

Indiana Living Well Grant Using NCI for Quality Assurance

Presented by:

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NCI Annual Meeting

July 31, 2019



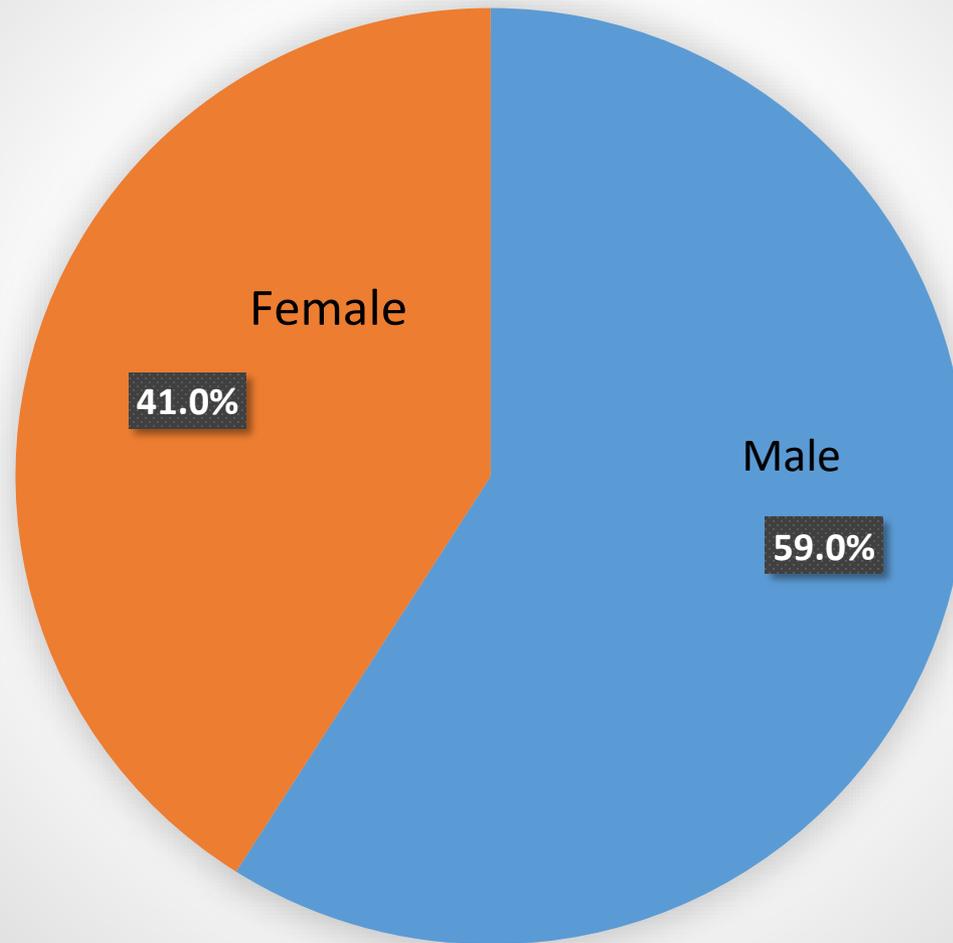
Indiana NCI Surveys

- Staff Stability Survey
- Adult In-Person Survey
 - Adults over 18 (Average age= 38 yrs)
 - IDD receiving 1 service in addition to CM
 - FS or CIH waiver



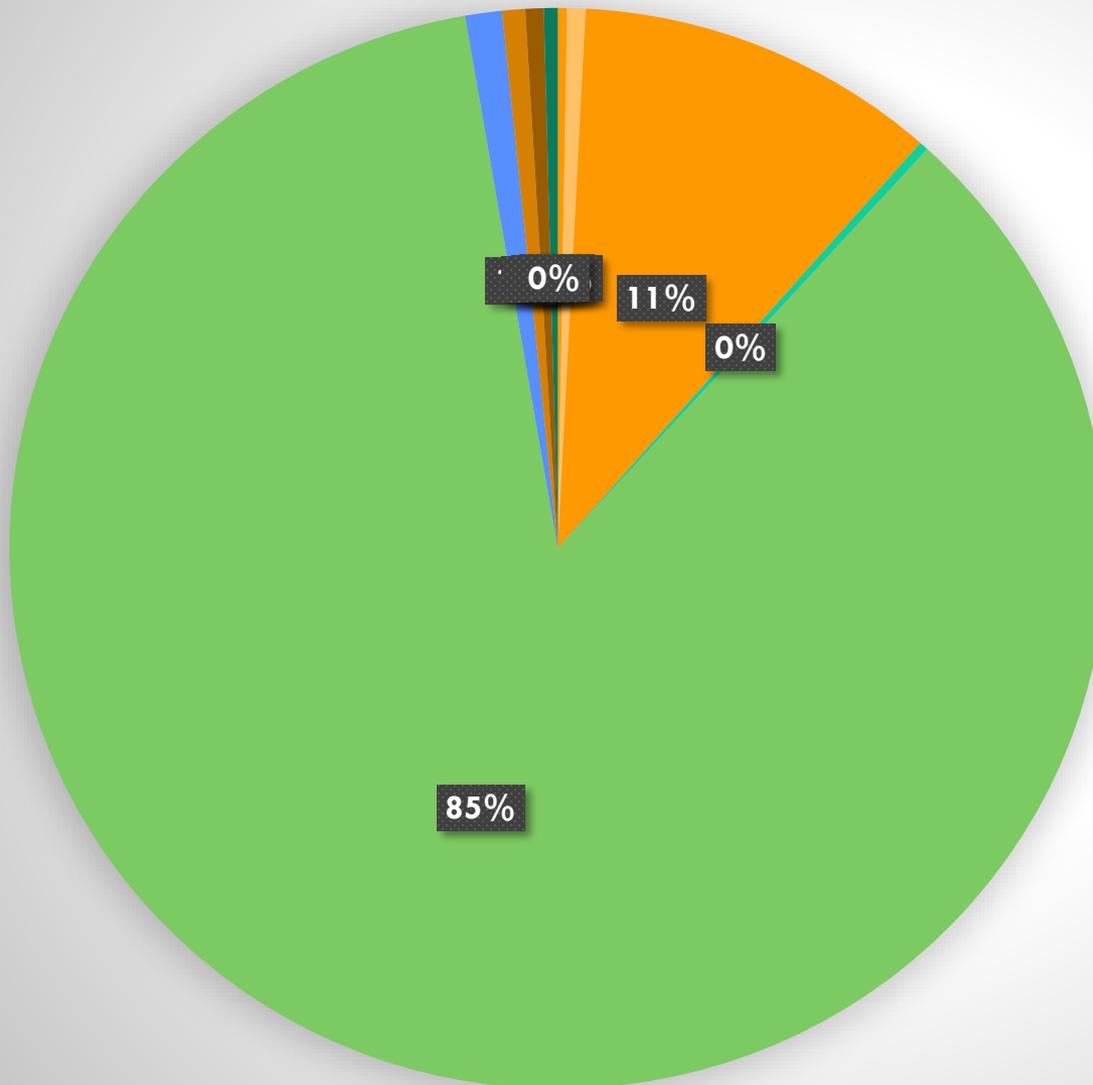
Gender 2017/18

N=739



Race/Ethnicity 2017/18

N=739



- American Indian or Alaska Native
- Asian
- Black or African American
- Pacific Islander
- White
- Hispanic/Latino
- Other race not listed
- Two or more races
- Missing
- Dont Know

Use of NCI Annual Reports

- CMS Waiver Requirements
- Quality Assurance/Improve Services
- Comparisons to National Average
- Annual Trends
- Reports to State Legislatures

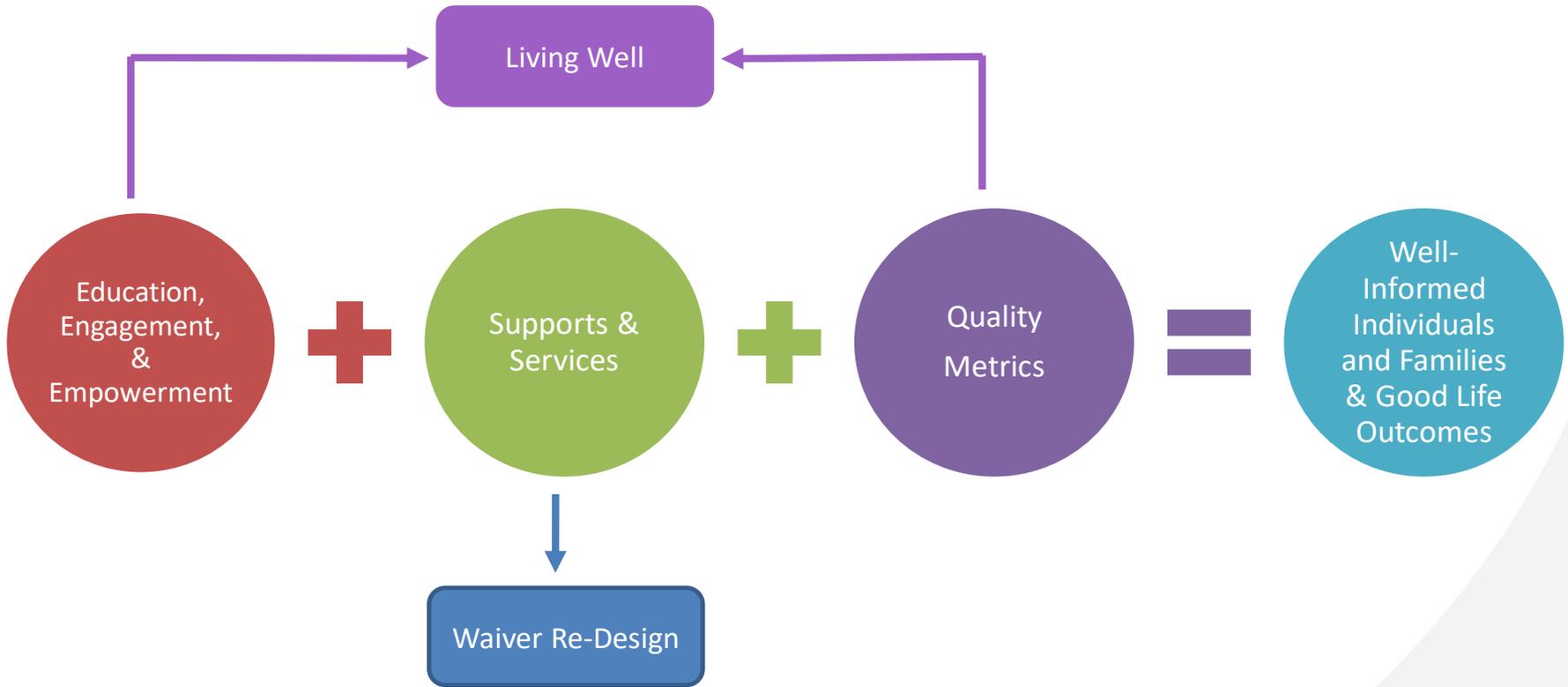
INCORPORATING NCI WITH LIVING WELL GRANT



Begging time



Aligning Living Well and Waiver Redesign



Alignment Approach

Charting the
LifeCourse
Principles

All people have the
right to live, work,
play, and love in
their community

Policy
Intentions

Promote person-
centered thinking
and practice, comply
with setting rule, &
promote efficiency

Collaborative
Thought and
Action

Collaboration with
state staff
throughout, but also
with CMS, service
recipients, their
families, and
providers

Find balance between
our best intentions to
advance self-direction
and community
integration with the
discipline needed to field
an efficient, equitable,
and effective system



Identifying Areas of Impact

Increase Person-Centered Planning

Improve Coordination of Care

Increase Community Engagement

Enhance Member Experience

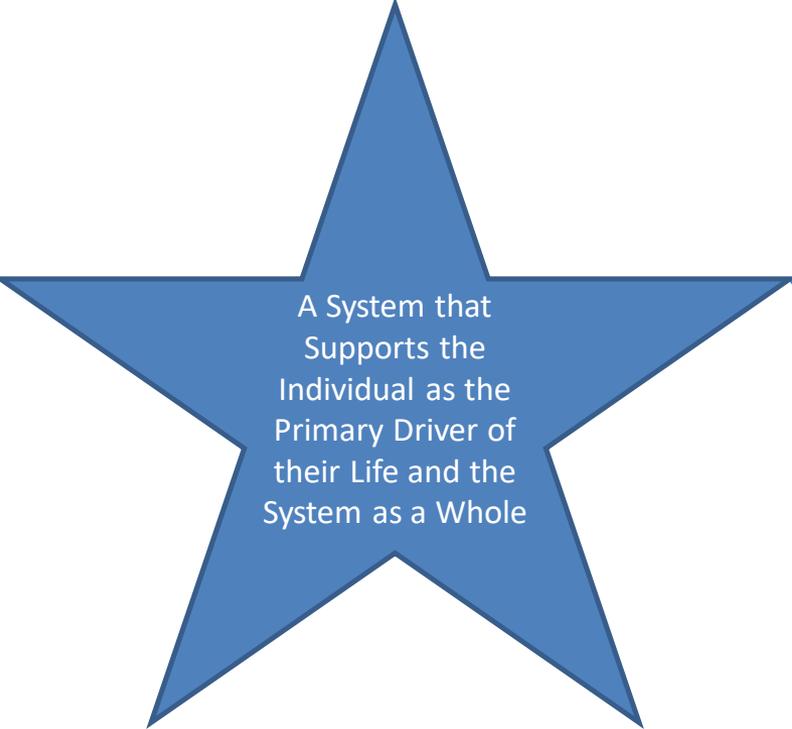
Maintain Qualified Providers

Comply with HCBS Rule

Promote Efficiency



Sharpening Our Focus



A System that
Supports the
Individual as the
Primary Driver of
their Life and the
System as a Whole

- **Comprehensive Compliance Oversight***
 - Preventative
 - IR
 - Complaint
- **Quality Metrics / Outcomes of Services Defined**
- Education of System to achieve “good life”
 - Choice
 - Active, Informed Decision Making
- Supporting Providers and Case Managers / Community Monitoring

- Purpose of Reporting
 - CMS Requirements
 - Research
 - How things are documented if not critical
- How it informs
 - Plan development
 - Risk needs
 - Supports



Sharpening Our Focus: Initial Action Steps

- Define Quality Metrics
 - What Indiana Currently Does Around Quality Metrics
 - CMS Quality Assurances
 - National Core Indicators
 - Based on Our Good Life Vision, What Are Three Outcome Areas We Would Want to See Impacted by Our Work
 - Within Those Outcome Areas, How Would We Define and Measure Progress?



Identifying Areas of Impact

Centered Day
Good Jobs
A Life Like Everyone Else
Meaningful Person
Stability Informed Choice
Friendship Money
Quality Staff Able To Make Bad Choices
Fun Choices Different
Peace Of Mind
Opportunity My Own Life On My Own Terms
College And Post
Integrated Support In The Community
Able To Have A Bad Day
Trust
Dignity
High Expectation For My Ability
Being Cared About And For
Knowledgeable Support To Build Relationships
Smaller Groups
Understanding What Is Disability And What Is Typical
Supports Beyond The Waiver
Supportive Healthcare Provider
Encourage My Dreams
Being Valued Having Worth
Balance
Start With First Steps
Resources Matched with My Lifespan
Being Valued Having Worth
Support To Be in the Community
Good Systems To Keep Out Bad Actors
Support To Practice My Religion
Support From That Person Together
Navigate Services and Supports
Supportive Healthcare Provider
Able To Make My Own Choices
Having An Advocate Who Knows Me And Helps Me
Support From That Person Together
Support To Make My Own Choices
Starting Where and with whom I want
Able To Have A Bad Day
Flexibility in Using Allocated Funds
Variety in Services and Supports
Secondary Education Opportunities
Health Monitoring, Support, and Coordination
Being Valued Having Worth
Start With First Steps
Resources Matched with My Lifespan
Being Valued Having Worth
Support To Be in the Community
Good Systems To Keep Out Bad Actors
Support To Practice My Religion
Supportive Healthcare Provider
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Con

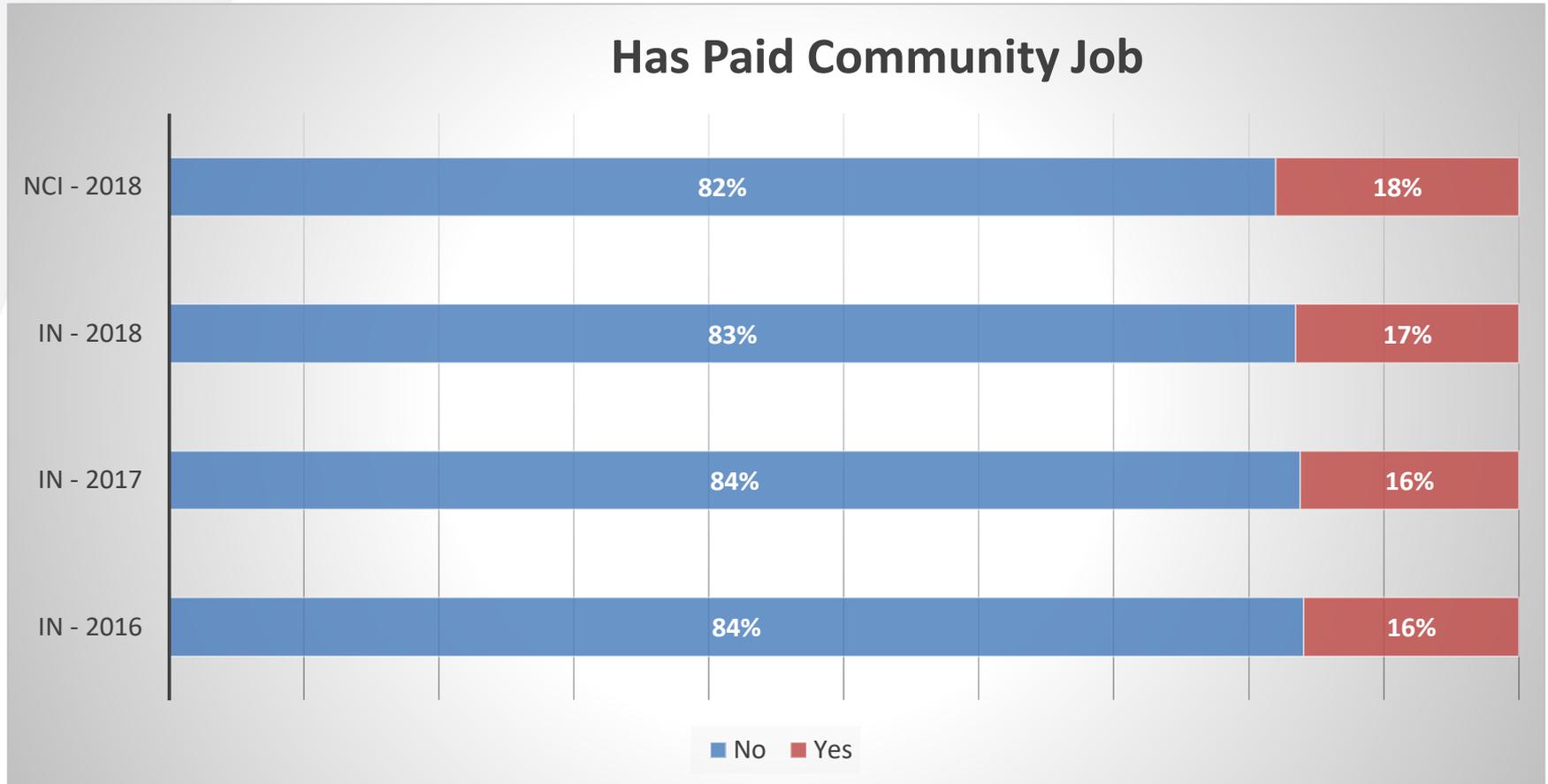


Identified Areas of Impact

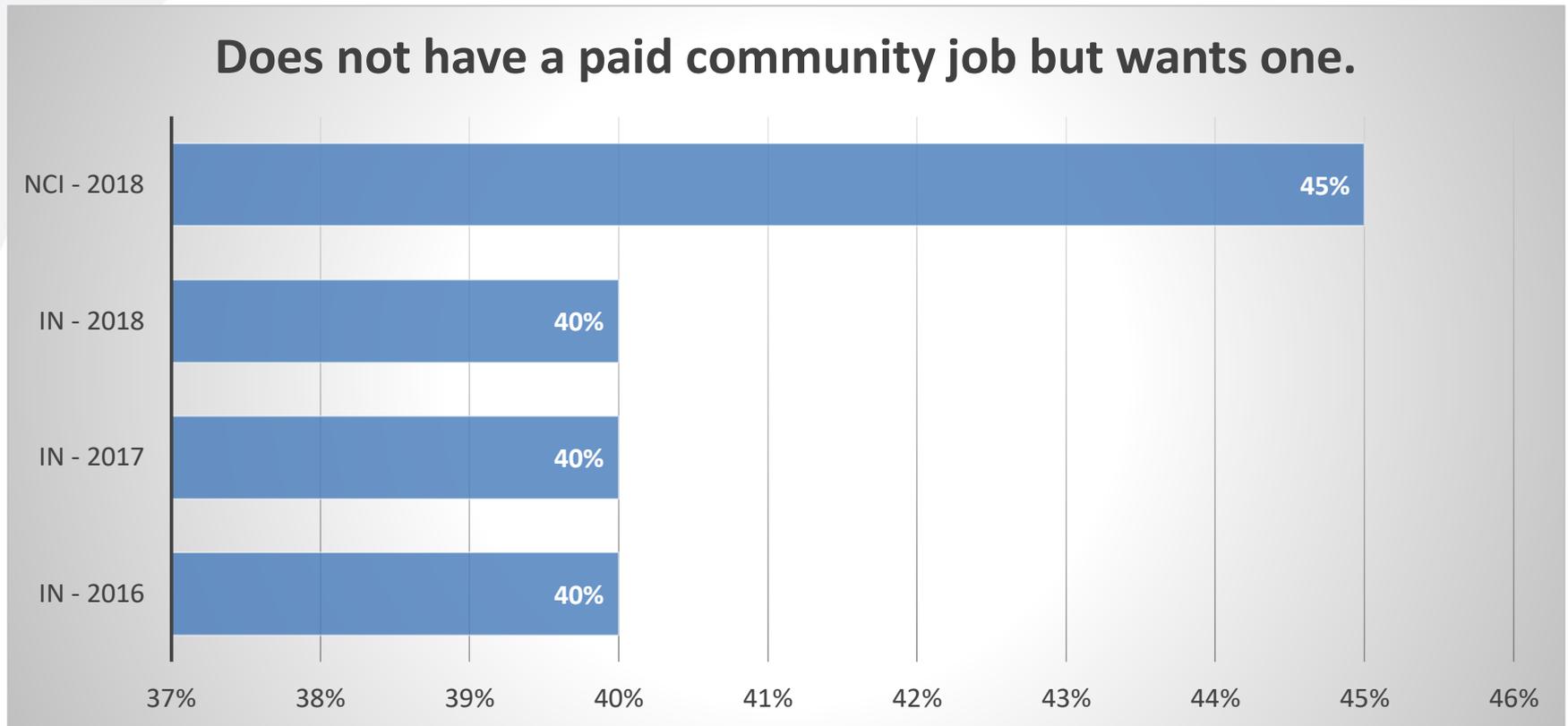
- Informed Choice
- Social Connectivity
- Employment



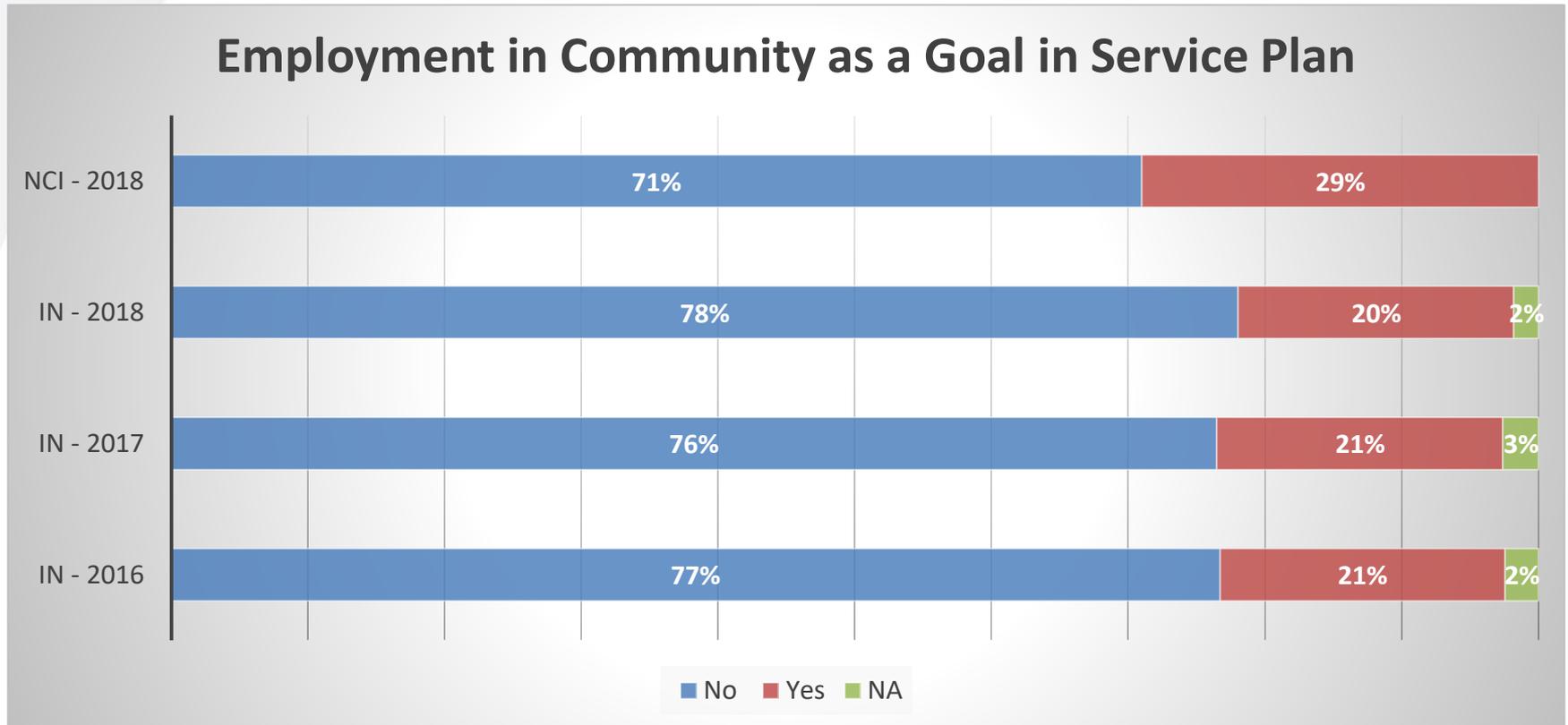
Employment Trends 2015/16 to 2017/18



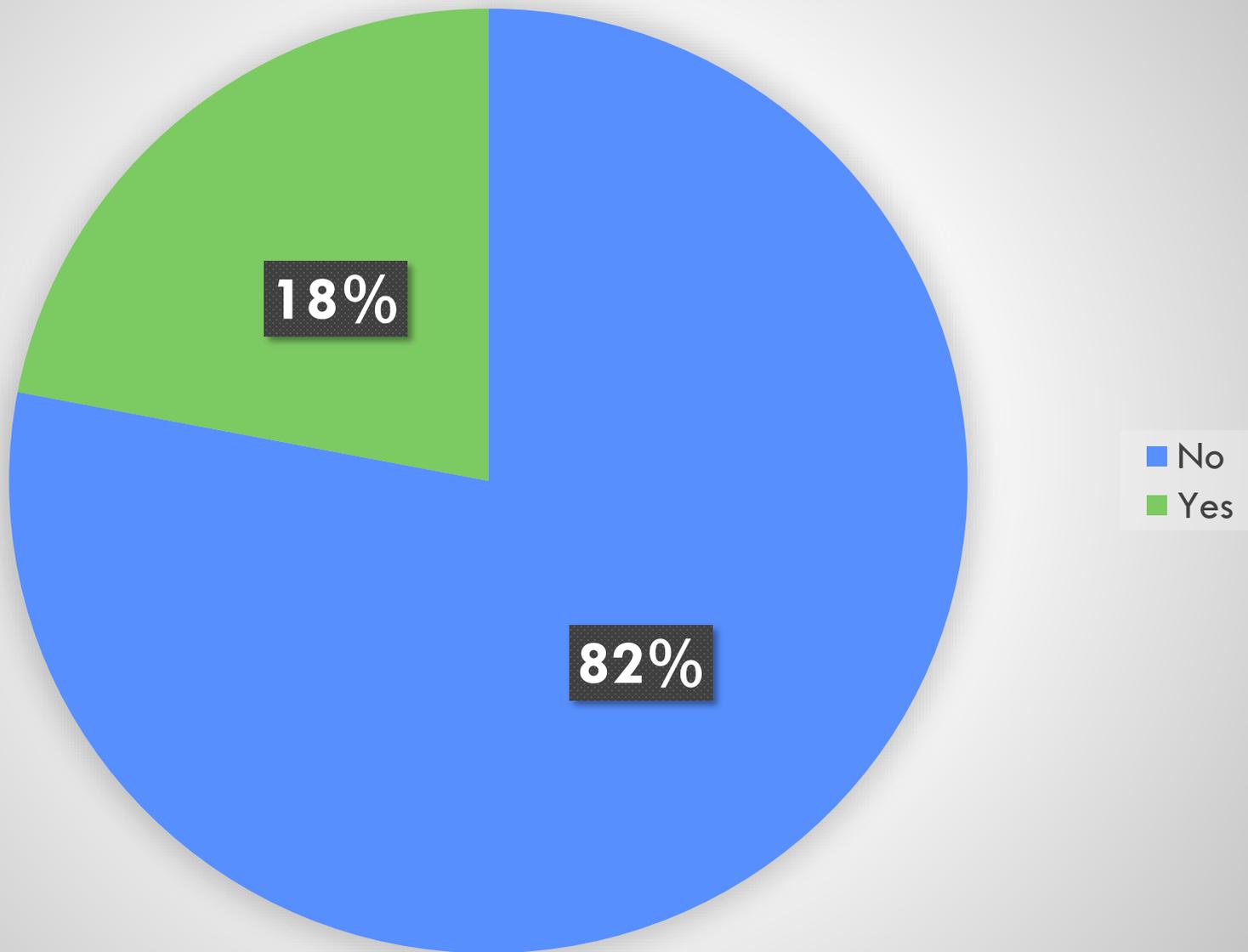
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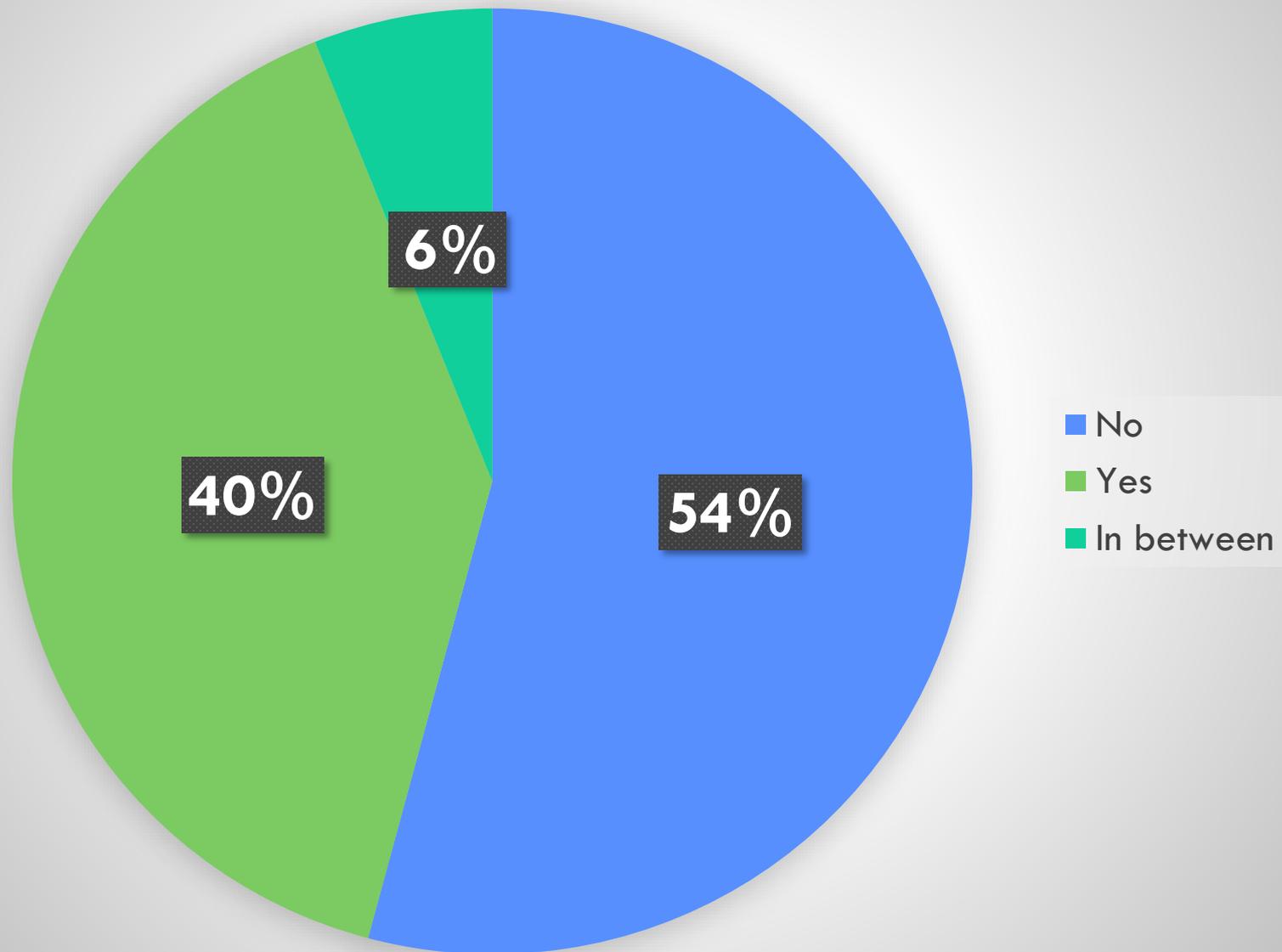
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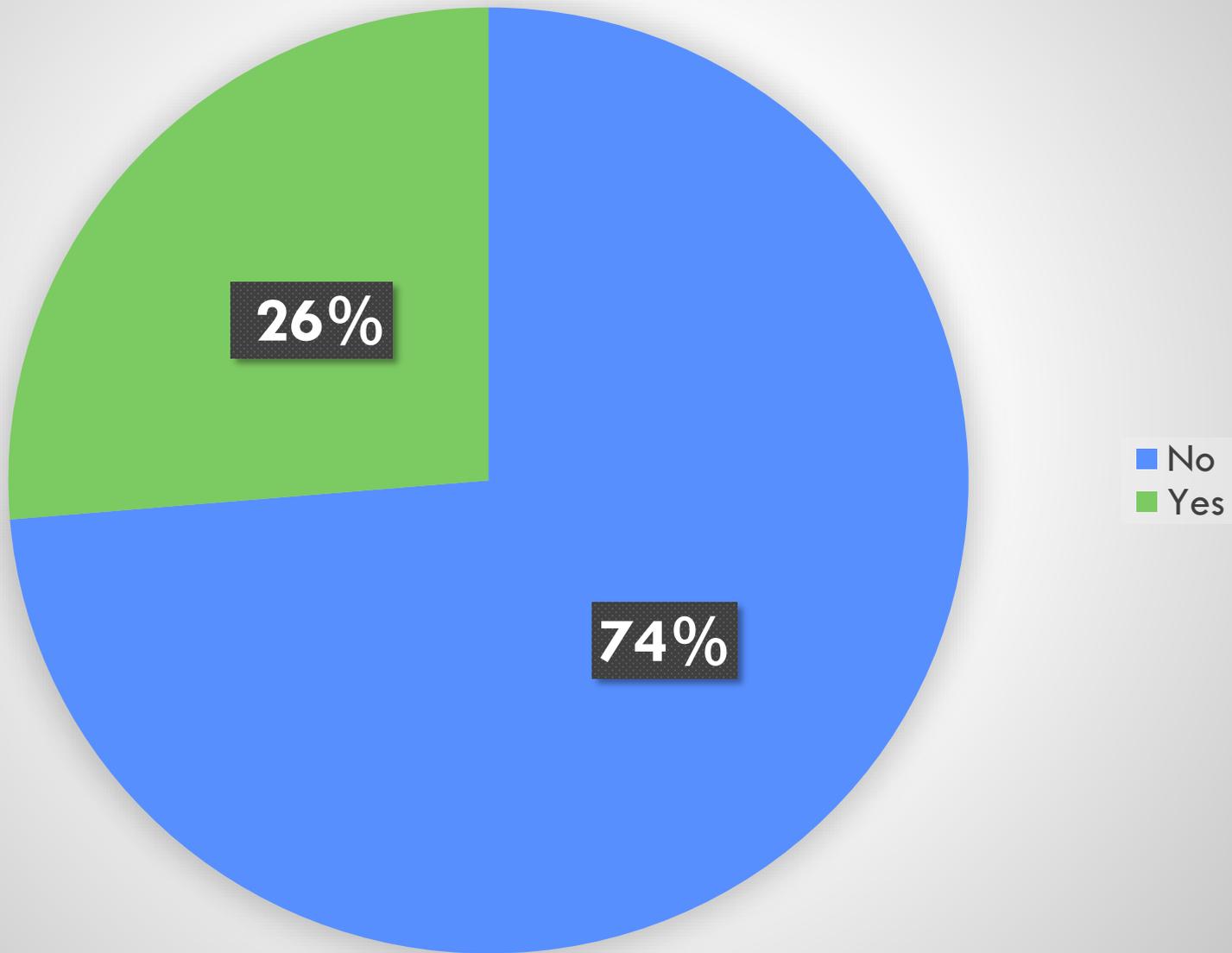
Job in the Community (%): INDIANA (N = 614)



**No job in community but would like one (%):
INDIANA (N = 432)**



Has community employment as a service goal, among those with no job but would like a job, (N = 190)



Potential Applications to Living Well

- Prioritize (not employed, want a job, no goal) population
- Investigate case manager practices related to goal setting and person-centered practices
- Consider exploration/education opportunities for the 54% that state they have no job and don't want one



Next Steps

Explore influence of demographic (and other risk factors) on outcomes

Integrate findings from NCI with other data

Day in Employment Services: Systems Outcomes

<https://www.iidc.indiana.edu/styles/iidc/defiles/CCLC/DESOS/DESOS2017finalSeptember.pdf>

BDDS data - PCISP and services

Incidence reporting

Risk and Protective Factors

Balancing Health/safety & Self-determination

Reporting that is accessible and consumable



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