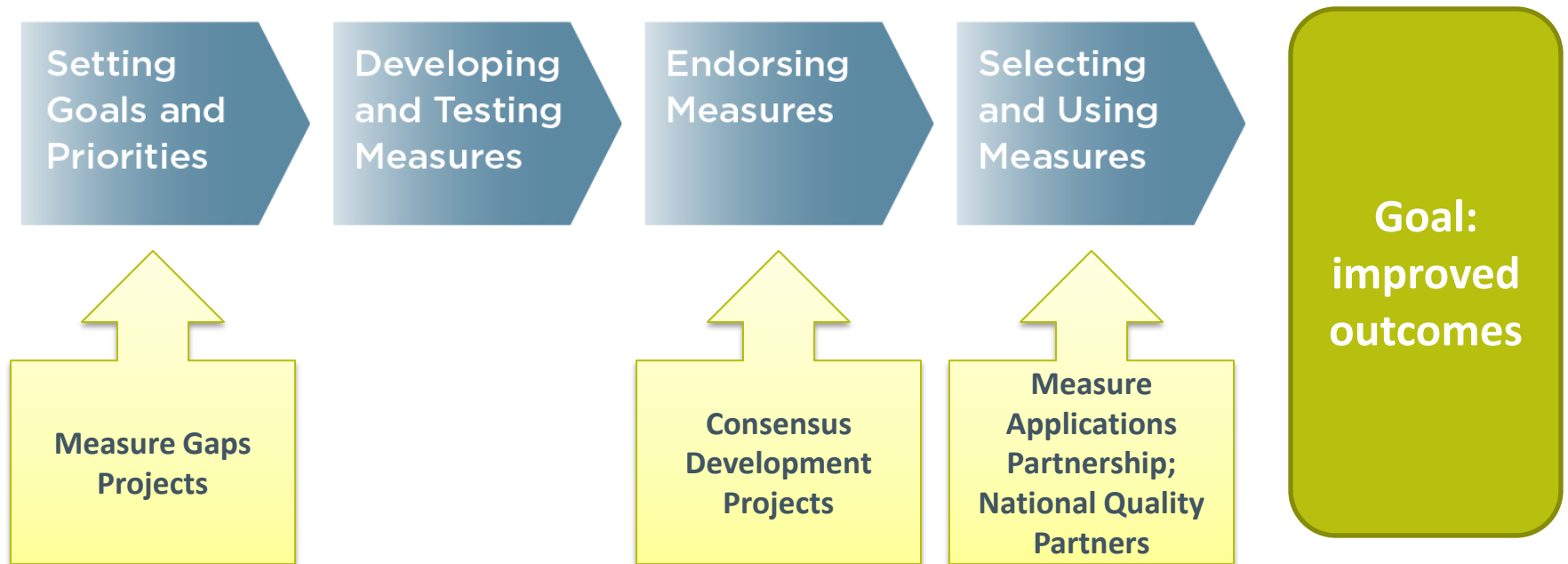
- Consumer advocate organizations
- Purchasers
- Hospitals and health care systems
- Health plans
- Physician societies and nursing organizations
- Public and community health agencies
- Local and state-based agencies and health organizations
- Biopharmaceutical research companies
- Medical device companies
- Federal agency partners (CMS, AHRQ, CDC, SAMHSA, HRSA, etc.)
- Measure developers

National Quality Strategy



NQF and Measurement

The Performance Measurement Enterprise



Why Measure Quality of HCBS?

- Home and community-based services (HCBS) are critical to promoting independence, wellness, and self-determination for people with long-term care needs
 - Examples of HCBS services include personal care, adult day programs of all types, and family caregiver supports
- States continue to shift resources from institutional care to HCBS
- Outlays for HCBS constitute nearly half of Medicaid's long-term care expenditures
 - Beyond Medicaid, HCBS are also provided by other federal agencies (ACL, SAMHSA, etc.), and a significant “private pay” market that includes informal supports of family members and friends

HCBS Quality

- A high-quality HCBS system is needed to support older adults and people with disabilities of all ages
- Established frameworks and quality domains for evaluating long-term supports and services (LTSS) and HCBS exist
- Yet availability and uptake of performance measures remains limited and lacks uniformity across states and other responsible entities (e.g., providers, managed care organizations)

Measuring HCBS Quality Project

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

- Offers an opportunity to address the gaps in HCBS measurement
- Supports the aims of the Affordable Care Act, the National Quality Strategy, and HHS' Community Living Council
- Will maintain a broad and inclusive orientation to community living and maximize opportunities for public input

Project Components

Under contract with the Department of Health and Human Services (HHS), this two-year project will entail:

1. Creating a conceptual framework for measurement, including a definition for HCBS
2. Performing a synthesis of evidence and environmental scan for measures and measure concepts
3. Identifying gaps in HCBS measures based on framework and scan
4. Making recommendations for HCBS measure development

Committee Nominations

- Identifying the best approach for assessing quality will require the input and expertise of a wide variety of stakeholders
- NQF is seating a committee of 20 HCBS experts to guide project activities, to include:
 - Defining HCBS
 - Developing the conceptual measurement framework
 - Reviewing the environmental scan performed by staff
 - Recommending priorities for HCBS measure development and use
- The committee will include HCBS consumers and/or family members

Important Committee Nomination Dates

- Committee nominations period: **now thru Dec. 16**
- Public comment on Committee roster: **Jan. 9-22**
- Committee roster finalized: **Jan. 31**



Future Project Meetings

Activities	Dates
Committee web meeting	February 20, 2015, 12-2pm ET
In-Person Committee meeting (2-day)	April 29-30, 2015
Committee web meeting	August 2015; exact date/time TBD
In-Person Committee meeting (2-day)	March 2016; exact dates TBD
Public webinar	July 2016; exact date/time TBD

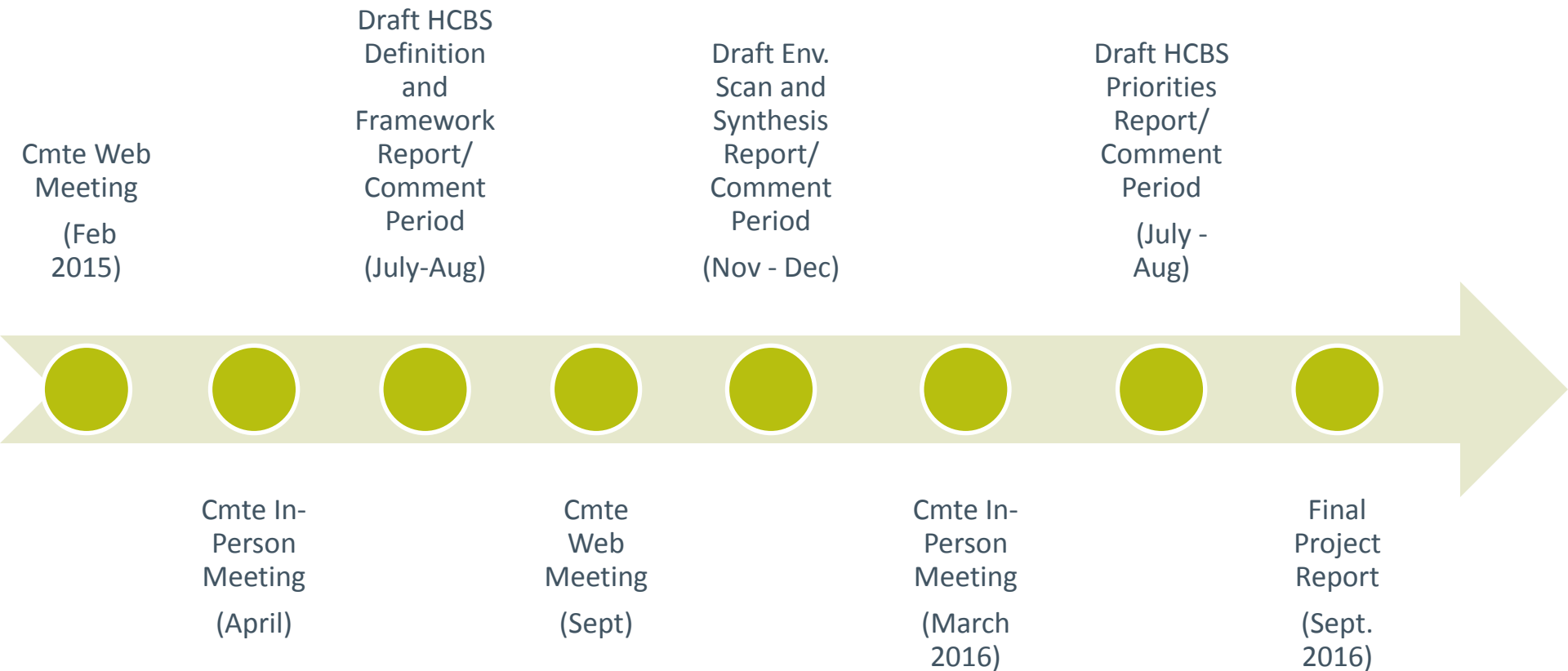
*All meetings are open to the public and NQF members
Meetings are webcast and recordings are posted on the project page.*

Project Reports and Public Comment Periods

Reports	Due Dates
Draft Report: Operational Definition and Draft Conceptual Framework for HCBS Performance Measurement	July 15, 2015
Draft Report: Environmental Scan of Measures and Synthesis of Evidence for HCBS	November 15, 2015
Draft Report: Recommendations on HCBS Measure Concepts for Translation and Advancing Measurement	July 15, 2016
Final Report: Recommendations on Addressing Performance Measure Gaps in HCBS to Support Community Living Quality	September 4, 2016

Public comment periods (30-day) to follow each draft report

Project Timeline 2015-2016



Other Relevant NQF Efforts

Reports are available on each of the project pages

- [Person- and Family-Centered Care projects](#)
- [Care Coordination projects](#)
- [Workforce measure gaps project](#)
- [Alzheimer's Disease and Related Dementias measure gaps project](#)
- [Patient Reported Outcomes report](#)
- [Measure Applications Partnership](#)



Q&A Session



Approach to Research Activities

Overarching Questions to be Considered

- Emphasize measurement of *all* outcomes of HCBS consumers or the quality of the HCBS system?
- Why have prior efforts to establish uniform measures of HCBS quality experienced limited success?
- Does the necessary data infrastructure exist to support systematic measurement of HCBS? How could it be improved?
- How can measurement be aligned across and within programs and states with different funding streams, such as Medicaid-funded HCBS and private pay?

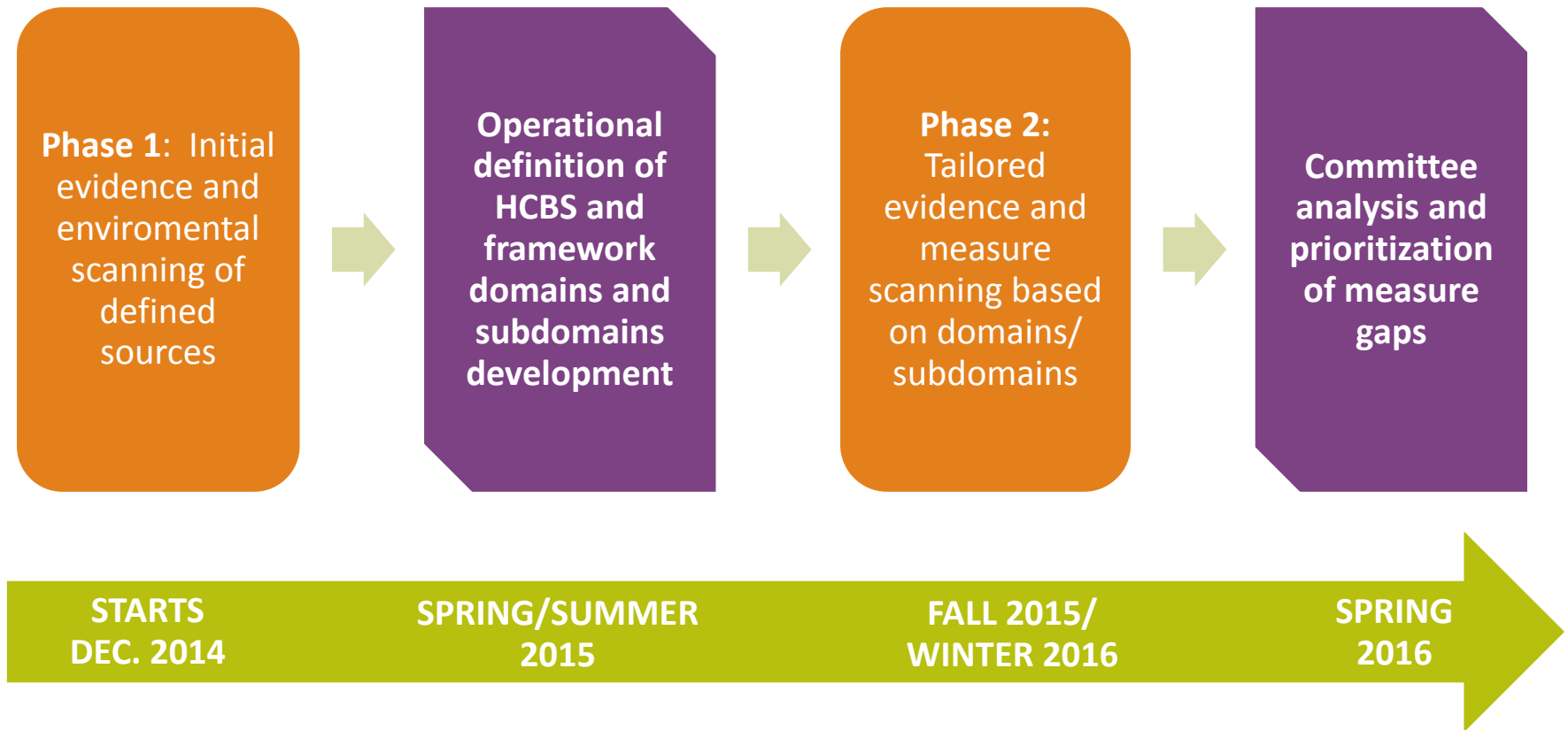
Overarching Questions to be Considered

- What level of analysis should be considered to best assess quality and drive shared accountability (e.g., national, state, health plan, provider)?
- Given the wide scope of HCBS and diversity of consumer populations, which services and/or outcomes are most closely tied to consumers' independence, good health, and quality of life?
- What implications do the rapid growth of managed long-term supports and services (MLTSS) and integrated models have on opportunities for quality measurement?

General Methodology

- Synthesis of evidence
- Environmental scan for measures and measure concepts
 - Distinct but inter-related activities
 - Iterative approach with activities related to the synthesis and scan occurring in tandem
- Information will inform committee's deliberations
- Public commenting opportunities will be provided

General Methodology



Synthesis of Evidence

- Objectives:
 - Directly inform the development of the operational definition of HCBS and a conceptual framework for quality measurement
 - Support the scan to identify existing measures applicable to HCBS as well as concepts and ideas that should be measured or further developed into future performance measures
 - Inform the prioritization of measurement gaps based on:
 - » **Impact:** Magnitude of the quality issue, both to the HCBS consumer/family and the system
 - » **Improvability:** Existence of a performance gap and opportunity to narrow it through measurement
 - » **Inclusiveness:** Extent to which a quality issue is relevant to a variety of HCBS consumers and the ability to generalize findings to other areas

Synthesis of Evidence

- Will focus on literature describing quality measurement, best practices, and challenges
- For Phase 1, NQF to consult a pre-defined list of sources with input from the Committee
- For Phase 2, NQF to conduct an organized literature review once operational HCBS definition and framework domains and subdomains are defined
 - Phase 2 may also include key informant interviews if information sought is unlikely to be published

Environmental Scan of Measures and Measure Concepts

- Objectives:
 - Identify existing measures applicable to HCBS, with an emphasis on those that map to the conceptual framework's domains and subdomains
 - Identify promising examples of HCBS quality measures to guide committee discussion of implementation barriers and mitigation strategies, similar to a case study
 - Identify measure concepts and ideas that should be further developed into future performance measures that would best support community living

Environmental Scan of Measures and Measure Concepts

- Will build on existing sources including the AHRQ-funded “Environmental Scan of Measures for Medicaid Title XIX Home and Community-Based Services”
- For Phase 1, NQF to consult various pre-defined measure sources with input from the Committee
- For Phase 2, NQF to continue scan based on framework domains and subdomains

Outreach and Collaboration

- NQF will conduct outreach to the community of stakeholders to learn what measures may be in development or use
- Modes of outreach to include:
 - Committee meetings
 - Public comment periods
 - Committee and HHS constituencies
 - NQF membership
 - NQF's online Measure Pipeline tool
 - Other suggestions?



Q&A Session

Will this approach ultimately support the Committee's analysis and prioritization of measure gaps?

What resources should NQF consult in the first phase of the synthesis and scan?



Developing HCBS Definition and Conceptual Framework

Operational Definition of HCBS

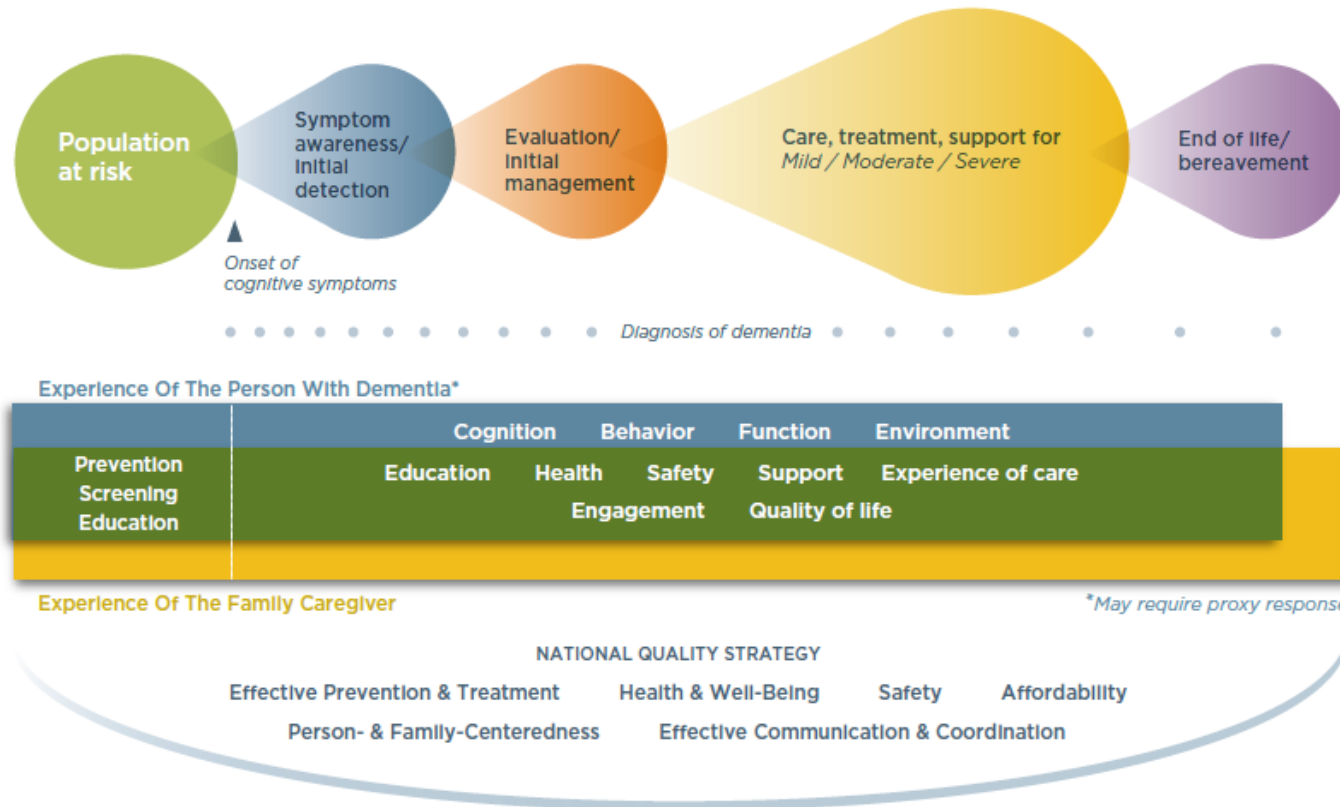
- NQF to work with Committee and HHS to define HCBS for purposes of this project
- Synthesis of evidence to support identification of existing definitions and other relevant evidence
- Will aid in the inclusion/exclusion of information in the synthesis and scan and the Committee's prioritization of gaps
- Development will be iterative with multiple opportunities for Committee and public input
 - Draft Operational Definition and Conceptual Framework Report due July 15, 2015 (30-day public comment period to follow)

Conceptual Framework

- Key tool used by the committee to systematically identify and analyze gaps in performance measurement
- Will create or adapt an existing framework
- Synthesis of evidence to support identification of existing frameworks and other relevant evidence
- Development will be iterative with multiple opportunities for Committee and public input
 - Draft Operational Definition and Conceptual Framework Report due July 15, 2015 (30-day public comment period to follow)

Example Conceptual Framework

CONCEPTUAL MODEL FOR PERFORMANCE MEASURE DEVELOPMENT FOR DEMENTIA:
Maximizing quality of life, minimizing distress



Call To Action



- NQF is seeking:
 - Sources to consult for synthesis of evidence or environmental scan
 - Existing HCBS measurement frameworks
 - Measures and measure concepts related to HCBS

- Send your input to HCBS@qualityforum.org

Next Steps

- Call for Committee Nominations closes Dec. 16
- Committee roster finalized by Jan. 31, 2015
- Committee web meeting on Feb. 20, 2015 from 12-2pm ET

To Submit a Committee Nomination, go to:
http://www.qualityforum.org/Measuring_HCBS_Quality.aspx

Measuring HCBS Quality

This project will develop a conceptual framework and perform an environmental scan to address performance measure gaps in home and community-based services to enhance the quality of community living. [Read more](#)

ATTEND - Public Webinar, Dec 5

NOMINATE - through Dec 16, 6:00pm

Events

Public Webinar

12:00pm Friday, Dec. 05, 2014

16 Dec NOMINATE

Closes at 6:00pm ET

Committee Web Meeting

12:00pm Friday, Feb. 20, 2015

[View All](#)

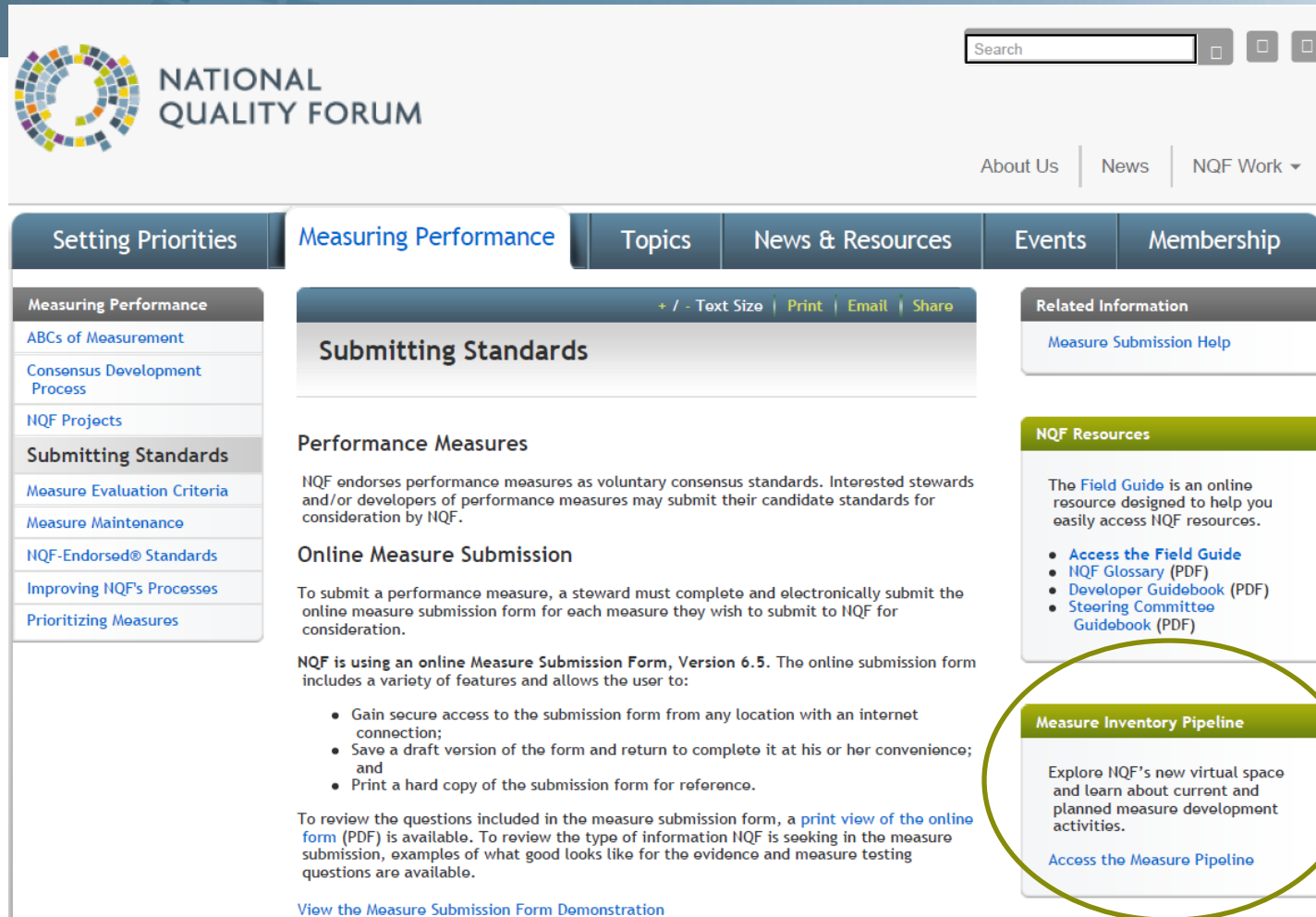
Materials

[Call for Nominations](#) (PDF)

[View All](#)

Submit Measures/Measure Concepts to NQF

http://www.qualityforum.org/Measuring_Performance/Submitting_Standards.aspx



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Performance Measures

NQF endorses performance measures as voluntary consensus standards. Interested stewards and/or developers of performance measures may submit their candidate standards for consideration by NQF.

Online Measure Submission

To submit a performance measure, a steward must complete and electronically submit the online measure submission form for each measure they wish to submit to NQF for consideration.

NQF is using an online Measure Submission Form, Version 6.5. The online submission form includes a variety of features and allows the user to:

- Gain secure access to the submission form from any location with an internet connection;
- Save a draft version of the form and return to complete it at his or her convenience; and
- Print a hard copy of the submission form for reference.

To review the questions included in the measure submission form, a [print view of the online form](#) (PDF) is available. To review the type of information NQF is seeking in the measure submission, examples of what good looks like for the evidence and measure testing questions are available.

[View the Measure Submission Form Demonstration](#)

Related Information

[Measure Submission Help](#)

NQF Resources

The **Field Guide** is an online resource designed to help you easily access NQF resources.

- [Access the Field Guide](#)
- [NQF Glossary](#) (PDF)
- [Developer Guidebook](#) (PDF)
- [Steering Committee Guidebook](#) (PDF)

Measure Inventory Pipeline

Explore NQF's new virtual space and learn about current and planned measure development activities.

[Access the Measure Pipeline](#)



Q&A Session

20
15

ANNUAL CONFERENCE AND MEMBERSHIP MEETING

Tackling Costs: The Quality Solution

MARCH 23-24, 2015 ■ WASHINGTON, DC



For More Information

Subscribe to alerts about the HCBS project and view resources as they are developed:

www.qualityforum.org/Measuring_HCBS_Quality.aspx

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Adjourn

Thank you for participating!