

Agenda: Changes and Innovations in NCI and the DD Field



Four-year Revisions Cycle



Person Centered Practices
Questions



Surveyor Training Updates



Remote Surveying Update



One State's Experiences: HI



Topical Issues in
the DD Field

Alternative Payment
Methods
Social Determinants
WIOA

**NCI 4 YEAR
REVISIONS
CYCLE**



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What does a “four-year revisions cycle for the NCI Surveys” mean for me and my state?

- We will only make substantive changes every fourth year.
 - Next year of substantive changes will be the **2021-22** data cycle.
 - *A substantive change is defined as:*
 - *The addition of questions in the main survey tool (states may still add their state specific questions using NCI’s usual procedure);*
 - *The removal or restructuring of sections of the survey;*
 - *Wording changes that alter the meaning of the survey questions.*
- Small changes may be made in the interim.
 - *Small changes are defined as: grammatical, punctuation, or slight vocabulary changes; the correction of typos; the addition of instructions or clarifying guidance for surveyors within the survey tool.*

Why is NCI making this change?

States expressed a desire to have a stable tool.

Creates time to gather meaningful feedback from states, surveyors and people taking the survey about the functionality of questions.

Allows for testing of proposed new questions before they're added to the survey.

NCI Team is working to submit selected measures to the National Quality Forum as LTSS quality measures. This longer revisions cycle allows for robust psychometric testing and review of select measures for submission.

4 Year Revisions Cycle

2018-2019 Data collection year with new Person Centered questions added.

- Review performance of BI elements

2019-2020

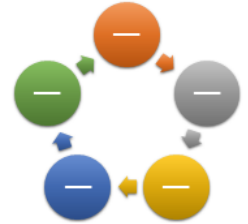
- (Summer 2019) Issues/concepts and data on performance of measures for review at NCI annual meeting (summer 2019) and in a communication with NCI states.
- Analyze performance of Person Centered questions and new questions.
- Focus groups with stakeholders to ensure that the survey meets needs
 - states, service recipients, families, researchers, surveyors for data collection, implementation and reporting.

2020-2021

- (Summer 2020) Draft survey changes reviewed at NCI annual meeting and in a communication with NCI states.
- If needed, cognitive testing (if new questions – or major survey restructure)
- Final tool

2021-2022


- (Summer 2021) Roll out of new survey to all states for survey administration.
- Present draft report templates at annual meeting and in a communication with states.





ODESA changes

- Along with survey tool changes, we will be looking at updating ODESA to match states' needs
- We'll be looking for your feedback in various ways

A fluffy white Samoyed dog is sitting on a paved road, looking towards the camera with its mouth open and tongue out. The dog's fur is thick and white. In the background, there are trees with some autumn-colored leaves. A large, semi-transparent white circle is overlaid on the right side of the image, containing the text.

PERSON CENTERED PRACTICES



Person-Centered Practices (PCP) Questions in IPS 2018-19

- ACL grant to enhance the collection of data on PCP
- NCI already collected process questions:
 - *At your service planning meeting, did your service coordinator ask what you want?*
- Wanted to add questions to assess whether person was living person-centered life
 - *Think about the number of times you went out shopping in the past month. Would you like to go....(more, less...)*
- Added questions to look at person's goals and whether they're in the service plan
 - ADLs
 - Community inclusion
 - Relationships
- How can states use these data?

A close-up photograph of a bulldog's face. The dog has a white and brown coat. Its mouth is open, showing its pink tongue and two prominent, yellowish, pointed teeth. The dog's eyes are dark and looking directly at the camera. The background is a soft, out-of-focus light color.

NCI IPS TRAINING UPDATES

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Training Expectations, Updates and
Recommendations

Notes from the Field

Communication!!!

- Work with people to understand how they communicate
- Find the right person to facilitate communication if needed

When family or others are present

- Introduce the project and importance of hearing from the person
- Before meeting ask about some key elements in the survey (service plan, person's daily activities)



Training Expectations and Recommendations

2019-20

Training Expectations

Each state to have a
lead trainer

Surveyors will
satisfactorily
complete
appropriate training

Surveyors are in
compliance with NCI
protocol

Lead Trainer Role



Crucial to
maintaini
ng fidelity
of data

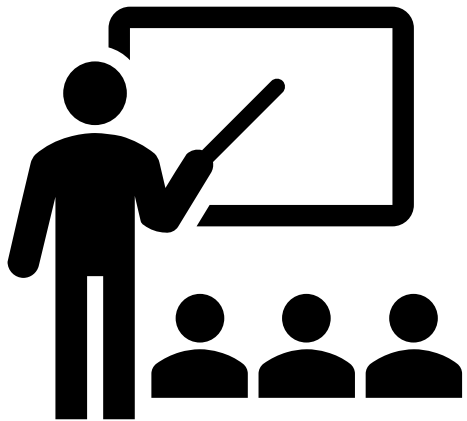


Ensure
surveyors
complete
appropria
te
training



Ongoing
monitorin
g of
surveyors

Be in regular
conduct with
the NCI
team



Types of Training

- Refresher training
 - **Only** for returning surveyors
 - NCI National team provides training via vide
- Full training
 - Intended for:
 - New surveyors
 - Returning surveyors every four years after

Training Materials

Lead Trainer Orientation

- Video based

Refresher training

- Refresher training video

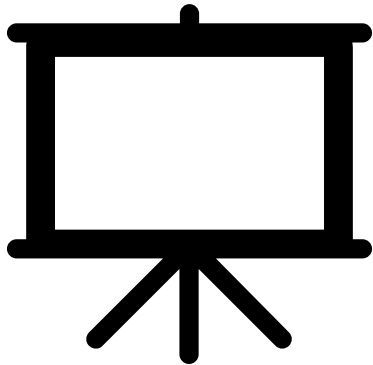
Full training

- Suggested agenda
- Full training PowerPoint
- Lead trainer guide

For *all* surveyors

- Pre- and Post-training assessments
- Surveyor Handbook

Full Training PowerPoint



- Updated to include:
 - Detailed information in notes for lead trainer to use as guide/script
 - Questions to engage surveyors
 - Section on communication strategy
 - Slides for state-specific information
- Surveyors should receive a copy of slides ***without*** training notes

Pre-Training Assessment



**Assessments
are anonymous**



**Surveyors
should
complete two-
three weeks
before training**



**Lead trainer
will request
results from
HSRI**



**Results can be
used by lead
trainers to
gauge:**
Familiarity with
surveying and
population

Areas that need
particular
focus/attention
during training

Post-Training Assessment



**Assessments
are not
anonymous**



**Surveyors
should
complete
within five
days of training**



**Lead trainer will
request results from
HSRI**



**Results can be used
by lead trainers to
determine:**

Whether
surveyors
understand
important
aspects of NCI
process

Identify areas

The background of the slide features several sets of thin, curved lines in light gray and white, creating a sense of motion and depth. These lines are primarily located on the left and right sides of the slide, framing the central content.

Ongoing Monitoring

- Lead trainers are responsible for ensuring ongoing quality of data collection
- Shadow surveys (or inter-rater reliability) are an important tool for assurance
- Shadows should consist of:
 - The lead trainer scoring along with the surveyor and noting instances when the surveyor does or does not follow NCI protocol
 - The lead trainer should provide a debrief including a review of how questions were scored and the surveyor's compliance with NCI protocol
 - Number of shadows completed each year will vary state to state

Ongoing Monitoring– New Surveyors

- Before surveying in the field
 - Lead trainers should observe and/or take part in practice surveys with new surveyor
 - New surveyors should observe a veteran surveyor in the field
- Within the first 10 surveys, new surveyors should be shadowed to ensure compliance with NCI protocol

Ongoing Monitoring– Returning Surveyors

- For surveyors who have been in the field for several years:
 - Sometimes become too familiar/comfortable with the survey (may miss changes to the survey)
 - Can fall into bad habits
 - May have developed useful skills that can be shared with team
- Lead trainers should shadow at least a select number of returners each year

Process for Trainings

- **Pre-assessments**
 - Primarily for full trainings
 - Send 2-3 weeks before training
 - Review results and note parts of training that may need more emphasis
- **Training**
 - Should take place 2-3 weeks before surveying begins so additional training can be completed as needed
- **Post-training assessment**
 - Surveyors should complete within 5 days after training
 - Follow-up with surveyors who score under 85%
 - Follow-up with team if there are areas that were consistently answered incorrectly
- **Prior to surveying in field**
 - Conduct practice surveys
 - Should happen 1-2 weeks before surveying to allow time for additional training as needed
- **Shadow surveys**
 - Conduct with new surveyors within first 10 surveys in the field
 - Conduct with selected or all returning surveyors
 - Provide feedback to individual surveyors or team as needed



QUESTIONS?

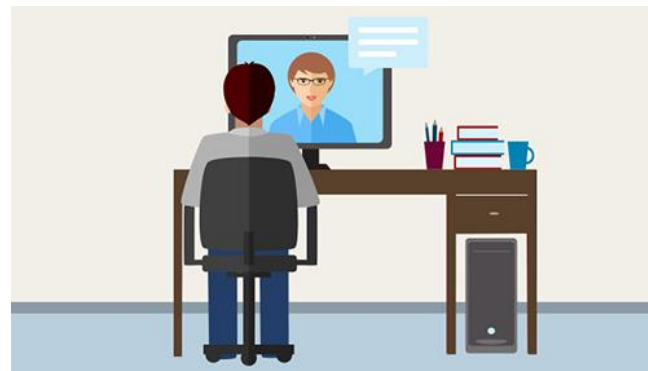
A photograph of a grey and white pit bull dog lying on a green lawn. The dog is looking towards the camera. A yellow ball is visible on the grass near its front paws. A dark circular graphic with a double border is overlaid on the left side of the image, containing the text 'REMOTE SURVEYING'.

REMOTE SURVEYING

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Remote Surveying

- Remote surveying
 - Conducting “face-to-face” surveys using Zoom
- Piloting in AK in 2019-20
 - Reduce weather and distance related travel barriers
 - Specific protocols developed by NCI will be used
 - Hoping to roll out to NCI states in 2020-21
 - There will be requirements re: situations in which remote surveying can be used

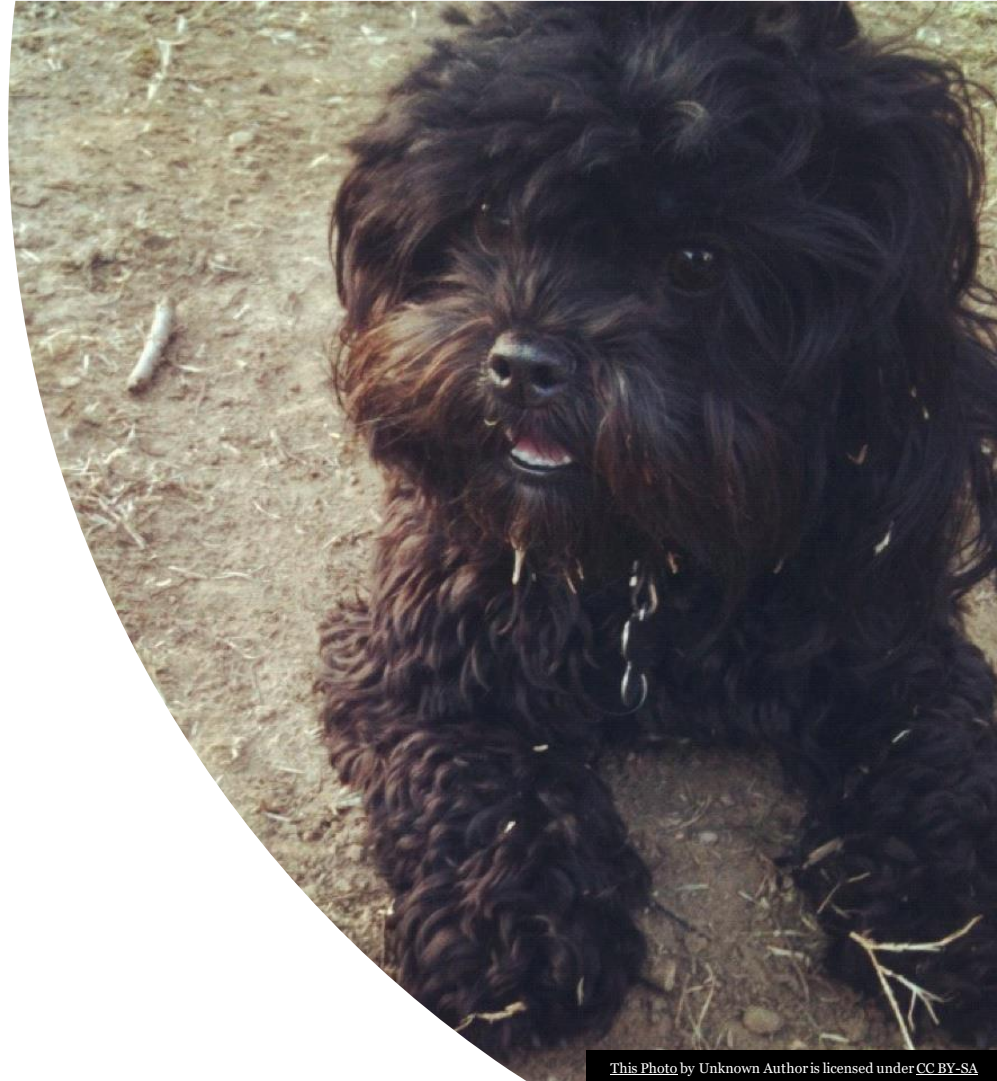




Hawaii

Increasing participation
in the IPS when you're
hearing a lot of "NO,
thank you"!

NCI AND TOPICAL ISSUES IN THE DD FIELD



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Alternative Payment Models

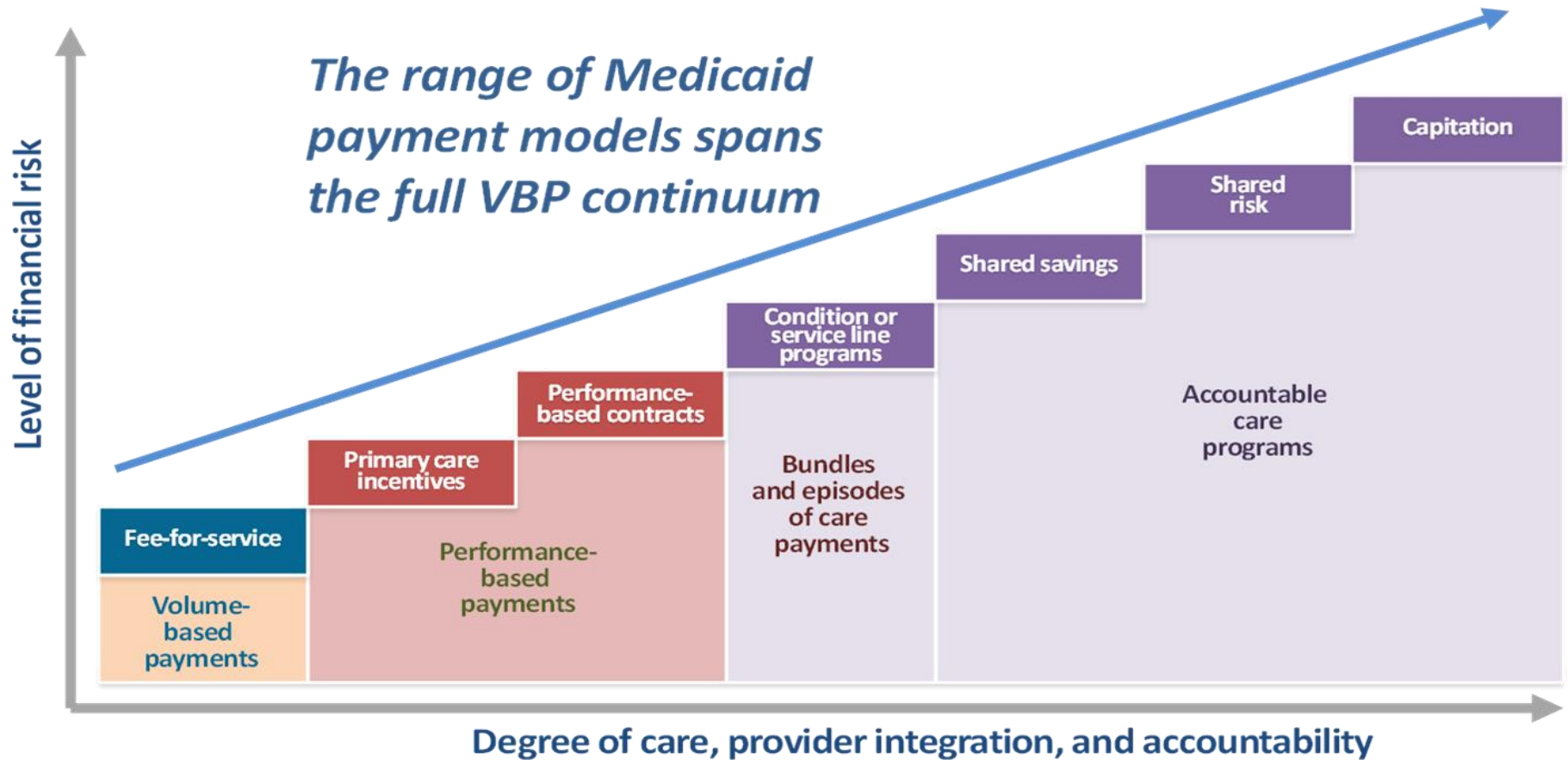
- ***Value Based Payment***
 - Payment models that range from rewarding for performance in fee-for-service (FFS) to capitation, including alternative payment models and comprehensive population-based payments.
 - Broad set of performance-based payment strategies that link financial incentives to providers' performance on a set of defined measures of quality and/or cost or resource use.*
 - APM encompasses a range of approaches intended to better align incentives for providers to deliver high quality care and reward value in the health care system





Source: Adapted from Alternative Payment Model Framework and Progress Tracking (APM FPT) Work Group. Alternative Payment Model Framework: Final White Paper. July 11, 2017; Figure 4. Accessed July 13, 2017.

The range of Medicaid payment models spans the full VBP continuum



IAP webinar: 10/2017 accessed from CMS.gov on 10/29/2018



Considering VBP in I/DD Systems: Key Steps

Goal and Issue Identification

What problem(s) or desired outcome(s) have you identified?

- Effective models for individuals with significant challenging behaviors/histories and/or individuals with co-occurring psychiatric support needs
- Improved/ more efficient administration of functions such as: resource management, gaps analysis/service development, and quality management; risk/crisis management
- Improved or enhanced integration of acute, behavioral and LTSS
- Infusion of LifeCourse throughout service delivery
- Reducing cross system (Medicaid and non-Medicaid) misalignment



Considering VBP in I/DD Systems: Key Steps

Data Analysis

What does your data tell you about the “as is” state?

What gaps in data do you need to obtain for further program analysis and improvement?

What data do you hope to impact?

Program Design (including approach to Quality)

Without thinking about Medicaid specifically, what program features would you want to include?

Payment methodologies, providers/partners, eligibility criteria (functional and clinical), etc.

What quality metrics do you hope to impact?

- Partner/contractor performance metrics
- Individual outcome objectives
- NCI

Opportunities for Integration (internal and external to Medicaid)



Emerging Interest Areas

Employment – Pay for Performance

Workforce Issues – Career Ladder

*Individual Quality Outcomes – Accountable
Provider Models*

*Strategies to Weave VBP in HCBS Regulatory
Transformation Efforts*



Social Determinants

- What are social determinants?
- What can NCI tell us about social determinants?
- Erickson, S., Houseworth, J., Esler, A. (draft) *Social determinants associated with use of psychotropic medication in adults who have Intellectual and Developmental Disability and challenging behaviors*





NCI Employment Data

- The Workforce Innovation and Opportunity Act (WIOA)
- In 17-18 data, the Paid Community Job variable included
 - Individual
 - Group
 - Business that primarily hires people with disabilities
- New definition created in consultation with team of State DD directors and other experts
 - May not perfectly crosswalk with the WIOA definition (as of right now)

Paid community job (17-18)

NE	43%	404
CT	43%	343
MN	39%	379
OK	37%	400
VT	36%	331
ME	33%	362
RI	33%	304
WY	32%	325
MA	27%	395
UT	25%	384
OH	24%	694
CO	24%	339
SC	23%	392
KS	20%	370
PA	19%	587
IN	19%	735
DE	18%	390
NC	18%	615
TN	18%	427
NCI Average	18%	23,232
MI	16%	594
AZ	16%	476
KY	15%	394
LA	15%	401
CA	15%	8,228
NV	14%	384
NY	13%	490
IL	12%	357
VA	12%	771
AR	11%	387
FL	10%	941
DC	9%	398
MO	9%	396
GA	6%	465
AL	6%	374

Discussion of
Possible
Revisions



IPS Indicators

Background Information

Self-Direction Module

Using technology

In Person Survey

Please indicate to what extent your state currently uses, or plans to use, this indicator to determine quality in your system. It is important that you talk with others in your organization who may use NCI data before making the determination. We are not asking for your opinion or personal views. To help select your answer, discuss with your program managers how they currently use the specific indicator, if it helps inform stakeholders, if it is used to track progress in a program, etc. Rating Scale - 1, never use to 5 always use. After rating frequency of use, please identify the four indicators most important to your agency within this domain area.

	Rating Scale: 1= Never Use to 5 Always									
	1	2	3	4	5		Please consider all of the indicators on this worksheet. Place a check mark below to identify the four indicators your state agency considers the most important measures in this domain area.			
People make choices about their lives and are actively engaged in planning their services and supports										
Proportion of people reported to have a job in the community and who reported they chose or had some input in choosing their job										
Proportion of people who reported they choose or help decide how to spend free time										
Proportion of people who reported they choose or help decide their daily schedule										
Proportion of people who reported they chose or had some input in choosing their housemates if not living in the family home										
Proportion of people who reported they chose or had some input in choosing where they live if not living in the family home										
Proportion of people who reported they chose or help decide what to buy with their spending money										
Proportion of people who reported they chose or were aware they could request to change their case manager/service coordinator										
Proportion of people who reported they chose or were aware they could request to change their staff										
Proportion of people who reported they have a day program or activity and chose or had some input in choosing their day program or activity										

◀ ▶
Choice and Decision
Community Inclusion
Relationships
Satisfaction
Self Determination



Background Indicators

Personal										
	Male	Female	Other	Missing	Total					
Gender	58.7%	41.3%	0.0%		8280					
	American Indian or Alaska	Asian	Black or African American	Pacific Islander	White	Hispanic/Latino	Other race not listed	Two or more races	Missing	Don't Know
What is this person's race and ethnicity? Check ONE or MORE races to indicate what this person considers	0.6%	7.0%	10.7%	0.2%	48.6%	29.7%	1.5%	1.6%	0.0%	0.1%
	No, person does not have a guardian/conservator	Yes, limited guardianship	Yes, Full guardianship	Yes, unable to distinguish between limited or full guardianship	Missing	Don't know	Total			
Does this person have a legally appointed guardian/conservator (a person who is legally granted the authority to make decisions on behalf of the	79.2%	20.5%			0.1%	0.2%	8280			
	Family	Friend	guardian/public administrator	Financial institution (e.g. bank)	Non-profit guardianship agency	For-profit guardianship agency	Other	Missing	NA	Don't know
If this person has a legal/court-appointed guardian, what is the guardian's relationship to the individual?	17.8%	0.3%	1.1%	0.0%	0.2%	0.0%	0.2%	0.3%	79.2%	0.8%



NCI IPS Background Information

- Where does the data live? (electronic records, electronic health record, paper file)
- How do you pull data? (from database, by hand from record review, during the interview, etc...)
- Reason for IDKs and missing data



How States Use Background Information

Context, Analysis and Program Specific Information

- Compare people who work with people who don't work
- Compare outcomes for people based on their living situation
- Compare outcomes for people based on guardianship status



Background Information

- Which data from the IPS Background Information section is most useful to your state?



Self-Direction Module

- State Work Plan Discussions reveal some confusion regarding self-direction
- NCI is looking for data for formal self-direction programs
- How should we define/make more clear?



State Work-Plan

Does your state offer the opportunity to self-direct DD supports?

☐ Yes ☐ No

Describe self-direction option(s). mark all authorities that exist in your state.

_____Budget Authority: In this model, the consumer or their representatives are responsible for managing expenditures within the limits of a specified budget allocation. This may mean choosing how to allocate funds for hiring support workers and/or purchasing other goods and services.

_____Employer Authority: In this model, participants or their representatives have the responsibility of hiring, firing and supervising their support workers.



NCI Handbook Guidance

- BI-58: Is this person currently using a self-directed supports option?
- Is this person currently using a self-directed/participant-directed supports option? Does he/she have a financial management service (also called a fiscal agent, fiscal intermediary, intermediary service organization, etc.)? These options offer individuals (and their representatives) the opportunity to manage some or all of their services. For example, they may hire and fire their own support workers and/or have control over their budget or services.”



MODEL FOR IMPROVEMENT



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Quality Improvement:

Brief overview of Model for Improvement including PDSA cycle: Context for quality improvement discussions

Fun and games

Lunch



Key Elements of Improvement

- ***Will*** to do what it takes to change to a new system
- ***Ideas*** on which to base the design of the new system
- ***Execution*** of the ideas



Are you too busy to improve?



Håkan Forss @hakanforss <http://hakanforss.wordpress.com>

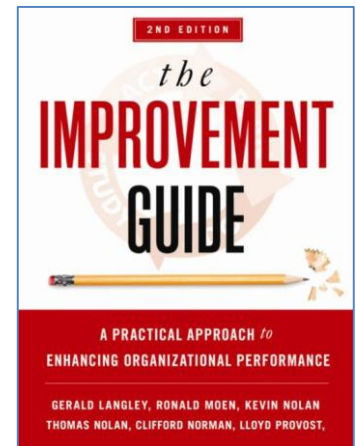
This illustration is inspired by and in part derived from the work by Scott Simmerman, "The Square Wheels Guy" <http://www.performancemanagementcompany.com/>



Many ways to execute improvement work...



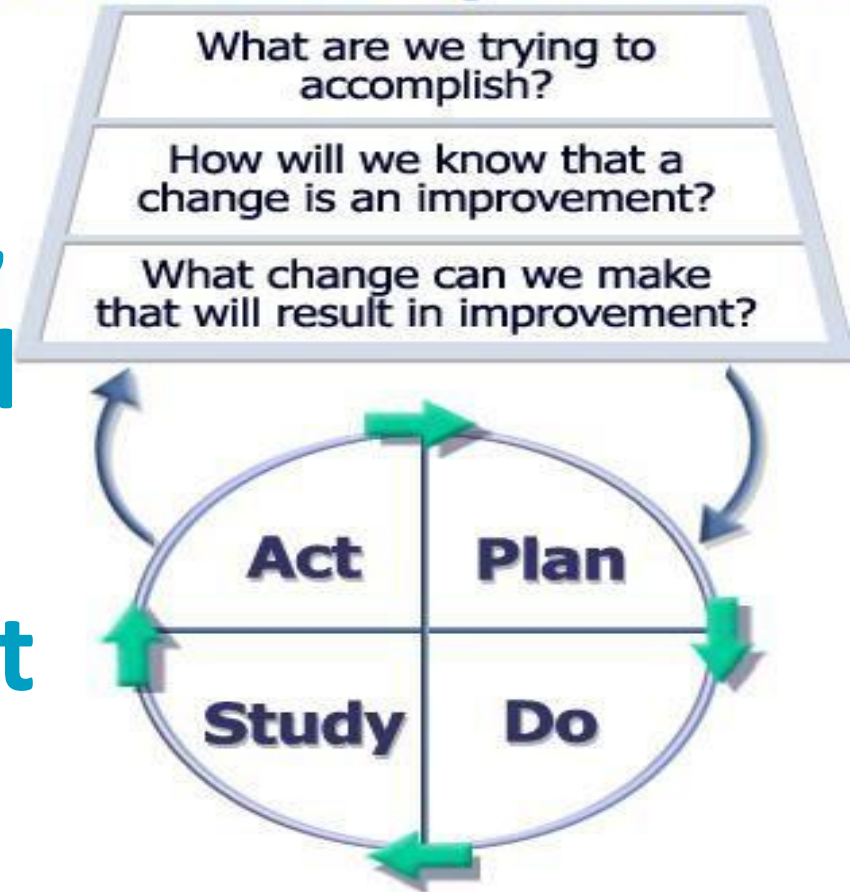
- ☐ Six Sigma (DMAIC)
- ☐ Lean
- ☐ TJC- 10 Step
- ☐ TJC - PDMAI
- ☐ Turning Point
- ☐ PDSA
- ☐ FOCUS PDCA
- ☐ Model For Improvement (MFI)



A multi-purpose tool to Think About, Execute, and Accelerate Improvement



Model for Improvement



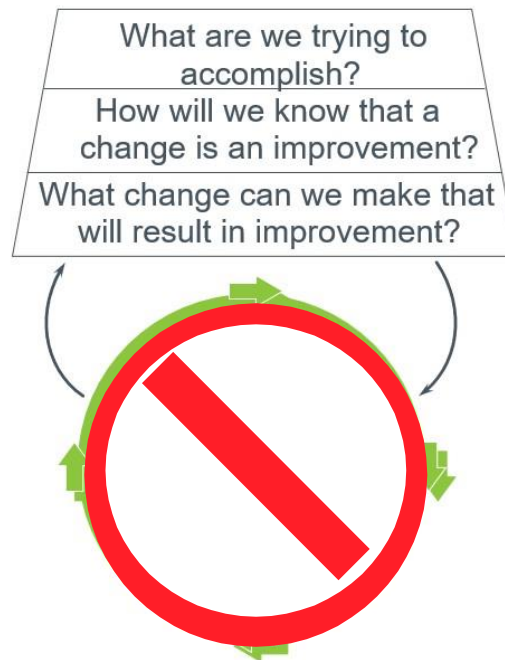


Time for the pegboards!



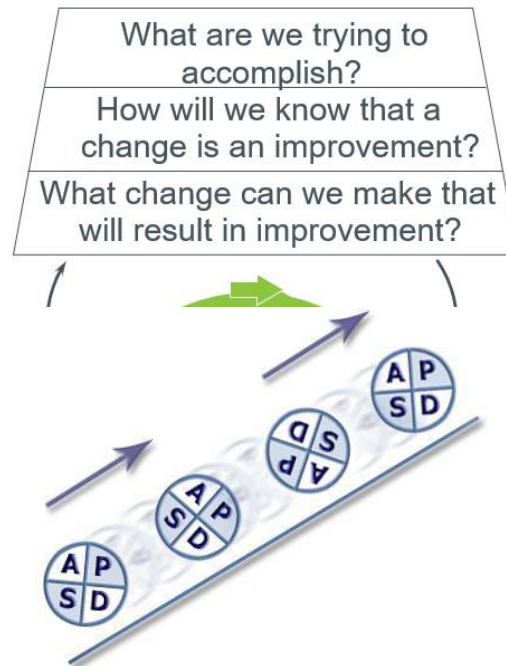
Improvement happens through more than one PDSA cycle

Model for Improvement



A Way to Execute and Accelerate Improvement ¹²

Model for Improvement

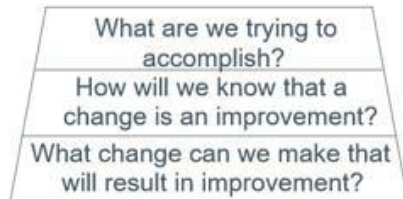


Langley, et al, The Improvement Guide, 2009

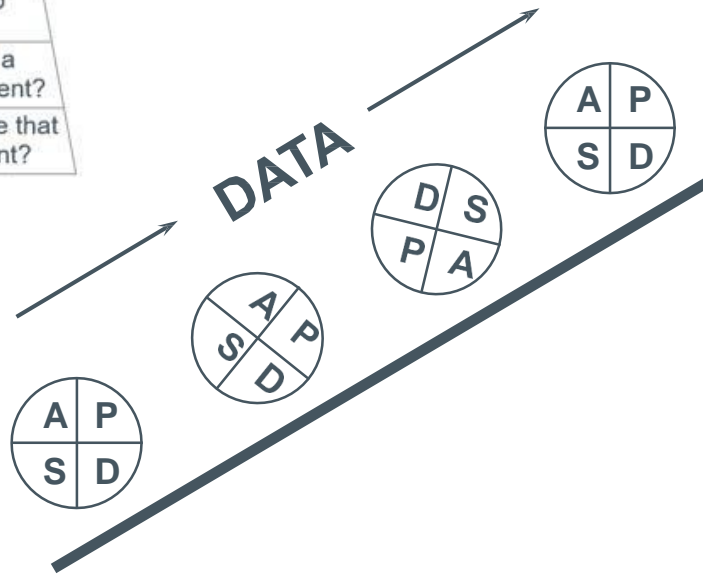


Repeated Use of the Cycle

Model for Improvement



Hunches
Theories
Ideas



Changes That
Result in
Improvement





**HOW ARE
STATES
USING NCI
FOR
QUALITY?**



Living Well-Model
Approaches for Enhancing
the Quality, Effectiveness
and Monitoring of Home
and Community Based
Services for Individuals
with Developmental
Disabilities



**NCI AND
CULTURAL AND
LINGUISTIC
COMPETENCY**



**STAFF
STABILITY**



NCI Staff Stability

- What's new?
- How is it being used?
 - Ohio
- Initiatives at federal and state levels



See you at Dinner

- Dinner in this room at 7:00 pm

