

LTSS Medicaid Pathway: **TOP 10** Priority Outcome and Performance Measures

September 12, 2016

11 Respondents; Priority = 4 or more votes

Choice and control, information:

1. Percentage of participants who report that choice and control when planning services was excellent or good (2)
2. Proportion of people who can choose or change the kind of services they get and determine how often and when they get them (1)
3. Participants (and their authorized representatives) receive necessary information and support to choose the long-term care setting consistent with the participant's expressed preference and need (4)
4. Percentage of HCBS CFC participants rating "good" or above to the survey question "how well people listen to [their] needs and preferences"
5. Percentage of NF and ERC participants rating facility "good" or above to "meeting [your] needs and preferences" (1)
6. Percentage of HCBS CFC participants rating "good" or above to survey question that they "had choice and control when planning for their services" (2)
7. Involvement in plan of care development and decision-making (5)
8. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
9. In the last 6 months, how often did your personal doctor listen carefully to you?
10. In the last 6 months, how often did your personal doctor show respect for what you had to say?
11. In the last 6 months, how often did your personal doctor spend enough time with you?
12. Involvement in plan of care development and decision-making
13. Allow beneficiaries a choice in long-term services and supports and provide an array of home and community-based alternatives recognized to be more cost-effective than institutional based supports. (2)

Access

1. Proportion of people who have transportation when they want to do things outside of their home (1)
2. Proportion of people who have transportation to get to medical appointments when they need to (4)
3. Participants have timely access to long-term supports in the setting of their choice (2)
4. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? (1)
5. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? (1)
6. Satisfaction regarding care coordination and access (6)
7. Efficiency and timely access
8. HCBS measures in level of care determinations
9. HCBS measures in assuring there are qualified providers
10. HCBS measures in assuring appropriate HCBS settings

Social life/community participation/quality of life:

1. Percentage of participants who are satisfied with how they spend their free time
2. Percentage of participants who are satisfied with their contact with family and friends
3. Proportion of people who sometimes or often feel lonely, sad or depressed
4. Proportion of people who like where they are living (1)
5. Proportion of people who like how they usually spend their time during the day (1)
6. Participants report that their quality of life improves (5)

7. Improved community involvement (1)
8. Stable community living situation (4) (Merged with “Housing” Item 1)
9. HCBS measures in quality of life (2)
10. HCBS measures in community integration (1)

Quality of services, care coordination, service planning:

1. Percentage of participants who report that personal care services always or usually meet their needs (1)
2. Proportion of people whose services meet all their needs and goals (2)
3. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (1)
4. Proportion of people who always get enough assistance with everyday activities when they need it
5. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance)
6. Percentage of HCBS CFC participants rating “almost always” or better to survey question that “services meet [their] needs” (1)
7. Percentage of NF and ERC participants rating facility “good” or above to “meeting your need for grooming”
8. Percentage of HCBS CFC participants reporting that the “quality of [their CFC] services” is “good” or better (1)
9. Percentage of NF and ERC participants rating facility “good” or above on “the quality of care provided by nurses and nursing assistants” (1)
10. Satisfaction regarding care coordination and access (3)
11. Support during care transitions (5)
12. Primary Care involvement in comprehensive treatment planning (1)
13. Communication & level of integration between the medical and specialized systems of care (3)
14. Adherence to State standards and best practice (based on model of care)
15. Attainment of person-centered goals and objectives (1)
16. HCBS measures in person-centered service planning process (1)
17. HCBS measures in person-centered goals
18. HCBS measures in effective process

Safety:

1. Proportion of people who feel safe at home (3)
2. HCBS measures in health and welfare

Health, health care, costs of care:

1. Proportion of people who have a primary care doctor (1)
2. Proportion of people who can get an appointment to see their primary care doctor when they need to
3. Proportion of people who describe their overall health as poor
4. Participant’s medical needs are addressed to reduce preventable hospitalizations and their long-term care needs are effectively addressed (5)
5. Percentage of CFC participants whose rating of their general health is “good” or better (1)
6. Reduction in nursing home utilization (1)
7. Reduction in avoidable hospital admissions / re-admissions (7)
8. Reduction in avoidable hospital days (2)
9. Reduction in emergency room visits (6)
10. Reduction in falls (2)
11. Reduction of poly-pharmacy / improved medication management (1)

12. Improved utilization of PCP
13. Reduction in mental health dysfunction and depression (2)
14. Increase access to affordable and high quality health care
15. Improve access to primary care
16. Improve health care delivery for individuals with chronic care needs (1)
17. Contain health care costs (1)
18. Allow beneficiaries a choice in long-term services and supports and provide an array of home and community-based alternatives recognized to be more cost-effective than institutional based supports. (2)
19. Health assessment and/or condition specific scores (asthma, diabetes, overall assessment of functioning)
20. Decreased use of residential care for children, youth and adults
21. Increased access to PCP, dental, preventative health care services (2)
22. Cost Containment
23. HCBS measures in health and welfare
24. HCBS measures in outcomes

Rights and respect:

1. Proportion of people who feel that their paid support staff treat them with respect (1)

Housing:

1. Reduction in homelessness / improved stability in living situation (10)
(See “Social Life” Item 8, and “Housing” Item 2)
2. Stable community living situation (1) (Merged with “Housing” Item 1)

Work:

1. Proportion of people who would like a job (if not currently employed)
2. Reduction in unemployment (1)
3. Employment Rate
4. Stable employment (and school attendance for children) (1)

Satisfaction:

1. Percentage of HCBS CFC participants reporting that they were very or somewhat satisfied with services (2)
2. Percentage of NF and ERC participants rating facility “good” or above on “overall satisfaction” (1)
3. AHS will demonstrate a 5% improvement in consumers rating of satisfaction with health plan over the next two years
4. Increased overall satisfaction with services and supports (1)

NEW:

1. Are your needs being met?
2. Did you have choice in your plan of care?
3. Are you satisfied with your services?