



Home and Community Based Services Quality Measurement

Public Webinar

The National Quality Forum (NQF) convened a public webinar for the Home and Community-Based Services (HCBS) Quality Measurement project on Friday, December 5, 2014. Nearly 500 individuals attended the webinar, representing all regions of the country and a variety of stakeholder groups. An [online archive](#) of the webinar is available for playback.

Welcome and Review of Webinar Objectives

Jamie Kendall, Director, Office of Policy Analysis and Development, Administration for Community Living began by welcoming participants to the webinar. Ms. Kendall remarked that this project is a collaborative effort across the Department of Health and Human Services (HHS) and will serve as a foundational effort for developing a comprehensive and robust quality measurement set for HCBS. Wendy Prins, Vice President, National Quality Partners, NQF, also provided opening remarks, and reviewed the meeting objectives:

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

Project Overview

Juliet Feldman, Project Manager, NQF, provided an overview of NQF and its role in the broader performance measurement enterprise. Ms. Feldman introduced the HCBS project and discussed the project objectives and planned activities. These include developing an operational definition of HCBS and conceptual measurement framework, conducting a synthesis of evidence and environmental scan of measures and measure concepts to identify the measurement gaps, and making recommendations for HCBS measure development. She noted that the project will be guided by a multistakeholder committee of 20 experts and that the [call for committee nominations](#) will close on December 16 at 6:00pm, ET. Ms. Feldman discussed the future opportunities for NQF members and the public to engage in this work, including submitting public comments and participating in the meetings and webinars. She concluded by presenting dates for future project meetings, planned reports, and public comment periods ([see Appendix A](#)).

Approach to Research Activities

Sarah Lash, Senior Director, NQF, began by describing overarching questions related to the project's scope and direction, which will be further considered by the committee as the project progresses. Ms. Lash then provided an overview of NQF's planned approach for the synthesis of evidence and environmental scan of measures and measure concepts. She discussed that these two activities are distinct but inter-related processes and the NQF plans to take an iterative approach to gradually add and synthesize detailed information in high-priority topic areas. Ms. Lash then discussed the objectives and

timing for the synthesis and scan and shared the various modes of planned outreach to gather measures that may be in development or use.

Developing HCBS Definition and Conceptual Framework

Ms. Lash shared that as a starting point, NQF will work with the committee and HHS to define HCBS for purposes of this project. The definition will aid in the inclusion/exclusion of information in the synthesis and scan as well as the Committee's prioritization of gaps. Another key tool will be the conceptual measurement framework, which will be used by the committee to systematically identify and analyze gaps in HCBS performance measurement. Ms. Lash described how the synthesis of evidence will support both the development of the operational definition as well as the creation and refinement of the conceptual framework. She shared that the development of these tools will be iterative, with multiple opportunities for input by the committee and public. The first of three drafts reports, focused on the definition and framework, will be delivered to HHS on July 15, 2015, and will be followed by a 30-day public comment period.

Opportunity for Public Comment

Throughout the webinar, webinar participants had several opportunities to provide comments and ask questions. Participants' comments were generally focused on the items listed below and are listed in their entirety with responses from NQF in [Appendix B](#):

- NQF processes (e.g., committee nominations, public commenting opportunities, logistics for committee meetings)
- Project scope (e.g., populations and services to be addressed during the project)
- Sources to consult for synthesis of evidence and environmental scan (e.g., PEONIES measurement tool, National Core Indicators, states' aging plans developed under the Older Americans Act)
- Suggested organizations, projects, or groups for coordination (e.g., Medicaid Innovation Accelerator Program, Medicaid TEFT Demonstration Project)

Call to Action and Next Steps

Ms. Feldman noted that NQF welcomes submission of the following items to the project team at HCBS@qualityforum.org:

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

In closing, Ms. Feldman presented important upcoming dates, including the committee roster being finalized by January 31, 2015. NQF will convene the committee via a web meeting on Feb. 20, 2015 from 12-2pm ET.

Appendix A – Upcoming Meetings, Reports, and Public Comment Periods

Future Project Meetings	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	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

Appendix B – Webinar Chat Report with NQF Responses

Message from Participant	Category	Response from NQF
What does public comment on the committee roster entail and what is the purpose?	NQF Process	The public comment period on the proposed committee roster offers the public and NQF members the opportunity to provide any input to NQF about the committee's proposed composition. This could include offering NQF guidance on a missing stakeholder perspective or validating the appointment of a specific individual. Comments on the roster are submitted via the project's webpage.
Are the committee meetings on-line or would someone have to be able to travel?	NQF Process	In-person participation in committee meetings is strongly preferred. Committee members will be reimbursed for their travel expenses for this project's two in-person meetings.
How will this align with other NQF efforts such as MAP (Dual Eligible Demonstrations) and Patient Reported Outcomes work?	NQF Process	NQF makes a conscious effort to build on completed and ongoing work. Previous NQF reports will be included in the synthesis of evidence and environmental scan for the project. In addition, the staffing for the HCBS project was purposeful to allow for cross-over of subject matter knowledge and expertise. HHS liaisons have participated in other NQF projects, including the MAP Dual Eligible Beneficiaries Workgroup. In addition, committee members may have experience participating in other NQF efforts.
How will this project be coordinated with NQF's trial period for SDS risk adjustment of measures?	NQF Process	Once NQF's trial period for submission of measures with sociodemographic risk adjustment begins, NQF will keep the HCBS committee informed of the process and outcomes, especially in terms of any findings that could impact the HCBS work.
Will nominees be selected to reflect a wide geographic and demographic range? It is important that rural states have representation. Thanks!	NQF Process	NQF recognizes that representation from rural communities will be important on the multistakeholder committee.
Does it make a difference if 3rd parties nominate members or members themselves self nominate? Does it carry more weight if individuals get 3rd party nominations?	NQF Process	Self nominations or third-party nominations are welcome. Nominees affiliated with associations or umbrella groups that represent a large constituency will be preferred over potential members from small, stand-alone organizations or independent representatives. A third-party nomination may be one way to demonstrate this.

Message from Participant	Category	Response from NQF
The nomination form doesn't seem to provide any space for third parties to offer their own statements of support for nominees. Can you suggest how we might do this?	NQF Process	Letters of support are not necessary but can be submitted to HCBS@qualityforum.org by December 16 if desired.
Who will review the nomination forms? Could you share what the review process would look like?	NQF Process	The project team and NQF's senior leadership will be reviewing the nominees. Achieving a well-balanced committee with sufficient expertise is of primary importance. The proposed committee roster is posted for public comment for two weeks before it is finalized.
I'm confused; are those letters not due at the same time as the nominations themselves (Dec. 16)?	NQF Process	Letters of support are not necessary but can be submitted to HCBS@qualityforum.org by December 16 if desired.
How could a college student participate?	NQF Process	A student could nominate his/herself to serve on the committee if available to participate in meetings. A nomination from a student would be especially welcome if that person had personal experience using HCBS. Alternatively, a student could participate in the same ways as the general public such as web-streaming meetings and/or submitting written comments.
What will be the criteria for selecting members for the committee? Many times I found that meetings are dominated by people who do not look like the people that these programs are supposed to help. Minority African-American, Asian Americans and Hispanic/Latino are underrepresented. Therefore the outcomes are designed by people who do not have the grassroots level experience with minority communities.	NQF Process	NQF is seeking representation on the committee that will reflect the diverse population of HCBS consumers. The proposed committee roster will satisfy, to the extent possible based on the pool of nominees, the preferred expertise and composition outlined in the Call for Nominations document.
Can you comment on what is meant by "Established frameworks and quality domains for evaluating long-term supports and services (LTSS) and HCBS exist"? What are those domains and frameworks and what is meant by established?	Subject Matter	The multistakeholder committee will create or refine a conceptual measurement framework for evaluating and prioritizing measurement opportunities for HCBS quality. The project seeks to build on previously completed work. This will include identifying quality domains or topic areas for targeted measure development.

Message from Participant	Category	Response from NQF
Are there are particular populations that the project will focus on? Can you say more about what is and is not HCBS?	Subject Matter	NQF will maintain a broad and inclusive approach to community living that includes all populations. The committee will craft an operational definition of HCBS for project purposes that will scope later activities.
Where do the pre hospital (EMS/Fire) personnel fit in this project?	Subject Matter	First responders and emergency personnel are important community resources, but their specific role in HCBS quality has not yet been explored in the project. This topic has been noted for potential future discussion.
Does this also cover services provided to individuals with developmental disabilities by the state?	Subject Matter	Yes, this project will include services provided by states to individuals with developmental disabilities.
I am wondering whether data is currently collected as to whether and to what extent HCBS funding is directed to Adult Protective Services provided to victims of abuse, neglect, financial exploitation	Subject Matter	This project is focused on prioritizing quality measurement needs in HCBS. NQF does not currently have any information on funding levels for protective services.
At an Illinois listening session for the Medicaid Innovation Accelerator Program, a few of us suggested that LTSS performance measurement should be a priority for the IAP. Will there be a relationship between the NQF project and the IAP if they choose LTSS performance measurement as a priority?	Subject Matter	Yes, with support from the government liaisons supporting this project, NQF will coordinate with relevant federal efforts underway, including the Medicaid Innovation Accelerator Program.
Are HDL nutrition services also considered as part of the essential services in the integrated care model in the services provided to keep older adults independent and well in addition to adult day care centers?	Subject Matter	Nutrition services are important community resources, but their specific role in HCBS quality has not yet been explored in the project. This topic has been noted for potential future discussion.
The CMS rule on community settings should be considered for this effort	Subject Matter	NQF and the committee will review the rule on HCBS settings as part of the project.
I feel that rural communities are especially left out of the discussion especially when it comes to transportation needs	Subject Matter	NQF recognizes that representation from rural communities will be important on the multistakeholder committee. The project is likely to explore various barriers to accessing HCBS, including transportation.

Message from Participant	Category	Response from NQF
Have you considered the issue of housing/homeless in terms of HCBS services?	Subject Matter	Housing and housing-related services are important community resources, but their specific role in HCBS quality has not yet been explored in the project. This topic has been noted for potential future discussion.
Will this committee also cover the aspect of community employment involved with Community Living or does it cover primarily the housing/home aspect?	Subject Matter	Employment and supports for employment are important community resources, but their specific role in HCBS quality has not yet been explored in the project. This topic has been noted for potential future discussion.
How much can we borrow from measurements of medical services?	Subject Matter	This will be an important question for the multistakeholder committee and the broader HCBS community to consider as the project progresses.
Do you anticipate that any work done through this project will have an effect on the 100% remediation rate found in many 1915 waivers?	Subject Matter	At this time it is difficult to determine what effects, if any, the project may or may not have on CMS waiver requirements. Making recommendations on waiver requirements is not within the scope of the project.
National Core Indicators should be considered	Subject Matter	NQF will review the National Core Indicators in our research effort for the HCBS project.
How will this project align with the Medicaid TEFT demonstration projects that include field testing of quality measures community-based for LTSS?	Subject Matter	The NQF team has support from a team of government liaisons, including an individual with responsibility for the Medicaid TEFT demonstration projects, which will ensure the necessary coordination between efforts.
Is NQF coordinating with specific programs or service providers such as Area Agencies on Aging?	Subject Matter	Yes, NQF is interested in including local program administrators and/or service providers such as Area Agencies on Aging. These perspectives may be represented on the committee or through public commenting.
Re: sources. Also look at states' Plans on Aging developed under the Older Americans Act, to find some ideas about what is being measured and what states aspire to measure.	Subject Matter	NQF will review a sample of states' aging plans, including those submitted by stakeholders as part of the environmental scan of existing measures, in our efforts related to the HCBS project.

Message from Participant	Category	Response from NQF
Do you have any plans to systematically survey State Medicaid programs for measures?	Subject Matter	Through the support of the HHS liaisons participating in this project, NQF will systematically review the measures in the 1915(c) program and a sample of measures being used by states in other Medicaid-funded HCBS services. NQF welcomes information on measures from State Medicaid Programs but will not conduct its own survey.
I work at the National Resource Center for Participant Directed Services at Boston College. We have completed a great deal of work on individual and systemic outcomes and performance measures related to self-direction. We would love to share our work with you.	Subject Matter	Thank you for your offer. NQF will follow up with you to obtain any resources you can provide.
Will this project include a comparison of definitions across different measures? For example, if two measures are looking at a similar event in a domain, but measure that event using different units or different approaches, what are the pros and cons of each unit/approach, etc.?	Subject Matter	Harmonization of measure definitions will be an important consideration in the project. The multistakeholder committee will consider the pros and cons to different measurement approaches and levels of analysis in their prioritization efforts.
Given the elevation of person centered planning in the HHS wide 2402(a) policy and the HCBS setting rule, is it conceivable that an individual could be considered as the unit of analysis? This would also relate to the question of whether we are assessing all outcomes of HCBS consumers or of the quality of the HCBS system	Subject Matter	This is an excellent question that will be posed to the multistakeholder committee for their deliberation.
I'd suggest that NQF consult with agencies implementing Olmstead consent decrees requiring community transitions from facilities. They will surely have on-the-ground expertise on what makes a community transition successful and what quality issues for HCBS have the most impact on individuals making and maintaining transitions.	Subject Matter	Thanks for your suggestion; NQF will plan to consult with these agencies.
Will work from long term care providers in nursing homes on quality measures be included in research? Populations share some characteristics.	Subject Matter	NQF plans to review pertinent literature related to measuring quality in nursing homes to glean any valuable insights or learnings for HCBS quality that are relevant to community-based care.

Message from Participant	Category	Response from NQF
The Council on Quality and Leadership has a set of validated personal outcome measures that are quality of life related and based on each individuals preferences. National Core Indicators is another source to look at for the environmental scan.	Subject Matter	NQF will review these resources.
Might look at Oasis measures, particularly in terms of functional impairment and improvement.	Subject Matter	NQF will review this resource.
Would like to see other tools like NCI and NCI-AD taken into consideration	Subject Matter	NQF will review these resources.
Take a look at “Long Term Quality Alliance (2011) Quality Measurement Workgroup Report: Measurement Opportunities and Gaps” Thus, further development of measures is necessary to assess aspects that contribute to quality for individuals and their families that are broader than clinical outcomes, including measurement of outcomes such as quality of life, autonomy, relationships, compassion, social supports, and emotional well-being. Measure development is also indicated to assess personal experience with transitional care (e.g., personal transition process, self-care) p. 16	Subject Matter	NQF will review this resource.
There are number of great measures worth looking at - I realize that NQF does not recommend various measures, however believe good to examine some tools for guidance on what measures from a tool may be of value. For example, at Homewatch CareGivers, a home care company, we adapted the Lawton ADL/IADL tool to track clients function in the home and we use a number of other tools with excellent reliability & validity... examining some of these tools can provide guidance for targeting specific measures.	Subject Matter	NQF, together with the committee, plans to examine how quality measures can stem from existing assessment tools.

Message from Participant	Category	Response from NQF
There may be value in surveying Home care companies to see what they are currently using... as most companies have a broad footprint in the home setting.		
Wisconsin has implemented the PEONIES measurement tool at least for one year through its EQr program. This is another valuable resource to look into	Subject Matter	NQF will review this resource.
Might also look into measures of social engagement and social isolation.	Subject Matter	NQF staff has made note of these topics areas for future discussion by the multistakeholder committee.
TN is in the final stages of collaborating with CQL to become the first state service delivery network to become accredited with them. Would be happy to discuss the process and outcomes if anyone is interested.	Subject Matter	NQF would welcome the opportunity to learn more about the process and outcomes.
Looking at your example on measurement of dementia care, really need a measure of coordination of care/services among so many different professionals and agencies all "caring" for the person and family.	Subject Matter	NQF staff has made note of these topics areas for future discussion by the multistakeholder committee.
Will current HCBS data submitted to CMS be used to inform recommendations?	Subject Matter	NQF will review available data sources related to HCBS to inform the committee's deliberations.
Will family caregiver outcomes be measured as part of this effort?	Subject Matter	This project will not be developing measures but instead offering multistakeholder guidance on priorities for future quality measure development. Family caregiver outcomes may be among the priorities identified. NQF staff have made note of this topic area for future discussion by the committee.
FYI- The state of Minnesota is requiring Medicaid Adult Day Services providers to implement Quality Assurance performance Improvement programs that will be linked to their reimbursement. The state of Tennessee will be operating a similar value based purchasing program for HCBS providers in 2016.	Subject Matter	Thanks for your suggestion. NQF will look into these states' efforts.