



Person-Centered Planning and Practice Committee Web Meeting 7

The National Quality Forum (NQF) convened the Person-Centered Planning and Practice Committee for a web meeting on February 3, 2020.

Welcome and Review of Web Meeting Objectives

Co-chairs Gretchen Napier and Dr. Cheryl Phillips introduced themselves and provided welcoming remarks to the Committee members, liaisons, and general public.

Kate Buchanan, NQF senior project manager, welcomed the Committee and reviewed the meeting objectives:

- Finalize the draft measurement framework
- Solicit Committee input on the person-centered planning and practice research agenda

NQF introduced Teja Vemuganti, NQF project analyst, who will join the team.

Draft Measurement Framework

Dr. Sam Stolpe, NQF senior director, reviewed the measure framework that was articulated by the Committee during the last meeting, inclusive of changes recommended by the Committee during the interim period since it last convened. The Committee then walked through each of the three measure domains led by co-chair Gretchen Napier. The Committee offered several potential revision points to the measurement framework.

Person-Centered Plan Measures

The Committee suggested that measures of plan documentation could be further expanded to include measures that state that the plan is not just written down, but that a copy of the plan is provided to the person and a copy is retained within the person's record. The Committee also proffered a number of expansions to measures relating to plan content, such as:

- Person-centered plan meets individual's expressed needs and desires
- Person's preferred name is used throughout the plan
- Person's first language is used throughout the plan
- Limited jargon throughout the plan
- Identification of strengths to be a key characteristic of the plan
- Not just paid supports included in the plan, but unpaid supports as well
- Recovery tools are included in the plan, as needed
- Person is offered opportunity for self-directed tools
- Plan has community inclusion components reflecting natural community relationships

The Committee also referenced a need to ensure that measures reflecting appropriate preplanning should factor in the person's preference for timing, location, and participants in the planning session(s). The Committee also had a discussion around person-reported outcome measures and the need for goal

attainment measures to include maintenance goals, as appropriate, in contrast to just reaching improvement goals. It was also noted that such measures should not be punitive to persons in general, but should be used to help persons assess their goals and change them as part of reflections of previous goals.

Facilitator Measures

The Committee revisited the idea that facilitators of person-centered planning will not always be paid professionals, and may be individuals who are close to the person or may be that very person. As such, the Committee emphasized that an anchoring principle associated with all core competencies identified as potential measurement areas of interest for person-centered planning (PCP) facilitation should be founded on being an advocate for the individual whose plan is being made.

System-Level Measures

In addition to measures previously identified, the Committee further refined this domain to include measures of:

- Employment (staff turnover, etc.) and ombudsman availability (access to experts)
- Education (teaching, building capacity and power among people receiving services)
- Regular data collection and feedback on services received

Person-Centered Planning Research Agenda

Dr. Stolpe provided an overview of the environmental scan conducted by NQF staff and the inclusion of the peer-reviewed and grey literature to identify journal articles and white papers associated with person-centered planning (PCP) research. The Committee noted that this effort was intended to inform a proposed research agenda for additional topics in the field. Dr. Philips moderated a conversation with the Committee around the proposed research agenda for PCP. The Committee provided feedback on the research agenda and highlighted several key areas:

- Effectiveness of PCP
 - What impact does PCP have on managed care systems and other care settings?
- Person's perceptions of PCP
 - "Dignity and respect" and "dignity of risk" impact on health and well-being
- Facilitation improvement
 - To what extent are states adhering to long-term services and supports (LTSS) rules and other rules ("settings rule") and PCP implementation?
 - Has the state adopted the staffing and other standards of practice?
 - Measurement of the overall impact of policies should not be overly emphasized in research; this should be left to auditing
- Measure development research
- Population-specific research
 - Children and adolescents
 - Substance Use Disorder (SUD)/serious mental illness (SMI)
 - Parents and caregivers
 - Mild cognitive impairment (MCI) and multiple disabilities
 - Traumatic brain injuries
 - Trauma
 - Foster care and incarcerated
- Assessing effectiveness or identifying effective practices in consumer-directed environment (centers for independent living) or person-directed services in other settings (case studies).

Public Comment

Public comments fell into several themes. A full list of all comments received is in [Appendix A](#).

Draft measurement framework

- Facilitator measures: members of the public recommended measures that assess the facilitator's knowledge of the person.
- System-level measures: a commenter suggested measures that encourage effective communication across and between different systems that an individual will encounter.

Research Agenda

- Population-specific research: a commenter recommended not being overly specific in the types of populations captured in population-specific research since the populations may evolve over time. Another commenter noted that naming specific population reinforces differences and that if an individual receives supports and participates in the PCP processes, that is all that should matter.
- Overall comments on research agenda
 - A commenter supported the Committee recommendation that research should be empowerment-based, participatory research. People with lived experience must be valued, active participants in the research across all roles.
 - Another commenter suggested that capturing the frequency of changes, updates, and communication of PCP may be essential in assessing the validity of research findings.

Next Steps

Ms. Buchanan went through the next steps. Staff will incorporate Committee feedback into the final report that will be posted for 30-day public comment April 8 – May 8, 2020. Similar to the interim report, the Committee will review and provide edits during the 30-day period. The next and final web meeting will be held on June 1, during which the Committee will adjudicate public comments received on the final report.

Appendix A: Public Chat Comments

Sender	Message
NICOLE NICOLE	Support FOR Supportive Tying for those with Communication challenges
NICOLE NICOLE	I like how u bring up barriers to goals being written in person-own words
Kate Buchanan	Hi Nicole, as always we thank you for these comments, staff is taking notes!
NICOLE NICOLE	Does the person have copy of their plan, their waiver budget
NICOLE NICOLE	OPERATE from a strengths based approach
NICOLE NICOLE	access to options counseling so they have real informed choice
NICOLE NICOLE	Are people with disabilities told they can self direct not just get agency based services
NICOLE NICOLE	Is the voice of PWD truly captured
NICOLE NICOLE	Do people have Informed Choice?
Sally Burton-Hoyle	YES!! I support Pearl
Sally Burton-Hoyle	Yes pre-planning
Sally Burton-Hoyle	Thank you!
Sally Burton-Hoyle	Perfect, plan should address the needs and desires of the person
NICOLE NICOLE	Person was actively involved -check box, describe what you did as a provider to ensure the voices of the person with a disability were truly recognized
NICOLE NICOLE	Making it more than a check lit is good
NICOLE NICOLE	Cultural Competence should be part of the fabric of the system
NICOLE NICOLE	no one size fits all
Alan Rozen	As a reminder, isn't the NQF and this process intended to identify "Best Practices" for the most comprehensive and complete aspects that may be ideal for consideration? Those aspects may not always be relevant at EVERY encounter or every person's situation...
NICOLE NICOLE	create it in a variety of formats
NICOLE NICOLE	most PWD dont read at a high level
NICOLE NICOLE	4-6 grade level with lots of visuals

Alan Rozen	Structurally, I have no seen ANYWHERE within these drafts, any expectations on ensuring each section/component of a plan is identified with the date, time and participants in ANY documentation or updated information
Kate Buchanan	Thank you for this feedback, Alan. Staff appreciates it!
NICOLE NICOLE	Agree, Some people may be eligible for HCBS in one state but not another , this is especially for those with autism without I/DD
Amber Decker	I want to Mention the Look Back measure is not a good measure
Amber Decker	Goals and Goals Changing should not measure success.
Amber Decker	Goal Attainment needs to be defined
Alan Rozen	As per my prior submissions, I reiterate that there has only been limited commentary on a plan being given to the individual it pertains to and a copy to the person who might have been a "Facilitator"--larger impacts and opportunities for efficacy will be affected by ensuring that ALL key stakeholders are aware of--and acknowledged--that plan. Hence, a performance measure should track TO WHOM and WHEN that plan is shared or updated.
Alan Rozen	^^^
NICOLE NICOLE	What gets in the way of you acheiving your goals
NICOLE NICOLE	Ex economy, Not enough long term job coaching, etc
Alan Rozen	Agree with commenter about avoiding "goal attainment" as a determinant of a valuable or effective plan. However, pans should be reviewed to confirm that they remain valid wishes and priorities of that individual.
Angela Martin	It is key to measure if a person's goal was not supported with the financial resources, if applicable. The "system" needs to also be measured not just the process, personal outcomes, etc.
Kate Buchanan	Thank you for the comments, Angela. Staff appreciate them.
NICOLE NICOLE	Good point, most team mtgs have more than 1 person
patricia Nobie	This is Pat, note for Amber, yes, maintenance is important, but I don't think it needs to be stated discreetly. The goals belong to the person. If their goal is to maintain employment, or maintain their residence, then THAT'S the goal.
Alan Rozen	We should encourage that a Facilitator/"Facilitating Entity" should share a plan with KEY stakeholders, with that individual's permission rather than leaving the burden solely on that individual.

Amber Decker	I think that Facilitation Vs. Facilitator is a huge issue
Amber Decker	I disagree
Sally Burton-Hoyle	facilitator MUST know the person!!
Alan Rozen	^The Facilitator/Entity involved may document if that individual declines wanting or allowing it to be distributed...
Angela Martin	Instead of "knowledge of non-medical transportation" and "knowledge of disabilities and health conditions with person they are working with", I would agree to the priorities should be know the person, knowledge of local community resources, and knowledge of policies impacting delivery of services and supports (REMOVE regulations).
Amber Decker	The issue of Facilitator as an advocate is very problematic due to possible conflicts of interest.
Amber Decker	"Conflict of interest" as a measure?
patricia Nobie	the types of training will be up to states. CMS will not require a national training. MCOs may also require training for their staff who work with our members on PCPlanning
Amber Decker	Does the Facilitator have access and knowledge of the PCP escalation process
Amber Decker	Knowledge if the person should be a competency measure for sure
Amber Decker	Knowledge of problem solving for the person's they are working on Person centered Planning with.
Amber Decker	Was the Facilitator able to capture the Perspective of the Person.
Alan Rozen	I would also consider input from appropriate data analysts as to ximizing the value and power that can be extrapolated from these measures: needing to have appropriate ontext for comparisons to be valid: number of individuals having a plan; what stage of development/dissemination/inclusion; benchmarking to determine progress/improvement; etc.
Alan Rozen	^maximizing
Alan Rozen	^context
Alan Rozen	Encourage measuring effective communication ACROSS and BETWEEN different "Sy stems"

Alan Rozen	To current speaker's question, suspect need to take Quality of Life (experience) of an individual being aggregated to broader populations served!!!
Alan Rozen	^broader
Amber Decker	https://www.ncbi.nlm.nih.gov/pubmed/23796061 "CONCLUSIONS: The findings suggest that person-centred planning can impact positively on some aspects of transition planning, while it may be too optimistic to expect radical improvement in other area. Key to further improvements is to complement person-centred planning with consistent involvement of all relevant stakeholders in planning for individuals.
Amber Decker	Children and Adolescent
Amber Decker	Parents and Caretakers, Caregivers
Amber Decker	slide number 20 Access to and implementation of PCP
Alan Rozen	Agree with Michael Small's comment with added clarification: An important Domain would be "Timing" - when is plan or its subsection addressed or updated
Amber Decker	State Plan Models and State Medicaid Funding Models on PCP currently,
Amber Decker	Medicaid Wavier and PCP
Alan Rozen	Capturing the extent of a Facilitator/System/Network/Population has embarked on meaningful PCPP as well as achievements in connecting those plans with key stakeholders
Amber Decker	Does PCP and PCP Plans in exist ? If so in what state? What are the Utilization Numbers on PCP Services that are non-Medical such as Home Care, HCBS, Self- Directed Care, housing, NMT (non-medical transportation)
Amber Decker	Sorry Slide 20 Do Does PCP and PCP Plans in exist ? If so in what state? What are the Utilization Numbers on PCP Services that are non-Medical such as Home Care, HCBS, Self- Directed Care, housing, NMT (non-medical transportation)
Amber Decker	Utilization numbers
Amber Decker	Do PCP and PCP Plans currently exist in the united states? If so in what us state? What are the Utilization Numbers on PCP Services that are non-Medical such as Home Care, HCBS, Self- Directed Care, housing, NMT (non-medical transportation)

Alan Rozen	These Domains not necessarily capture the CONTEXT of the plan being developed: a person routinely meeting with an LTSS provider vs a change in setting/acyuity/new service/etc.
Amber Decker	Program Creation
Alan Rozen	Consider scaling measrements and requirements to the SCOPE of applicable entity: a health system integrating with its providers/vendors/payers/community partners
Amber Decker	medically fragile
Amber Decker	Foster Care
Amber Decker	Prisioners
Pam Montana	You could Alzheimer?s and other dementias
Alan Rozen	^^^Above comment distinguished from smaller-size provider groups vs large systems. Likewise, governmental vs non-governmental
Pam Montana	Or anyone with cognitive disorders
Angela Martin	Why is it important to name specific populations groups? It reinforces differences. If a person receives supports and receiving PCP processes that is all that matters.
Alan Rozen	? "Vulnerable" Population -- as a label since entities and definitions may evolve over time and need
Amber Decker	Slide 23 Program Improvement, Self Directed Care and access to Self-Direction
Angela Martin	I agree wholeheartedly with Bevin. This research should be empowerment-based, participatory research. People with lived experience must be valued, active participants in the research across all roles (lead researcher, project coordinator, data collector, interviewer, project advisory roles, etc.
Alan Rozen	Capturing frequency of changes, updates and communication of PCPP may be essential in assessing the validity of findings
Amber Decker	Slide 24 Others should include life- Transitions from institutional Settings, ages EI like (Hospitals, Nursing homes, Schools, Group homes)
Amber Decker	consumer directed
Alan Rozen	CAUTION about using "lifespan" - that can be a sensitizing word that can inflame, alienate and disrupt accuate understanding of this initiative!

Amber Decker	Where should we send research we find as it relates to PCP in the future for consideration?
Alan Rozen	^staff may find value in some of my prior comments