Person-Centered Planning and Practice

Web Meeting 6

January 6, 2020

Welcome

Housekeeping

- Google Chrome is the preferred web browser.

- To dial in, call 1-800-768-2983
    - When prompted for the access code dial 5148141
    - If not speaking, please mute your line *6 and *7 to unmute

NQF Project Team

- Samuel Stolpe, PharmD, MPH, Senior Director
- Kate Buchanan, MPH, Senior Project Manager
- Yvonne Kalumo-Banda, MSc, Project Manager
- Jordan Hirsch, MHA, Project Analyst

Person-Centered Committee

Gretchen Napier MSHA, CMC - Co-chair
Cheryl Phillips, MD, AGSF - Co-chair

Members
- Glenda Armstrong, BSN, RN
- Pearl Barnett, MPA
- Sally Burton-Hoyle, MS, EdD
- Amber Carey-Navarrete
- Bruce Chernof, MD
- Bevin Croft, MPP, PhD
- Amber Decker, FPA
- Gail Fanjoy, MS
- Susan Fegen, LVN, PCTCMT, PCTCT
- Sara Link, MS
- Joseph Macbeth
- Denise Myler
- Melissa Nelson
- Patricia Nobbie, PhD
- Kate Norby

- Ann O'Hare, MD, MA
- Leolinda Parlin, BA
- Richard Petty, MBA
- Mia Phifer, MSJ
- Michael Smull
- Dori Tempio, MS
- Janis Tondora, PsyD
- Maggie Winston

Liaisons
- Daniel Fisher, MD, PhD
- Mathew McCollough
- Pam Montana, MSPM
- Penny Shaw, PhD

Meeting Objectives

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- Introduction of concepts for quality measures, measure applications, and measurement frameworks

- Committee members and liaisons to work with staff to draft measurement framework

Quality Measure Overview

What is a measure?

- Healthcare (including LTSS) performance measures are tools used to *quantify* the quality or cost of care provided to persons and their families

- They allow us to gauge the quality of care that is provided and help us understand whether and how much improvement activities actually improve care and outcomes

Why do we measure?

- The primary goal of performance measurement is to improve the quality of healthcare (including LTSS) received, and ultimately to improve health and well-being.

Where do data for measures come from?

- Paper medical records
- Electronic health records
- Other electronic clinical data (pharmacy, labs, imaging)
- Electronic assessment data (MDS; OASIS)
- Administrative claims
- Clinical data registries
- Individual reports (such as surveys)

Who is being measured?

- Providers of healthcare: provider-level measures
  - *HCBS providers*
  - *Individual clinicians or groups of clinicians*
  - *Hospitals*
  - *Nursing facilities*
  - *Home health agencies*
  - *Hospices*
  - *Health plans*
- Populations
  - *A specified geopolitical area*
  - *Other subpopulation of individuals (disability, age, race, ethnicity, occupation, health conditions, etc.)*

How are measures used?

- Internal quality improvement
- Benchmarking
- Accountability
  - *Certification*
  - *Accreditation*
  - *Defining provider networks*
  - *Public reporting*
  - *Payment*

Let's review a measure – NQF 2967

- Title: CAHPS Home- and Community-Based Services Measures

- Description: A cross disability survey to elicit feedback from adult Medicaid beneficiaries receiving HCBS about the quality of the long-term services and supports they receive in the community and delivered to them under the auspices of a state Medicaid HCBS program

- Numerator (What, How, When): Percentage of respondents that give the most positive response to survey questions

- Target population (Who, Where, When): Populations at Risk: adult Medicaid beneficiaries receiving HCBS

- Exclusions (Not): Individuals less than 18 years of age and individuals that have not received HCBS services for at least 3 months

Recap of Measure Environmental Scan

Measure Scan Goals

A scan of existing person-centered quality and efficiency measures will inform several objectives of the project:

- Framework of PCP measure development

- Research agenda for PCP

- Identification of gaps in quality and efficiency measures available

- Identification of priorities to advance or address measurement gaps

Definitions

- **Measure concept:** An idea for a measure (or a description of an existing or potential assessment tool or instrument) that includes a description of the measure, including planned target and population.*

- **Performance measure**: A fully developed metric that includes detailed specifications and may have undergone scientific testing.*

*National Quality Forum. *A Roadmap for Promoting Health Equity and Eliminating Disparities: The Four I's for Health Equity*. Washington, DC: National Quality Forum; 2017.

Measure Scan Process

- Identified 15 search terms

- Searched 3 measure databases
  - *NQF: Quality Positioning System*
    - » Clearinghouse for NQF-endorsed measures
  - *CMS Measures Inventory Tool*
    - » Repository for quality metrics used by the Centers for Medicare and Medicaid Services (CMS)
  - *Qualified Clinical Data Registries*
    - » Measures collected and reported to CMS

- Searched PubMed and Google Scholar

Measure Scan Results

Identified 648 measures; 366 were unique measures

Search Term	Database		
	QPS	CMIT	QCRDs
Person centered planning	19	12	0
Person centered thinking	0	1	0
Person centered decision making	1	0	0
Person centered practices	30	12	0
Personnel and Capacity	0	4	0
Clinical and Capacity	0	63	0
Hospital and capacity	0	49	0
Social work(er)	0	13	0
System and Capacity	0	73	0
Services Needs	24	0	0
Home- and community-based services	1	3	0
Long-term support and services	3	0	0
Patient experience	36	215	14
Caregiver Experience	9	28	0
Shared Decision Making	4	29	5

Measure Scan Results

- Scan returned no direct measures of person-centered planning
- Total number of measures identified: 366
- Relevant measures: 206
- Nonrelevant: 160

Measure Scan Themes

Relevant measure categories and measures identified:

- Patient experience

- Frequency

- Complex care

- Care transition

- Communication

- Shared decision making

Measure Scan: Gaps in Measures

Gaps in measurement:

- Beneficiary experience, communication, shared decision making, consumer directed care for:
  - *I/DD*
  - *Geriatrics*
  - *Chronic care*
  - *Mental and/or behavioral health*

PCP Framework Approach

Framework for Measure Development

- A measure framework is a way of structuring measures within a conceptual model of a system
  - *Includes measures to influence desirable structures, processes and outcomes*
  - *Focuses on the strategies, goals and objectives that lead to improvement*
- Examples:
  - *Pain management care quality*
  - *Physical trauma care quality*

Framework Domains for PCP

- Person-Centered Plan Measures

- PCP Facilitator Measures
  - *Includes the person-centered planning process*

- System Level Measures

Person-Centered Plan Measures

- Plan in Place
  - *Documentation of a plan*
  - *Updating of plan*
  - *Plan assessment during care transitions*

- Content of the plan

- Patient-reported outcome-based performance measure (PRO-PMs)
  - *Goal attainment (NCQA)*
  - *Cantril Ladder: a measurement system/survey for quantifying life satisfaction*
  - *Person's assessment of planning experience*
    - » Perception of leadership role, empowerment
    - » Perception of informed decision making
    - » Focus on strengths
    - » Addressed goals and preferences, things important to person
    - » Correct people were in the room

PCP Facilitator Measures

- Receiving language services, screening for preferred spoken language, hearing tools, communication tools

- Competency measurement
  - *PCP training completion*
  - *Knowledge of PCP principles*
  - *Measurement of knowledge and skill, e.g.:*
    - » Cultural competency
    - » Resource knowledge
    - » Policy and regulations

System Level Measures

- **Structural measures**
  - *Training programs in place*
  - *Number of staff*

- **Process measures**
  - *Person-centered planning completeness rate*
  - *Staff training completeness rate*

- **Outcome measures**
  - *Person reported outcomes measures*
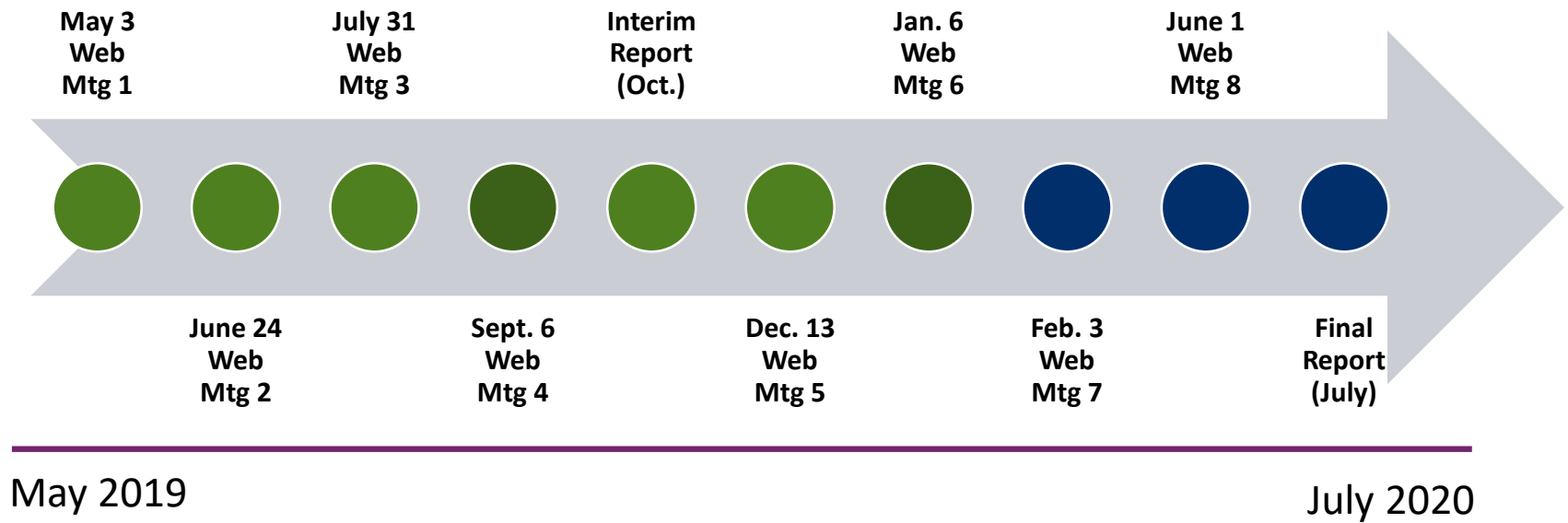   - » Quality of life
    - » Experience

Discussion

- Are the three domains reflective of the Committee's preferences to how to approach a measure framework?

- What are the most important things to measure within each of the domains?

Public Comment

Next Steps

Project Timeline

May 3
Web
Mtg 1

July 31
Web
Mtg 3

Interim
Report
(Oct.)

Jan. 6
Web
Mtg 6

June 1
Web
Mtg 8

June 24
Web
Mtg 2

Sept. 6
Web
Mtg 4

Dec. 13
Web
Mtg 5

Feb. 3
Web
Mtg 7

Final
Report
(July)

May 2019

July 2020

Committee Web Meeting Schedule

Timing	Web Meeting	Description
February 3, 2020 **12:30 pm – 3:00 pm ET**	Web Meeting 7	Finalize the draft measurement framework prior to public comment and gather Committee input on the PCP research agenda.
June 1, 2020 **1:00 pm – 3:30 pm ET**	Web Meeting 8	Review public comments received on the draft comprehensive report.

Next Steps

- Committee will convene meeting 7 on **February 3** to:
  - Finalize the review of the draft measurement framework
  - Provide input on the PCP research agenda

- Final draft report will be posted for a **30-day public** commenting period from **April 8-May 8, 2020.**

- Final draft report will include:
  - *Definition of PCP; set of core competencies of people performing PCP facilitation; recommendations to HHS for systems characteristics that support person-centered thinking, planning, and practice; framework for PCP measure development; research agenda for PCP; and environmental scan.*

Contacts

- Project email: pcplanning@qualityforum.org

- Phone: 202-783-1300

- Project page: http://www.qualityforum.org/Person_Centered_Planning_and_Practice.aspx

- SharePoint: http://share.qualityforum.org/Projects/PersonCenteredPlanningandPractice/SitePages/Home.aspx

- Project alert subscription: http://nqf.informz.net/NQF/profile.asp?fid=2509

Thank You for Participating!