



**NATIONAL  
QUALITY FORUM**

Driving measurable health  
improvements together

# Person-Centered Planning and Practice

Web Meeting 5

*December 13, 2019*

# Welcome

# Housekeeping

- Google Chrome is the preferred web browser.
- To dial in, call 1-800-768-2983
  - ▣ When prompted for 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 Objective

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- Feedback from listening sessions
- Review and adjudicate public comments on interim report

# Interim Report Feedback – Listening Sessions



# Committee Listening Sessions Feedback

## Process

- Each Committee member or liaison will present the overall summary of the listening session feedback (approximately 3 minutes)
- The Committee will discuss the overall feedback (approximately 5 minutes)

# Overview of Interim Report Comments

# Interim Report Content

- The interim report consisted of three components:
  - ▣ Person-centered planning definition
  - ▣ Core set competencies of people performing person-centered planning facilitation
  - ▣ Systems characteristics that support person-centered thinking, planning, and practice
- Report posted for 31-day public comment period: Nov. 1 – Dec. 2, 2019

# Committee Listening Sessions

# Overview of Public Comments

- NQF and the Committee solicited public comments through two formats
  - ▣ Listening sessions conducted by Committee members with advocacy groups
  - ▣ Written comments submitted through the NQF website
- Summary of public comments
  - ▣ 139 comments submitted through commenting tool
  - ▣ 38 organizations via commenting portal
  - ▣ 10 individuals via commenting tool and/or e-mail
  - ▣ 85 General Comments via commenting portal
  - ▣ 32 Core Competencies comments via commenting portal
  - ▣ 22 Systems Characteristics comments via commenting portal

# Written Comments

- Staff received e-mail comments from:
  - ▣ 6 individuals
  - ▣ 11 organizations
- Comments fell into the following categories
  - ▣ General comments
  - ▣ Feedback on definition
  - ▣ Feedback on Core Competencies
  - ▣ Feedback on Systems Characteristics

# Public Comment Themes: Definition

- Readability
- Content still complex
- Is the plan for the person's life or just their services and supports
- No consideration for persons with limited intellectual competency, i.e., incapable of making decisions
- Presence of natural (unpaid) supports should not reduce entitlement to professional (paid) supports
  - ▣ *Is this a policy issue or a definition issue?*

# Public Comment Themes: Core Competencies

- Peer-support for people facilitating PCP
- Cultural versus linguistic competence
- Dignity of risk definition
- Facilitator strengths, role, and attributes
- Core Competencies listed as aspirational
- Needs of people with intellectual disabilities and facilitation methods for them



# Public Comment Themes:

## Core Competencies (continued)

- Addressing the issue of power, consumers are often powerless to make decisions
- Role modeling, persons with disabilities serving as PCP facilitators

# Public Comment Themes: Systems Characteristics

- Differentiate between service plan and person-centered plan
- Adequate funding and support for programs and staff
- Teamwork
- Omission or disconnect between systems, e.g., funding structures, and regulations, case management retention

# Public Comment Themes: General

- Address perspectives of persons such as elderly, with cognitive impairments, dementia, Alzheimer's who need assistance/support
- Address degenerative and cognitive conditions in addition to physical disabilities
- Address trauma-informed care as part of PCP
- States struggling with maintaining and growing their home and community-based service systems

# Public Comment Themes: General (continued)

- Structure and layout
- Language, voice, audience
- Use of the report
- Evaluation and implementation
- Report is too idealistic and aspirational
- Core Competencies and Systems Characteristics audience-focus on states and programs
- Report should not present the individual as too independent, but as part of a social network which inevitably influences decisions
- Eliminate superfluous jargon

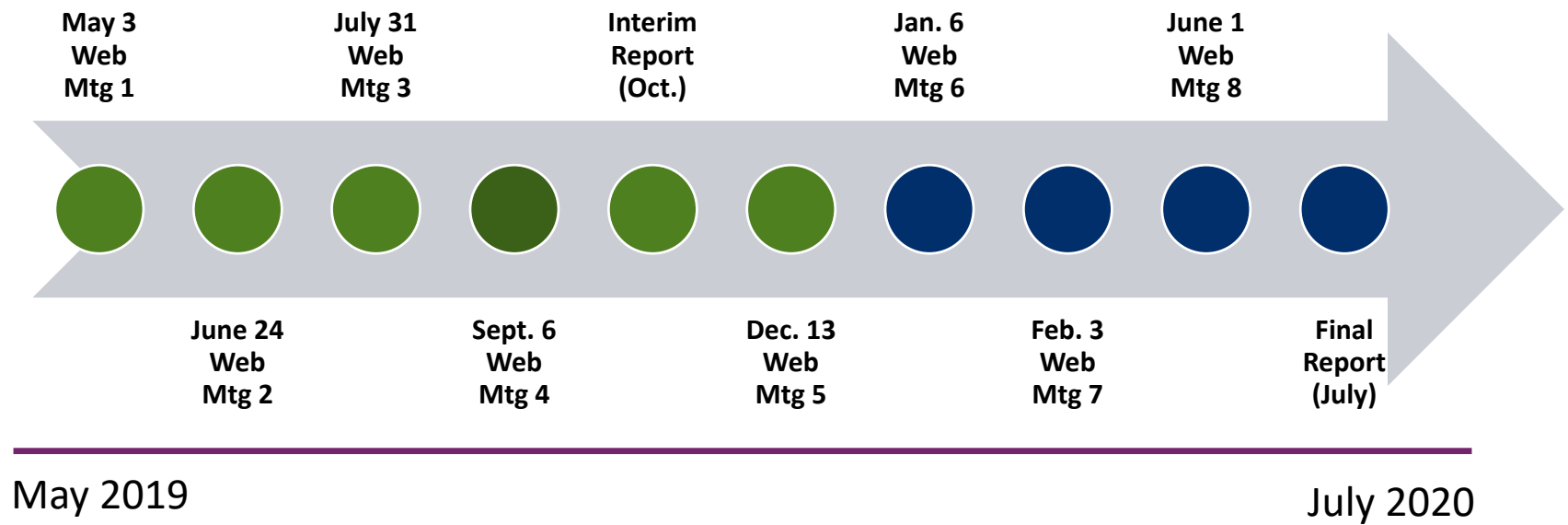
# Discussion

- Does the Committee recommend any changes to the report based on these comments?

# Public Comment

# Next Steps

# Project Timeline





# Committee Web Meeting Schedule

Timing	Web Meeting	Description
<b>January 6, 2020</b> <b>1:00 pm – 3:30 pm ET</b>	Web Meeting 6	Introduce a PCP framework approach, development process and draft measurement framework.  Committee to review and provide input on the draft measurement framework.
<b>February 3, 2020</b> <b>12:30 pm – 3:00 pm ET</b>	Web Meeting 7	Finalize the draft measurement framework prior to public comment, and gather Committee input on the PCP research agenda.
<b>June 1, 2020</b> <b>1:00 pm – 3:30 pm ET</b>	Web Meeting 8	Review public comments received on the draft comprehensive report.

# Next Steps

- Committee recommendations and public comments will be reflected in the final draft report.
  - ▣ Final draft report will be open for a 30-day public commenting period from **April 8-May 8, 2020.**
- Committee will convene meeting 6 on **January 6**, for:
  - ▣ An introduction to a PCP framework approach, development process and draft measurement framework
  - ▣ Review and provide input on the draft measurement framework

# Contacts

- Project email: [pcplanning@qualityforum.org](mailto:pcplanning@qualityforum.org)
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- Project page:  
[http://www.qualityforum.org/Person\\_Centered\\_Planning\\_and\\_Practice.aspx](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!