What is NCI-AD?

- Quality of life survey for older adults and adults with physical disabilities

- Assess outcomes of state LTSS systems
  - Skilled nursing facilities
  - Medicaid waivers
  - Medicaid state plans
  - MLTSS populations
  - State-funded programs, and
  - Older Americans Act programs

- Gathers information directly from consumers through face-to-face interviews

- State-developed initiative

- Launched nationally June 1, 2015

Measures

Consumer Outcomes:

- Community Participation
- Choice and Decision-making
- Relationships
- Satisfaction
- Service and Care Coordination
- Access
- Self-Direction of Care

- Work/Employment
- Rights and Respect
- Health Care
- Medications
- Safety and Wellness
- Everyday Living and Affordability
- Planning for the Future
- Control

Validity and Reliability

Validity

- Face validity

- Content validity

- Concurrent validity

Reliability

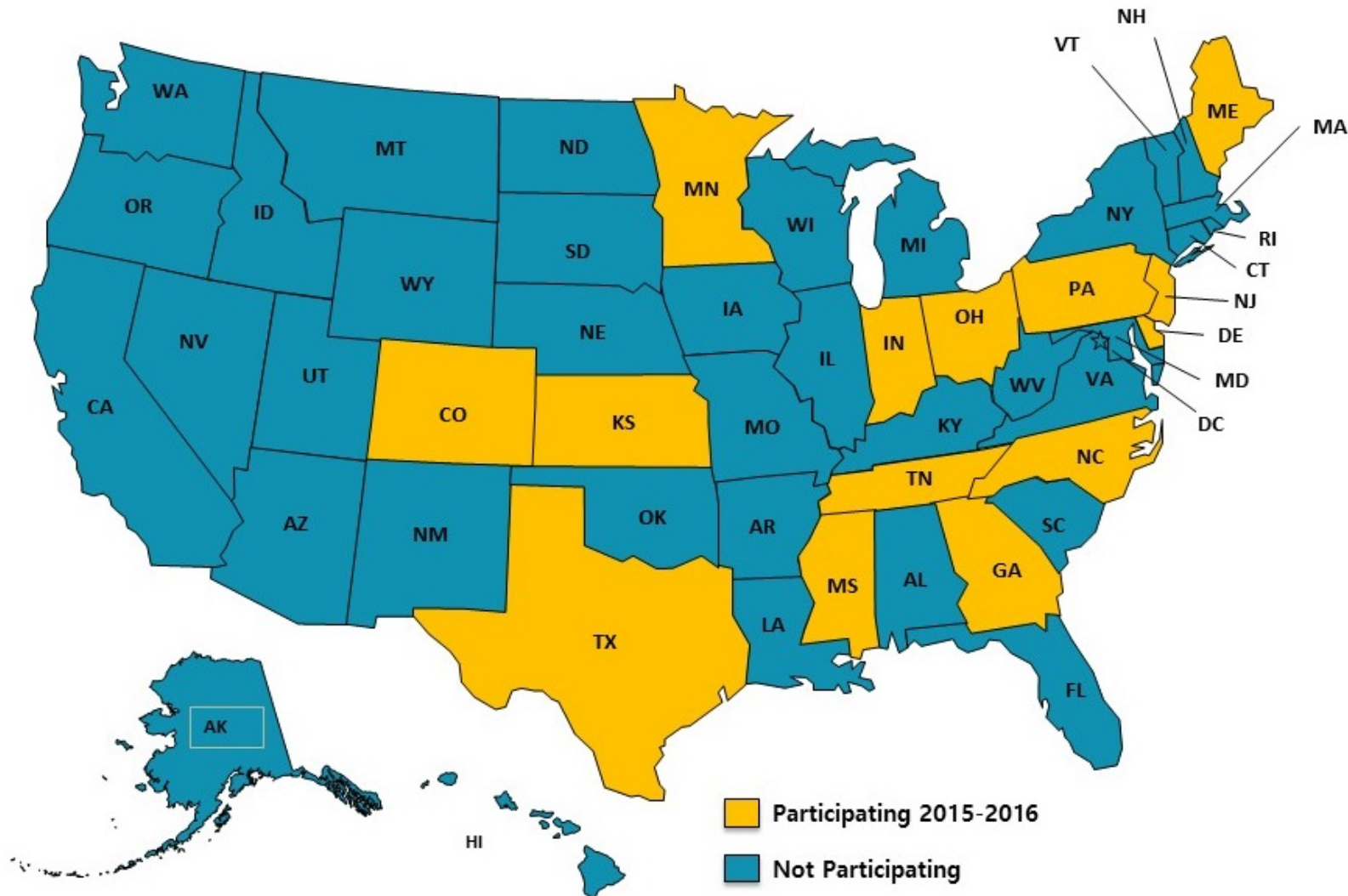- Internal consistency

- Inter-rater

How does NCI-AD Work?

- Commit to technical assistance year and 1 year of surveying
- Develop a project team and contact state agency partners (Medicaid, Aging, and Disability)
- Monthly technical assistance calls
- Determine target populations and sample design
- Contract with vendor or develop team to conduct interviews
- Gather background information from administrative records
- In-person interviewer training
- Send data to HSRI through ODESA
- HSRI provides state and national report
- Data is published on www.nciad.org

Using NCI-AD Data

- Quality improvement efforts (CQI framework)
- Identifying service needs and gaps
- Allocating services
- Budget justifications to state legislatures
- Describing the state's service delivery system
- Communicating with family and advocates
- Benchmarking and comparing data nationally
- Quality assurance in managed care
- Compliance – waiver performance, Olmstead planning, BIP, HCBS settings rule

State Participation 2015-2016

State Samples – Makeup

	Waiver	Waiver – MCO	MFP	OAA	State plan	PACE	SNF
State A	X			X			
State B	X			X			
State C	X			X			
State D	X			X	X		
State E	X			X	X	X	
State F	X			X	X		
State G	X	X		X	X		
State H	X						
State I	X		X	X			X
State J		X		X		X	X
State K	X			X			
State L	X			X			
State M		X					
State N		X			X	X	

Pilot Results

Sample Overview

State 1: Total N = 806

- ◘ Waiver: Under 65, classified as <u>disability</u> in waiver: N = 110 (14%)
          65 and older, classified as <u>older adults</u> in waiver: N = 245 (30%)
- ◘ OAA and some state services: N = 394 (49%)

State 2:   Total N = 357

- ◘ <u>Disability</u> in waiver: N = 118 (33%)
- ◘ <u>Older adults</u> in waiver: N = 170 (48%)
- ◘ OAA: N = 67 (19%)

State 3:   Total N = 409

- ◘ <u>Disability</u> in waiver: N = 94 (23%)
- ◘ <u>Older adults </u>in waiver: N = 272 (66%)
- ◘ OAA: N = 37 (9%)

Coordination of Care

- Person felt ready/comfortable to go home after rehab/hospital stay:

	No	In-between	Yes
State 1	5%	4%	91%
State 2	13%	4%	83%
State 3	8%	8%	85%

- After leaving rehab/hospital, someone followed-up to make sure the person had the services/supports they needed:

	No	Yes
State 1	8%	70%
State 2	16%	79%
State 3	18%	73%

Choice and Decision Making

- Person can eat meals when they want to

	No	Sometimes	Yes
State 1	23%	3%	75%
State 2	9%	2%	88%
State 3	4%	4%	93%

- Person can get up and go to bed when they want to

	No	Sometimes	Yes
State 1	5%	2%	93%
State 2	2%	5%	93%
State 3	1%	2%	97%

Satisfaction/Needs

- Services meet needs:

	No	Some needs/services	Yes
State 1	3%	6%	90%
State 2	2%	12%	84%
State 3	3%	16%	80%

- <u>All</u> service needs met, by program:

	OAA	PD Waiver	Aging Waiver
State 1	92%	91%	91%
State 2	81%	81%	88%
State 3	83%	63%	85%

For Additional Information:

Kelsey Walter, NCI-AD Project Director, NASUAD

kwalter@nasuad.org

Julie Bershadsky, NCI-AD Project Director, HSRI

jbershadsky@hsri.org

Domain	NCI-AD Indicator	Question #	Question
Community Participation	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want	48	Are you able to do things you enjoy outside of your home when and with whom you want to?
		49	Why not/why only sometimes?
Choice and Decision Making	Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time	47	Are you able to choose who your roommate is? (if has a roommate)
		59	Do you get up and go to bed at the time when you want to?
		60	Can you eat your meals when you want to?
		41	Are you able to decide how you furnish and decorate your room?
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to	7	Can you see or talk to your friends and family (who do not live with you) when you want to?
		8	Why not/ why only sometimes?
	Proportion of people who are (not) lonely	67	How often do you feel lonely, sad or depressed?
Satisfaction	Proportion of people who are satisfied with where they live	2	In general, do you like where you are living right now?
		3	What don't you like about where you live?
		4	Would you prefer to live somewhere else?
		5	Where would you prefer to live?
	Proportion of people who are satisfied with what they do during the day	58	Do you like how you usually spend your time during the day?
	Proportion of people who are satisfied with staff who work with them	25	Do the people who are currently paid to help you change too often?
		28	Do the people who are paid to help you do things the way you want them done?

Domain	NCI-AD Indicator	Question #	Question
Service Coordination	Proportion of people who know who to call with a complaint, concern, or question about their services	14	If you have a complaint about the services you are getting right now, do you know whom to call?
		15	If your needs change and you need new or different types of services and supports, do you know whom to call or how to get information?
	Proportion of people whose CM talks to them about any needs that are not being met	84	Has your case manager/care coordinator talked to you about services that might help with your needs and goals?
	Proportion of people who can get in contact with their CM when they need to	13	Can you reach your case manager/care coordinator when you need to?
	Proportion of people who receive the services that they need	82	Do the services you receive meet your needs and goals?
		83	If no, what additional services might help you?
	Proportion of people finding out about services from service agencies	10	How did you first find out about the services available to you?
	Proportion of people who want help planning for future need for services	85	Do you want any help planning for your future need for services?
	Proportion of people who have an emergency plan in place	31	Do you have an emergency plan in place? For example, do you know what to do in case of a natural disaster, disease outbreak or another wide-scale emergency?
	Proportion of people whose support workers come when they are supposed to	26	Do the people who are paid to help you show up and leave when they are supposed to?
	Proportion of people who use a relative as their support person	23	Who is the person who helps you most often?
		24	Who else provides assistance for you when you need help?
Care Coordination	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home	74	When leaving the hospital or the rehab/nursing facility, did you feel comfortable and supported enough to go home?
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up	75	After leaving the hospital or rehab/nursing facility and going home, did anyone follow-up with you to make sure you had the services, supports and help you needed?
	Proportion of people who know how to manage their chronic conditions	78	Do you know how to manage your chronic condition or conditions?

Domain	NCI-AD Indicator	Question #	Question
Access	Proportion of people who have adequate transportation	50	Do you have transportation when you want to do things outside of your home, like visit a friend, go for entertainment, or do something for fun?
		51	Do you have transportation to get to medical appointments when you need to?
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)	52	Do you have or need any of the following (or an upgrade to the one you have): walker, scooter, cane, wheelchair, hearing aids, glasses, communication device, portable oxygen, other?
		30	Do you have or need any of the following changes made to your home (or an upgrade to the one you have): grab bars, bathroom modifications, specialized bed, ramp or stair lift, remote monitoring, personal emergency response system, other?
	Proportion of people who have access to information about services in their preferred language	11	Do you receive information about your services in the language you prefer?
Safety	Proportion of people who feel safe at home	35	Do you feel safe at home/where you live?
	Proportion of people who feel safe around their staff/ caregiver	29	Do you feel safe around the people who are paid to help you?
	Proportion of people who feel that their belongings are safe	36	Are you ever worried for the security of your personal belongings?
		37	Has anyone used or taken your money without your permission?
	Proportion of people whose fear of falling is managed	33	Do you or somebody else have concerns about you falling or being unstable?
		34	Has somebody talked to you or worked with you to reduce your risk of falling or being unstable?
	Proportion of people who are able to get to safety quickly in case of an emergency	32	Are you able to get to safety quickly in case of an emergency like a fire or a natural disaster?
Health Care	Proportion of people who have been to the ER in the past 12 months	72	In the past 12 months, have you gone to the emergency room for any of the following reasons: tooth or mouth ache, falling, any other reason?
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, Pap tests, mammograms, etc.)	76	Have you had the following preventive care: physical exam, hearing exam, vision exam, flu shot, dental visit, cholesterol screening?

Domain	NCI-AD Indicator	Question #	Question
Health Care	Proportion of people who can get an appointment their doctor when they need to	70	Do you have a primary care doctor?
		71	Can you get an appointment to see your primary care doctor when you need to?
	The proportion of people who have access to mental health services when they need them	68	During the last 12 months, have you talked to someone about feeling sad and depressed?
Wellness	The proportion of people in poor health	63	How would you describe your overall health?
		64	Compared to 12 months ago, how would you say your health is?
	Proportion of people with unaddressed memory concerns	65	During the past 12 months, do you forget things more often than before?
		66	Have you or somebody else discussed your forgetting things with a doctor or a nurse?
Medications	Proportion of people taking medications that help them feel less sad/depressed	69	Do you take any medications that help you feel less sad or depressed?
	Proportion of people who know what their medications are for	79	Do you take or are supposed to take any prescription medications?
		80	Do you understand why you take your medications and what they are for?
Rights and Respect	Proportion of people whose basic rights are respected by others	38	Do people ask your permission before coming into your home/room?
		39	Are you able to lock the doors to your room if you want to?
		40	Do you have enough privacy in your home?
		42	Are your visitors able to come at any time, or are there only certain times of day that visitors are allowed?
		43	Do you have privacy with visitors at home if you want it?
		44	Can you use the phone privately whenever you want to?
		46	Do people read your mail or email without asking you first?
		45	Do you have access to food at all times of the day?
	Proportion of people whose staff/worker/caregiver treat them with respect	27	Do you feel that the people who are paid to help you treat you with respect?

Domain	NCI-AD Indicator	Question #	Question
Self-Direction of Care	Proportion of people self-directing	BI-12	Is the person currently participating n a self-directed supports option?
	Proportion of people who can choose or change the kind of services they receive and who provides them	16	Can you choose or change what kind of services you get and determine how often and when you get them?
		17	Can you choose or change who provides your services if you want to?
Work	Proportion of people who have a paid job	53	Do you have a paying job in the community, either full-time or part-time?
	Proportion of people whose job pays at least minimum wage	54	Does your job pay at least minimum wage?
	Proportion of people who would like a job	55	Would you like a job?
	Proportion of people who have had job search assistance	56	Has someone talked to you about job options?
	Proportion of people who volunteer	57	Do you do any volunteer work?
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc)	18	How much assistance with everyday activities do you generally need? *(Things like preparing meals, housework, shopping or taking your medications)*
		19	Do you always get enough assistance with your everyday activities when you need it?
		20	How much assistance with self-care do you generally need? *(Things like bathing, dressing, going to the bathroom, eating or moving around your home)*
		21	Do you always get enough assistance for self-care when you need it?
	Proportion of people who have access to healthy foods	62	Do you have access to healthy foods like fruits and vegetables when you want them?
Affordability	Proportion of people who have ever had to cut back on food because of money	61	Do you ever have to skip a meal due to financial worries?

Domain	NCI-AD Indicator	Question #	Question
Planning for future	Proportion of people who want help planning for future need for services	85	Do you want any help planning for your future need for services?
	Proportion of people who have decision-making assistance	81	Do you have any of the following forms of decision-making assistance: durable power of attorney, health care proxy, supported decision making, court-appointed legal guardianship, living will
Control	Proportion of people who feel in control of their lives	86	Do you feel in control of your life?

NCI and NCI-AD Indicator Crosswalk

This document provides information on indicators from the National Core Indicators™ (NCI) Adult Consumer Survey© (for the IDD population) and the National Core Indicators-Aging and Physical Disabilities™ (NCI-AD) Adult Consumer Survey©.

Indicators are the standard measures used across states to assess the outcomes of services provided to individuals and families. While most indicators correspond to a single survey question, a few refer to clusters of related questions. The National Core Indicators are organized by "domains" or topics. These domains are further broken down into sub-domains. Each sub-domain includes one or more "indicators" of how the state performs in this area.

Domains from NCI-AD largely correspond with NCI sub-domains and a number of indicators align across surveys. This document illustrates only the areas where there is direct overlap between the NCI and NCI-AD Consumer Surveys.

Domains	NCI Indicators	NCI-AD Indicators
Work	*The proportion of people who have a paid job in the community.*	*Proportion of people who have a paid job*
	Of those with a paid community job, the average number of biweekly hours worked and earnings.	*Proportion of people whose job pays at least minimum wage*
	The proportion of people who do not have a job in the community, but would like one.	*Proportion of people who would like a job*
	The proportion of people who do volunteer work.	*Proportion of people who volunteer*
Community Inclusion and Participation	*The proportion of people who do things in their community they like to do as often as they want.*	*Proportion of people who are able to participate in preferred activities outside of home when and with whom they want*
Choice and Decision-Making	*The proportion of people who make choices about their lives, including: housing, roommates, jobs, and daily activities.*	*Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time*
Self-Direction of Care	*The proportion of people who are using a self- or participant-directed option.*	*Proportion of people self-directing*
	Of those using a self- or participant-directed option, the proportion of people who take part in self-directed activities (such as hiring or firing staff).	*Proportion of people who can choose or change the kind of services they receive and who provides them*
Relationships	*The proportion of people who are able to see or keep contact with their friends and family when they want.*	*Proportion of people who are able to see or talk to their friends and families when they want to*
	The proportion of people who feel lonely.	*Proportion of people who are (not) lonely*

Domains	NCI Indicators	NCI-AD Indicators
Satisfaction	*The proportion of people satisfied with where they live.*	*Proportion of people who are satisfied with where they live*
	The proportion of people who are satisfied with their job and/or day program or workshop.	*Proportion of people who are satisfied with what they do during the day*
Safety	*The proportion of people who feel afraid in various places (e.g., home, work, in transport)*	*Proportion of people who feel safe at home*
Health and Wellness	*The proportion of people who have a primary care physician.*	*Does this person have a primary care doctor or primary care practitioner?*
	The proportion of people who had regular routine exams and flu vaccination in a timely manner.	*Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, Pap tests, mammograms, etc.)*
	The proportion of people in poor health	*The proportion of people in poor health*
Rights and Respect	*The proportion of people whose basic rights are respected by others.*	*Proportion of people whose basic rights are respected by others*
	The proportion of people who have time alone at home and with visitors.	*The proportion of people who have time alone at home and with visitors.*
	The proportion of people whose support staff treat them with respect.	*Proportion of people whose staff/worker/caregiver treat them with respect*
Service Coordination	*The proportion of people who whose case manager/service coordinators ask them what they want.*	*Proportion of people whose CM talks to them about any needs that are not being met*
	The proportion of people who are able to get in contact with their case manager/service coordinator.	*Proportion of people who can get in contact with their CM when they need to*
	The proportion of people whose support workers come and leave when they are supposed to.	*Proportion of people whose support workers come when they are supposed to*
Access	*The proportion who have adequate transportation.*	*Proportion of people who have adequate transportation*