

**STRATEGY DEVELOPMENT: USE NATIONAL DATA TO
INFORM YOUR WORK.**

**HOW TO USE THE NATIONAL CORE INDICATORS AND
NATIONAL CORE INDICATORS - AGING AND
DISABILITIES TO DEVELOP CONTRACTING STRATEGIES**

January 2018

Today's Speakers

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■ Martha Roherty

- Executive Director, National Association of States United for Aging (NASUAD)

■ Laura Vegas

- Director, Managed Care Business Acumen, National Association of State Directors of Developmental Disabilities Services (NASDDDS)

■ April Young

- Director, NCI-AD, NASUAD

■ Julie Bershadsky

- Director, NCI-AD, Human Services Research Institute (HSRI)

Overview



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- Introduction – Why should CBOs care about Quality?
- National Core Indicators
- National Core Indicators – Aging and Disabilities
- How CBOs can use this data
- Q&A

Quality Measurement

Program evaluation and performance management is there to **assist in improving the quality of programs.**

Measurement:

- Drives improvement
- Informs consumers and other stakeholders
- Influences payment



NCI and NCI-AD

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- **National Core Indicators (NCI)**
- **National Core Indicators – Aging and Disabilities (NCI-AD)**
 - Measure:
 - Satisfaction
 - Outcomes of services provided to people and families
 - Through:
 - In-person interviews (NCI and NCI-AD)
 - Mail-in and online surveys (NCI)
 - Supported by participating states

NCI and NCI-AD Partners



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■ Human Services Research Institute (HSRI)

- ▣ Recent contract with the Administration on Community Living to enhance and expand the surveys, document and publish evidence of psychometric properties, refine existing measures and submit for NQF endorsement

■ National Association of State Directors of Developmental Disabilities Services (NASDDDS)

- ▣ NCI

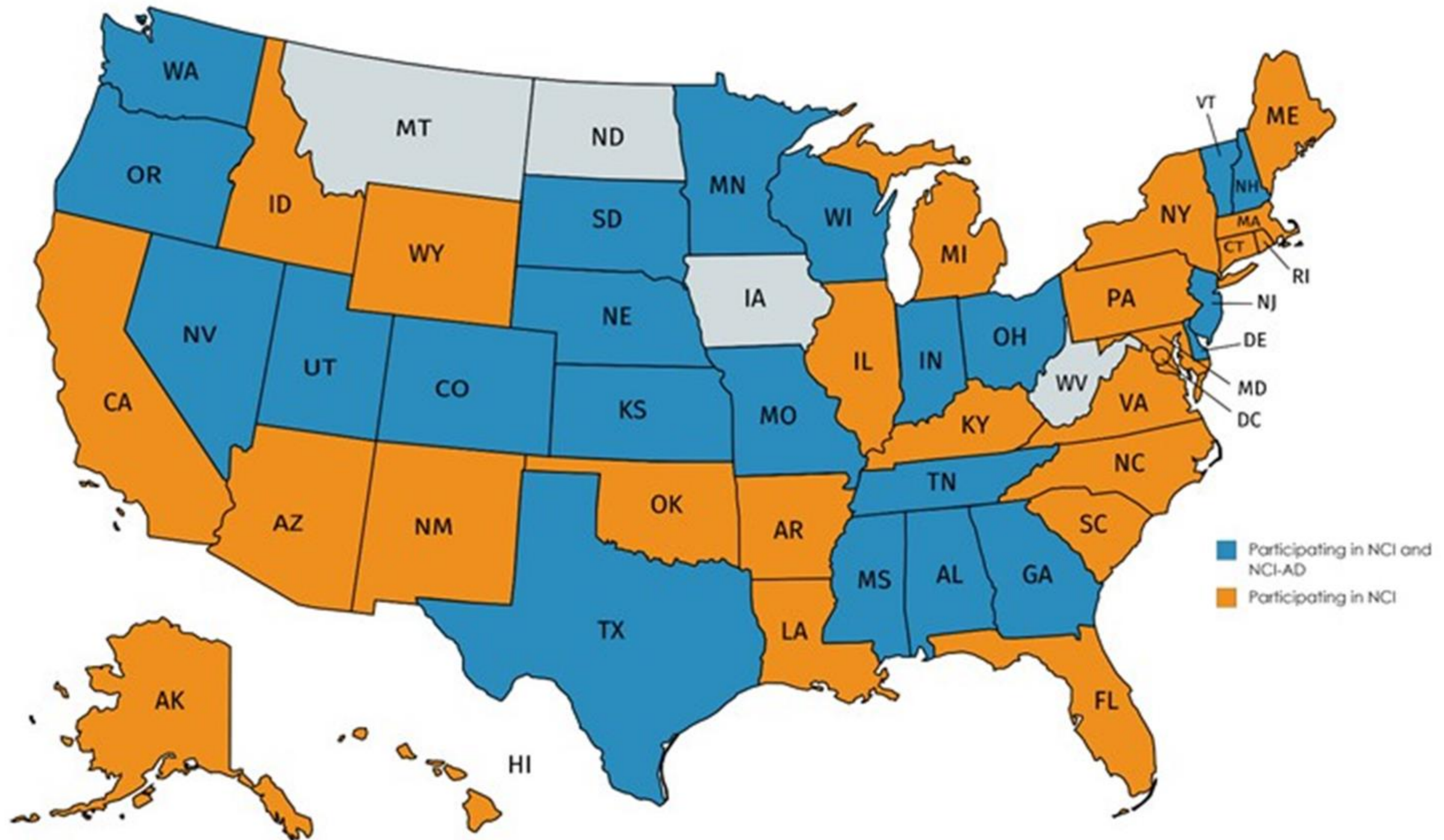
■ National Association of States United for Aging and Disabilities (NASUAD)

- ▣ NCI-AD

2017-18 NCI and NCI-AD States



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How CBO's can utilize data



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■ Health plans

- Proactive approach!
- Identify health plans with lower performance in target areas
- Identify how your CBO can help the health plan improve their performance rates. For example,
 - Use of expertise
 - Experience managing the given challenge
 - Utilize connections in the community
- Approach health plans with strategies for improving data results

National Core Indicators (NCI)

Laura Vegas

Director, Managed Care Business Acumen, National Association of State Directors of Developmental Disabilities Services (NASDDDS)

What is NCI?

- NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance.
- Collaboration began in 1997
- Currently 46 states and Washington D.C. represented plus 22 sub-state entities
- Coordinated by HSRI and NASDDBS

What is an “indicator”?

Indicators are standard measures used across states to assess the outcomes of services provided to people and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

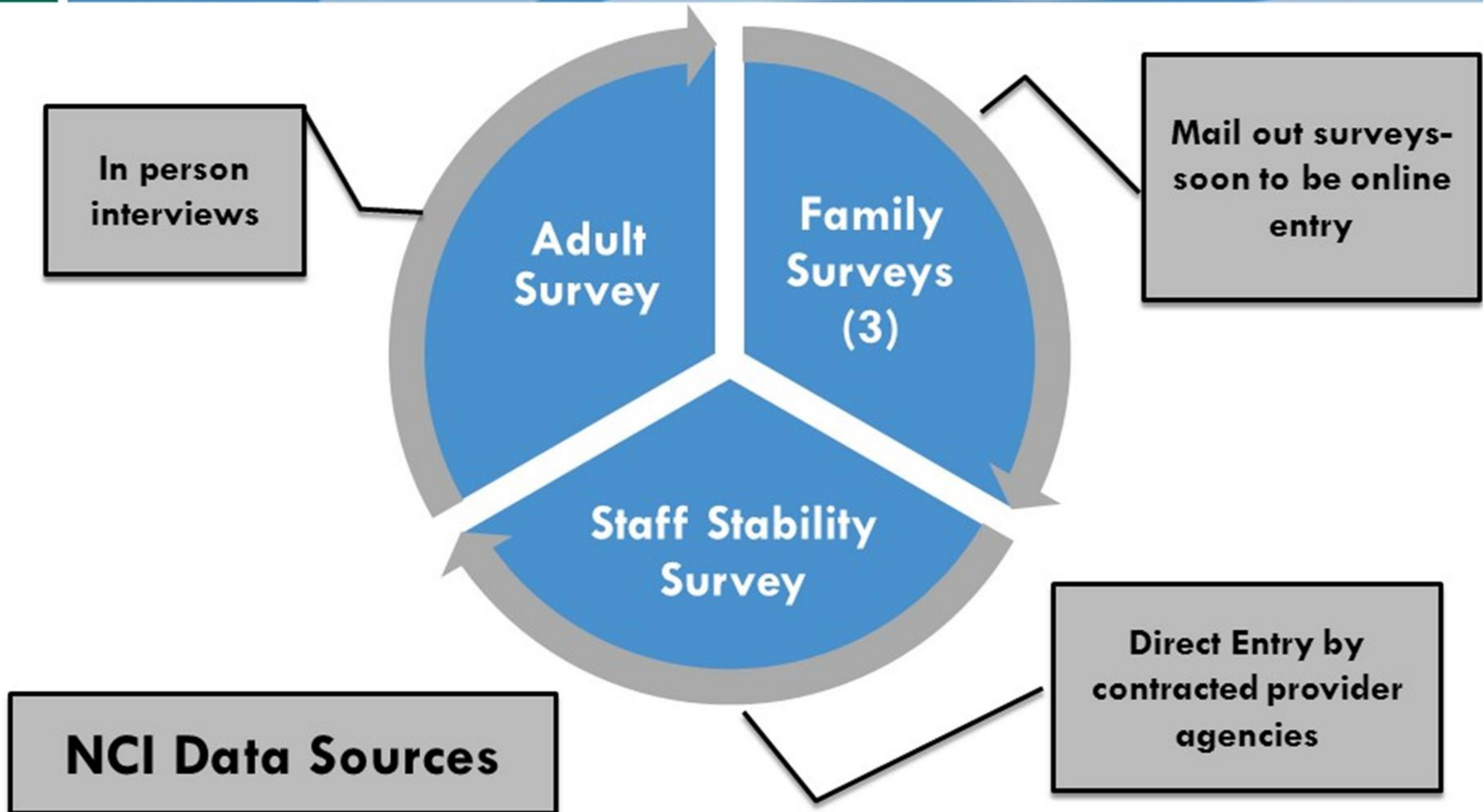
NCI Goals



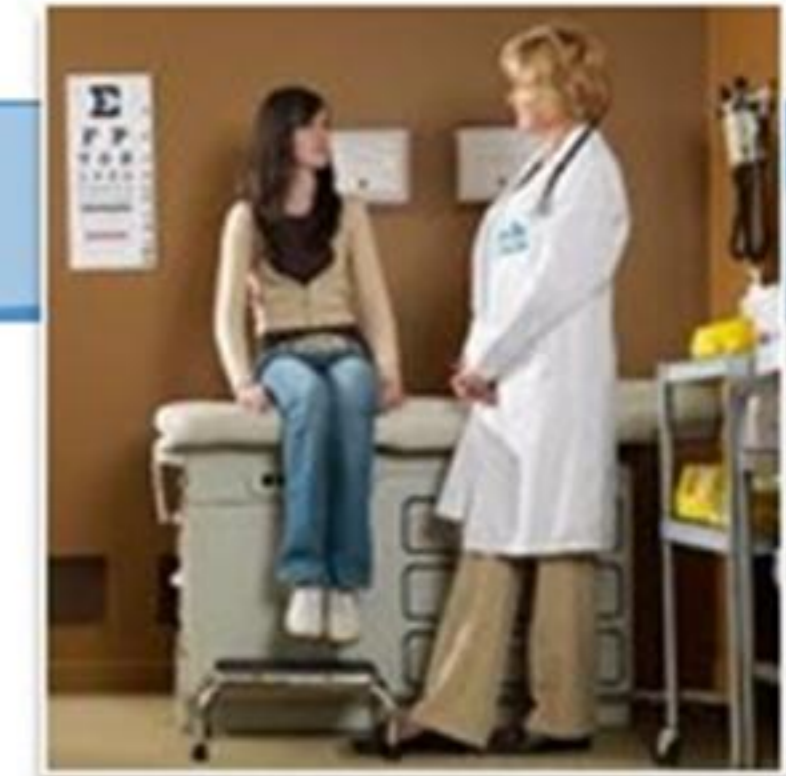
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- Establish a nationally recognized set of performance and outcome indicators for DD service systems
- Use valid and reliable data collection methods & tools
- Report state comparisons and national benchmarks of system-level performance

How Does NCI Collect Data?



NCI Domains



Individual Outcomes

- Employment
- Community Inclusion
- Choice & Decision making
- Personal Relationships
- Self Determination

Family Outcomes

- Choice and Control
- Family Involvement
- Information and Planning
- Access, community connections
- Crisis Response

Health, Welfare, System

- Health and Welfare
- Respect for Rights
- Medications
- Safety
- Service Coordination
- Staff Stability

NCI Key Steps in Data Collection



- ❑ Identify the sample – acquire consent
- ❑ Identify interviewers and assign to sample participants
- ❑ Coordinate/schedule the interviews
- ❑ Gather and data entry all of the information:
 - ❑ **Pre-Survey Information**
 - Obtained *before* the interview (not entered)
 - ❑ **Background Information**
 - Obtained from best source – before, during, or after the interview
 - ❑ **Section 1- the NCI meeting**
 - *Only people who receive services* can respond
 - ❑ **Section 2- the NCI meeting**
 - People who receive services respond; can get assistance if needed ('Proxy')



**NATIONAL CORE
INDICATORS**

How States Administer NCI



State DD agency staff responsibilities:

- provide coordination
- decision making on policy and procedures
- decisions on consent procedures
- identify the sample size and scope
- are accountable to NCI National Team

How States Administer NCI



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States may contract with external vendors, UCEDDS or Universities to assist with:

- Hiring, training and managing interviewers
- Data Entry
- Acquiring of Consent
- Follow-Up when indicted
- Fidelity to protocols and reporting to the state age

Ways States Use NCI Data



- Quality Assurance/Improve Services
- State by State Comparisons
- Inform Stakeholders of the system's results
- Assist with Community Transition
- Quality and Stakeholder Councils
- Reports to State Legislatures



**NATIONAL CORE
INDICATORS**

Ways CBOs May Use NCI Data

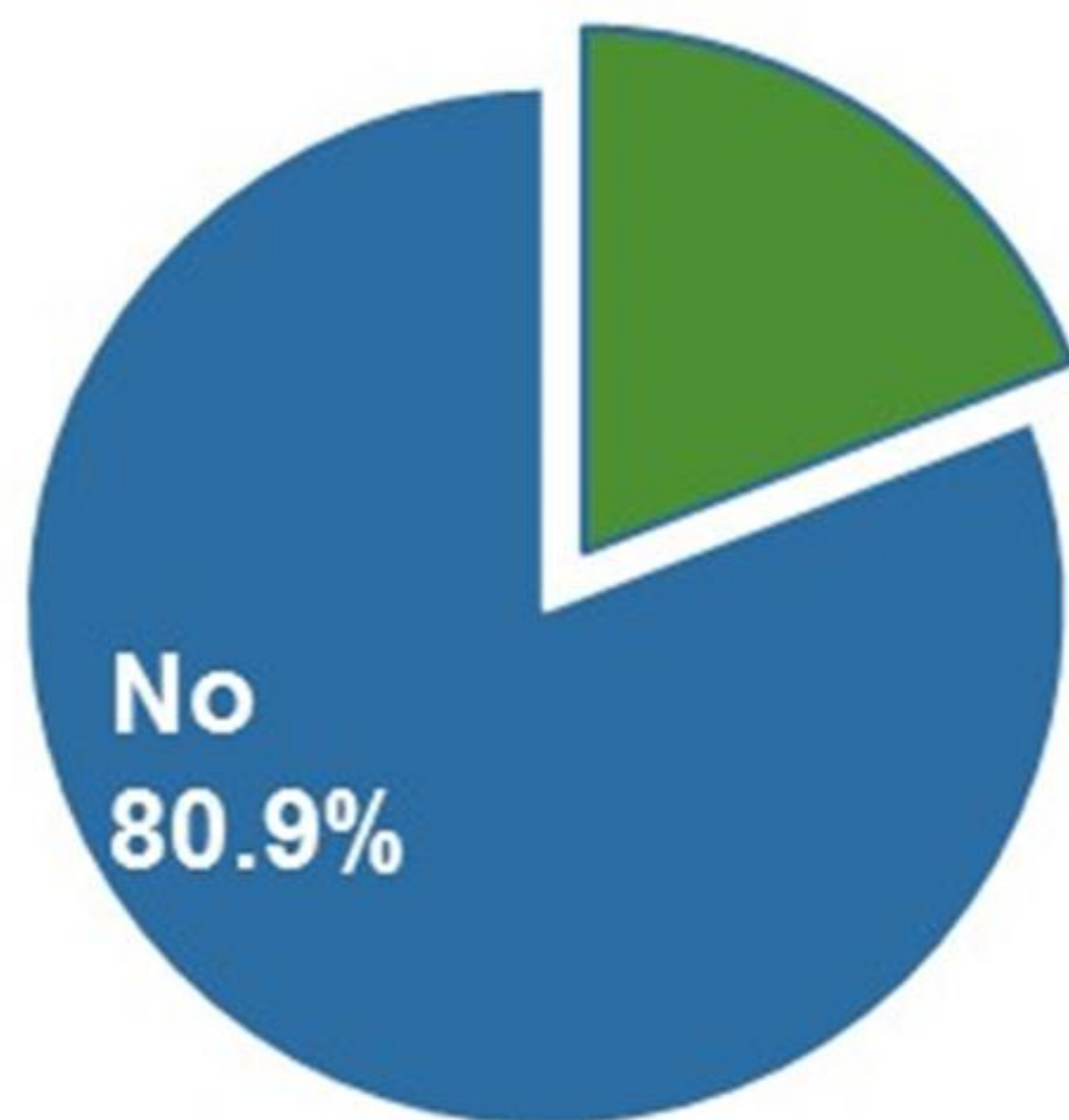


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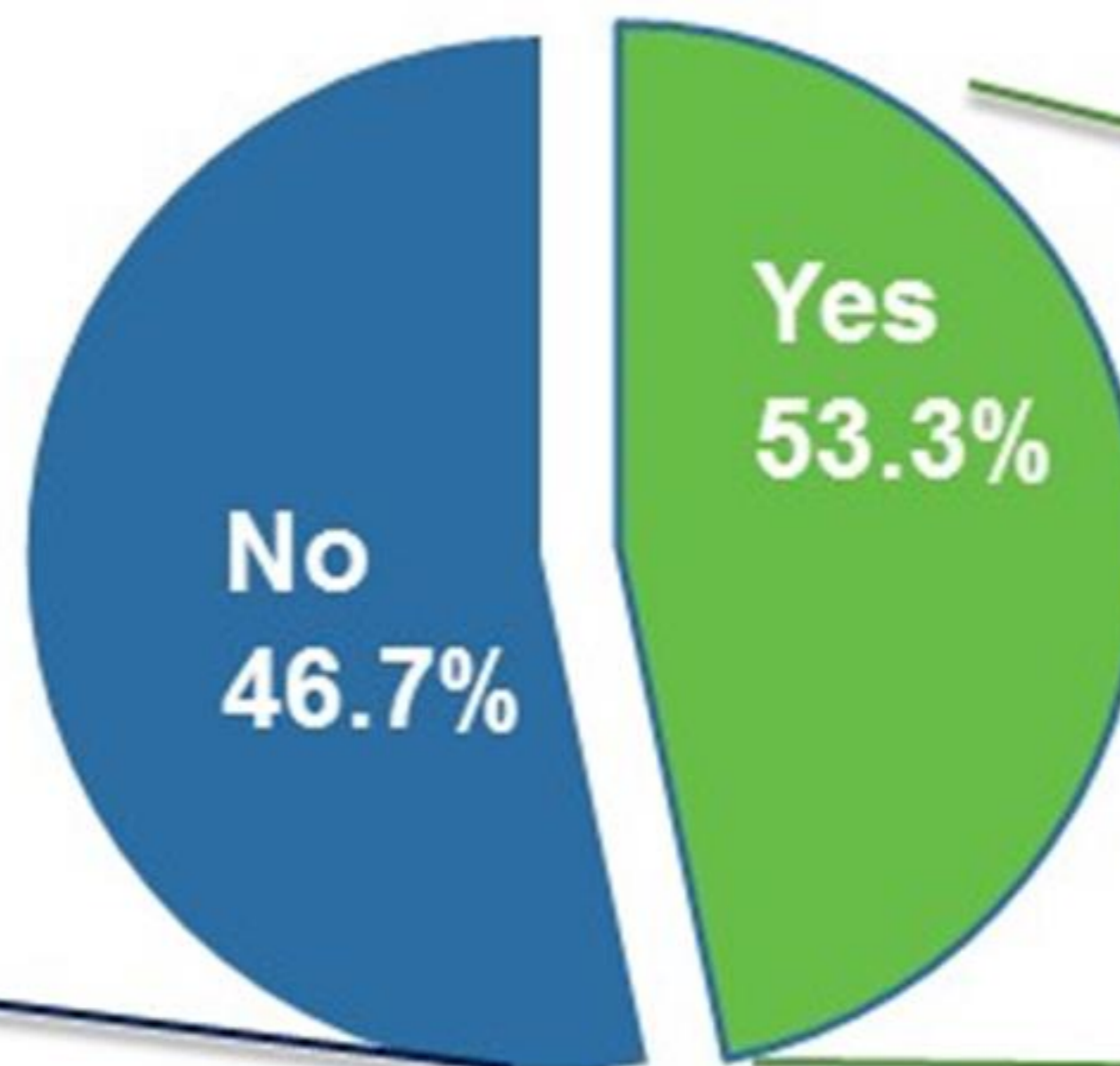
- Identify service needs/gaps
- Identify opportunities to help managed care entities increase quality and satisfaction
- Compare performance across states
- Explore areas of improvement potentially needed within operating areas
- Use as a benchmark for CBO's own performance

Employment

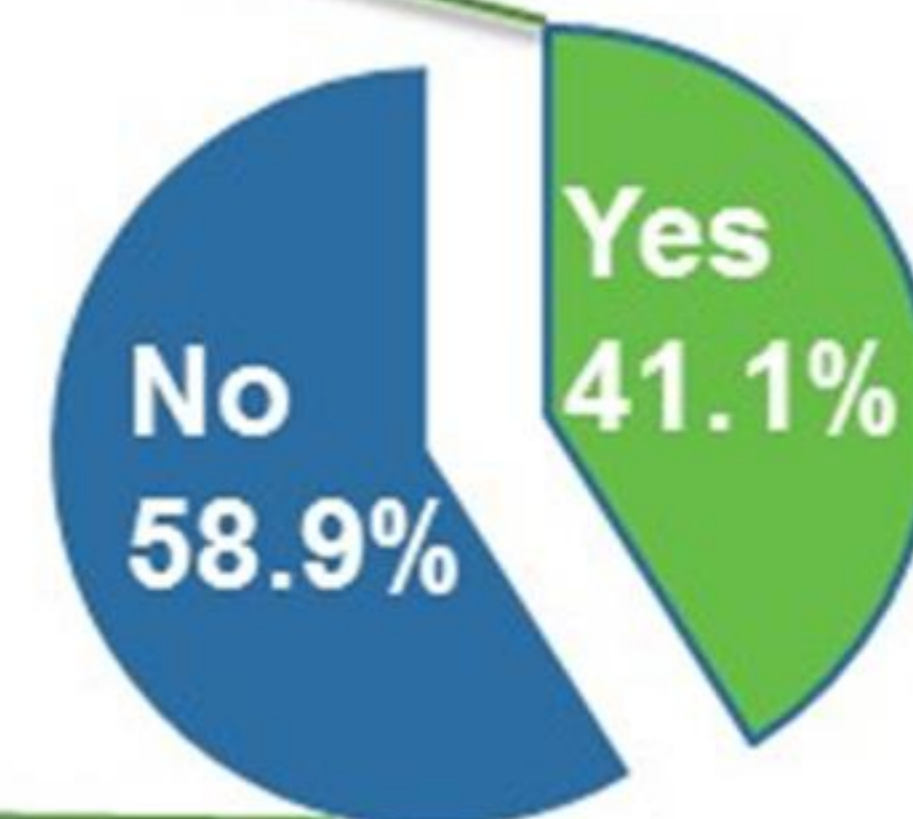
Has a job in the community
(n=16,375)



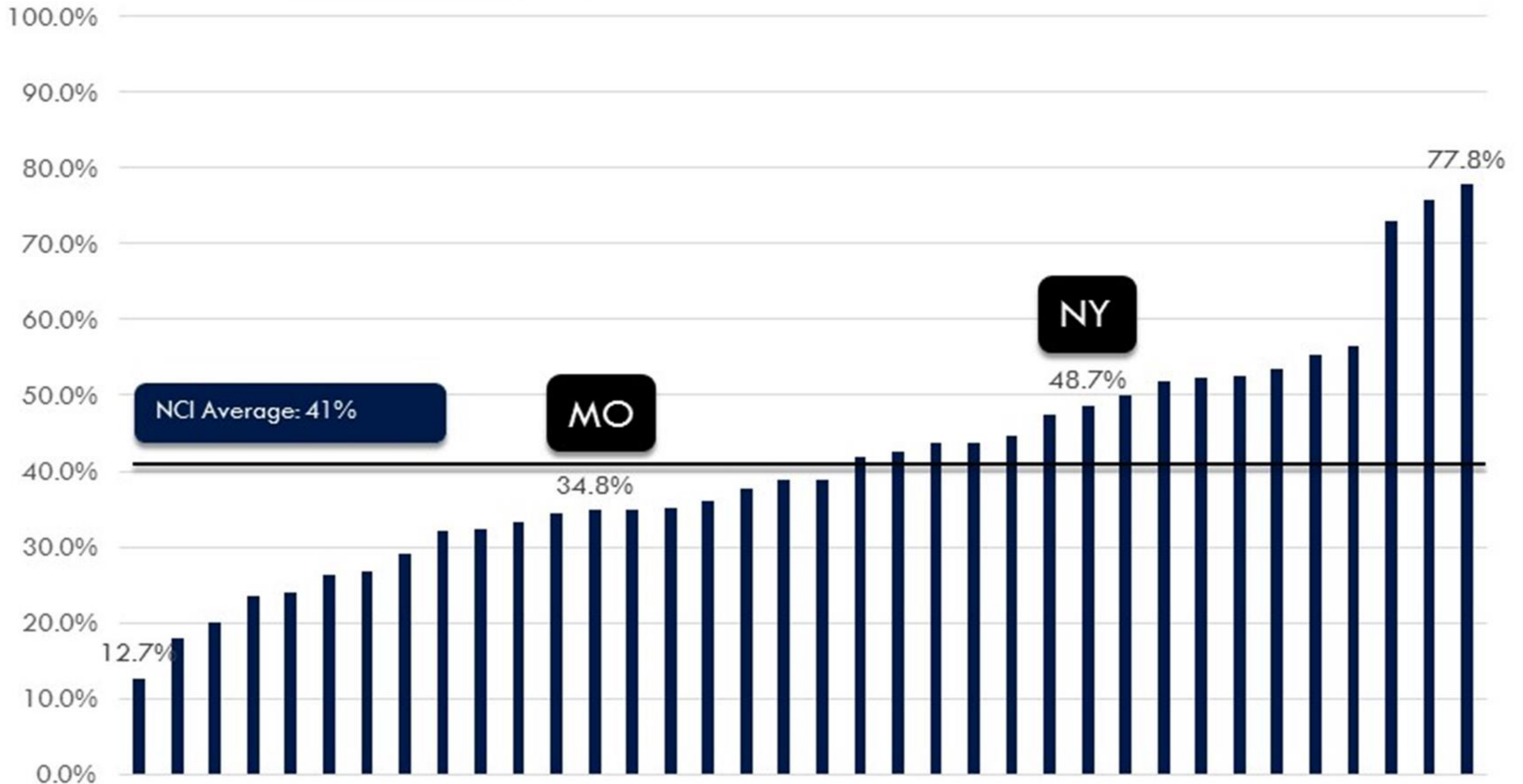
If no job,
would like a community job
(n=6,550)



Employment goal in
Plan (n=2,808)

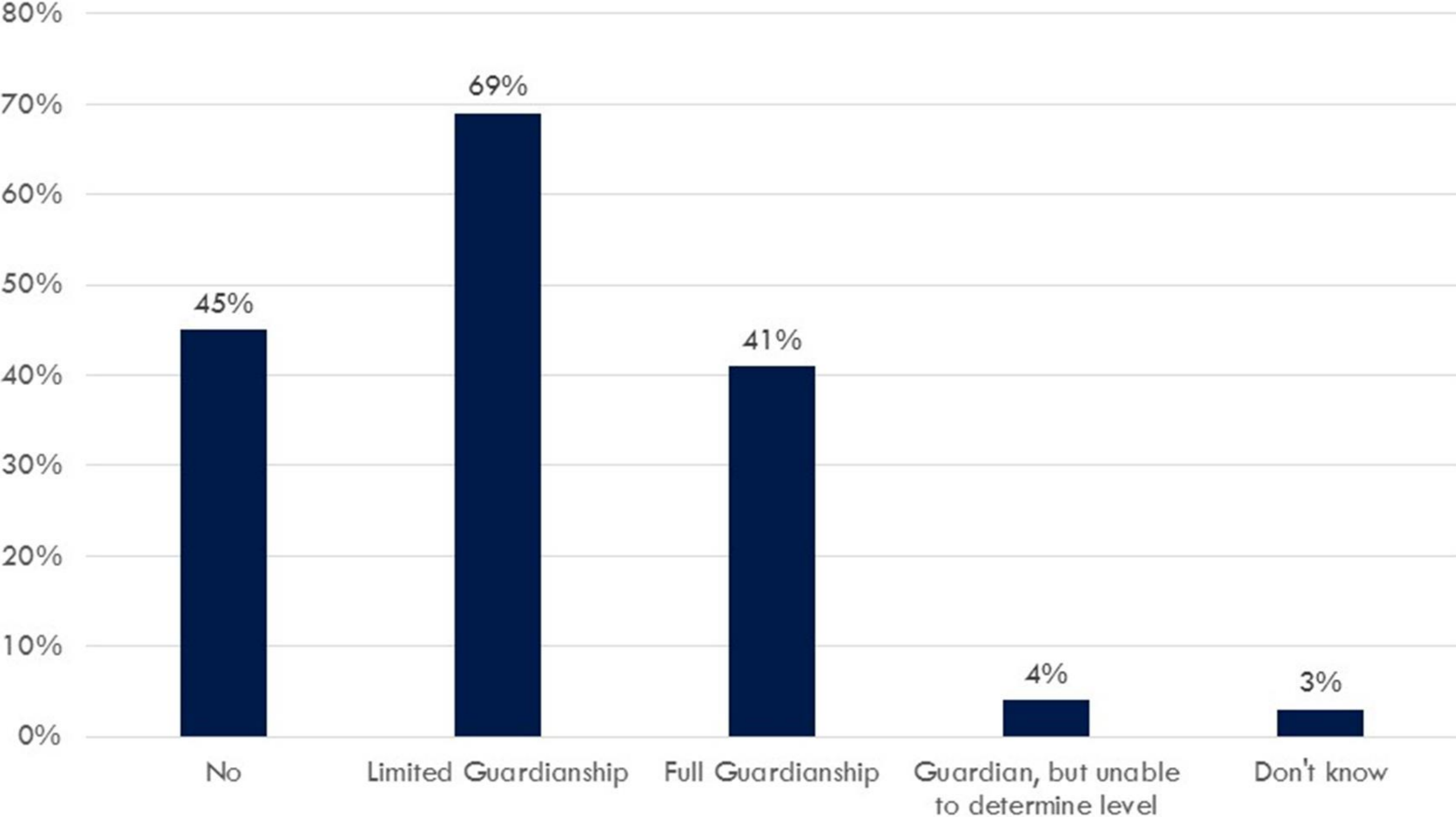


Employment Goals



Of those without a job that want a job, percentage with employment as goal in service plan

NCI Guardianship



National Core Indicators (NCI) Example – 2016 data



The screenshot shows the NCI website homepage. At the top left is the NCI logo. A navigation bar contains links for HOME, ABOUT, NCI STATES, CHARTS, INDICATORS, RESOURCES, BLOG, NEWS, and CONTACT. A 'STATE LOGIN' dropdown menu is in the top right. The main content area features a 'Featured Core Indicators' section with three cards: 'Feels Lonely', 'Person has Paid Job in the Community', and 'Allowed to Use Phone or Internet at Any Time'. Each card includes a bar chart and a 'READ MORE' button. Below this is a 'Participating NCI States' section with a map of the United States and a dropdown menu. To the left of the map is an 'NCI BLOG' section with a post titled 'Health and Healthcare Access among Adults with Autism Spectrum Disorder and Intellectual Disability: 2015 - 2016'. To the right is an 'NCI News' section with a post titled 'January - 2018 2016 Staff Stability Survey Report'.

www.nationalcoreindicators.org

Houses:

- Project Overview
- State and National Reports
- Chart Generator
- Data Briefs
- Presentations
- Publications
- NCI National Team contact information

National Core Indicators – Aging and Disabilities (NCI-AD)

April Young

Director, NCI-AD, NASUAD

Julie Bershadsky

Director, NCI-AD, HSRI

NCI-AD Overview

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- Collaboration between NASUAD and HSRI
- Face-to-face survey
- Focused on older adults and adults with physical disabilities and other (non-I/DD) disabilities being served by state LTSS systems

Medicaid waivers	Skilled nursing facilities
Medicaid state plans	PACE programs
MLTSS populations	Money Follows the Person
Older Americans Act programs	State-funded programs

Consumer outcomes:

- Community Participation
- Choice and Decision-making
- Relationships
- Satisfaction
- Service and Care Coordination
- Access
- Self-Direction of Care
- Work/Employment
- Rights and Respect
- Health Care
- Medications
- Safety and Wellness
- Everyday Living and Affordability
- Planning for the Future
- Control

- Gather feedback directly from service recipients
- Assess quality of life, service satisfaction, and outcomes of service recipients
- Support state Aging, Disability, and Medicaid Agencies interested in measuring the performance of their state LTSS systems
- Assist states to improve the quality of services and supports provided to individuals

What Sets NCI-AD Apart?

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- States own—and have immediate access to—their own data
- Can be used across settings and funding sources
- States can add questions to the survey tool
- Can provide state, program, and regional comparisons
 - Crosswalks to NCI measures
- Focuses on how consumers experience services and how services impact their quality of life
 - Goes beyond service satisfaction
- Provides transparency and accountability
 - State and National reports are publicly available online
- Provides timely and actionable data over time

How States Can Use NCI-AD Data

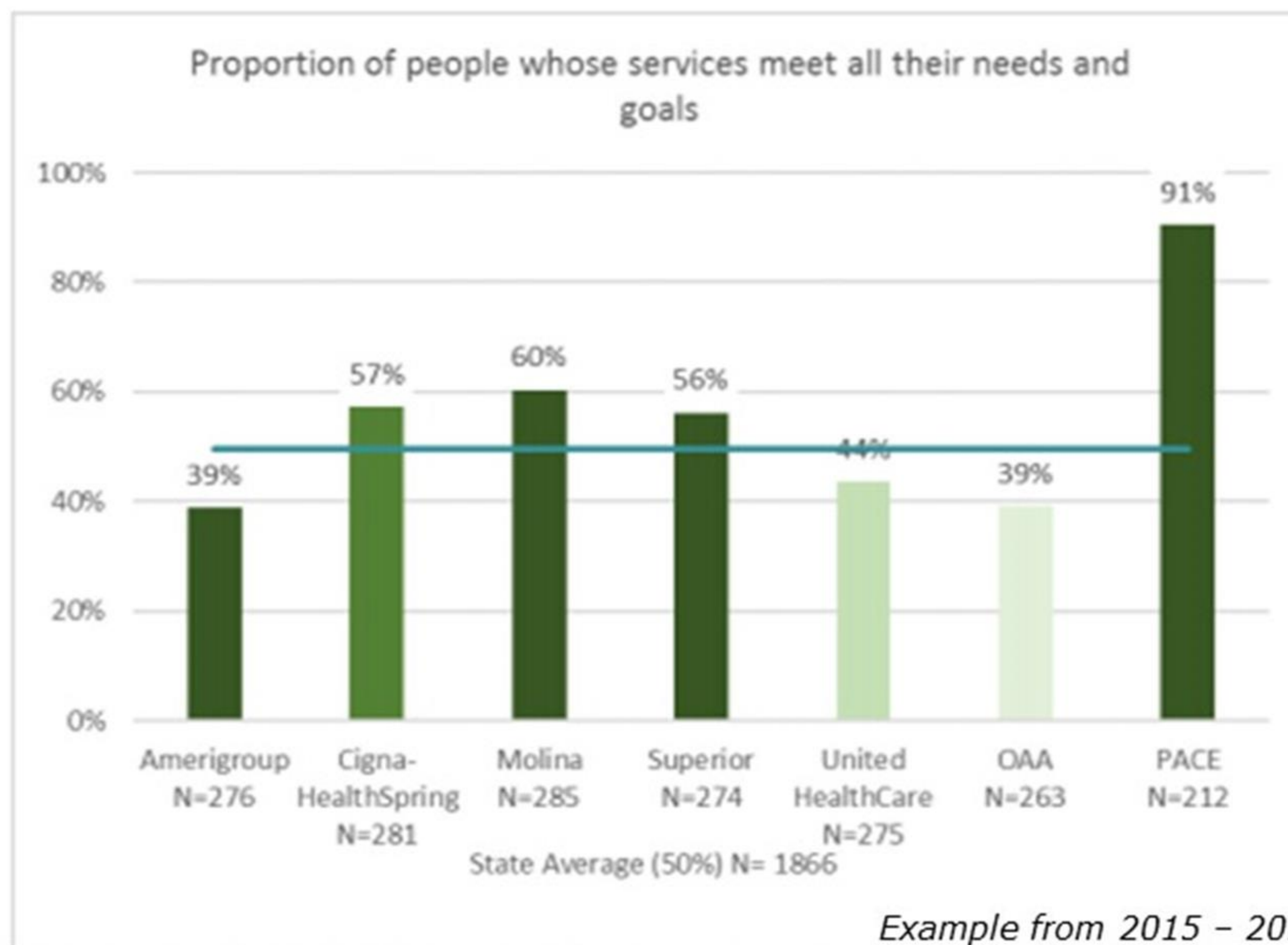


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- Identify areas for service improvement
- Communicate with service recipients, families, and advocates
- Identify issues states can flag for deeper analysis
- Communicate with lawmakers and state legislature
- Compare programs within the state
- Compare state programs nationally
- Track changes over time

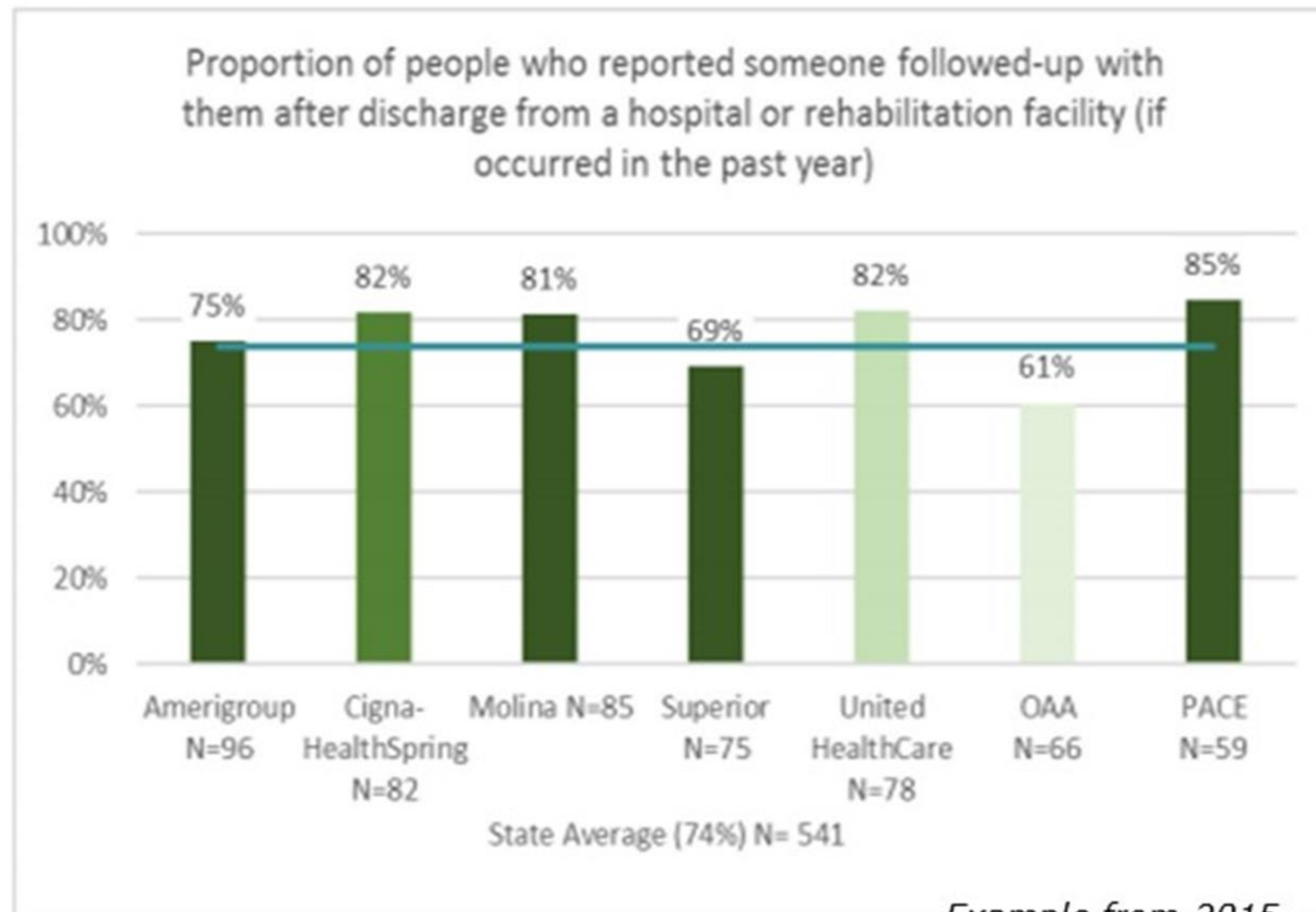
Service Coordination

Graph 19. Proportion of people whose services meet all their needs and goals



Care Coordination

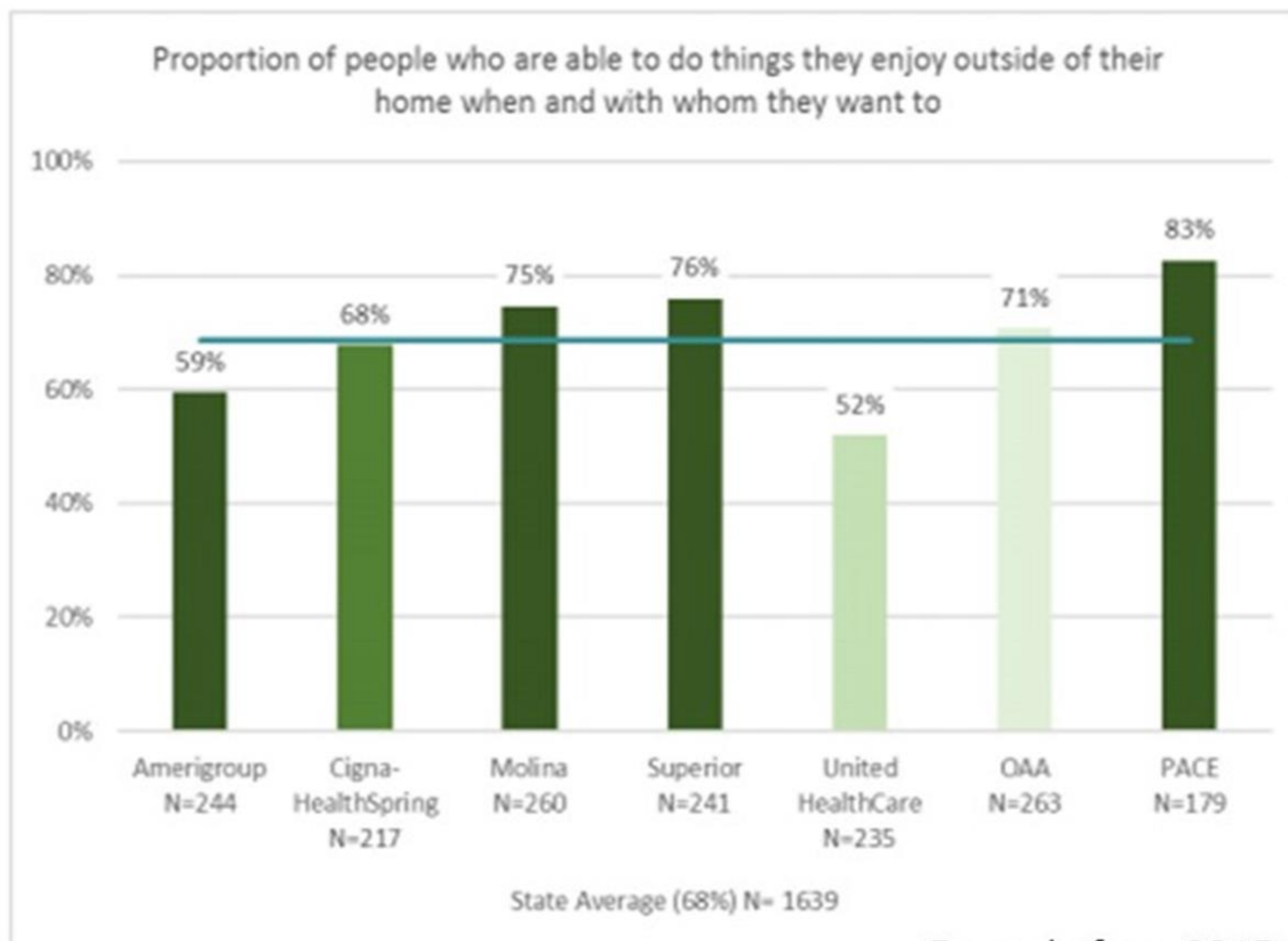
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



Example from 2015 – 2016 Texas survey

Community Inclusion

Graph 1. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to.



Example from 2015 – 2016 Texas survey

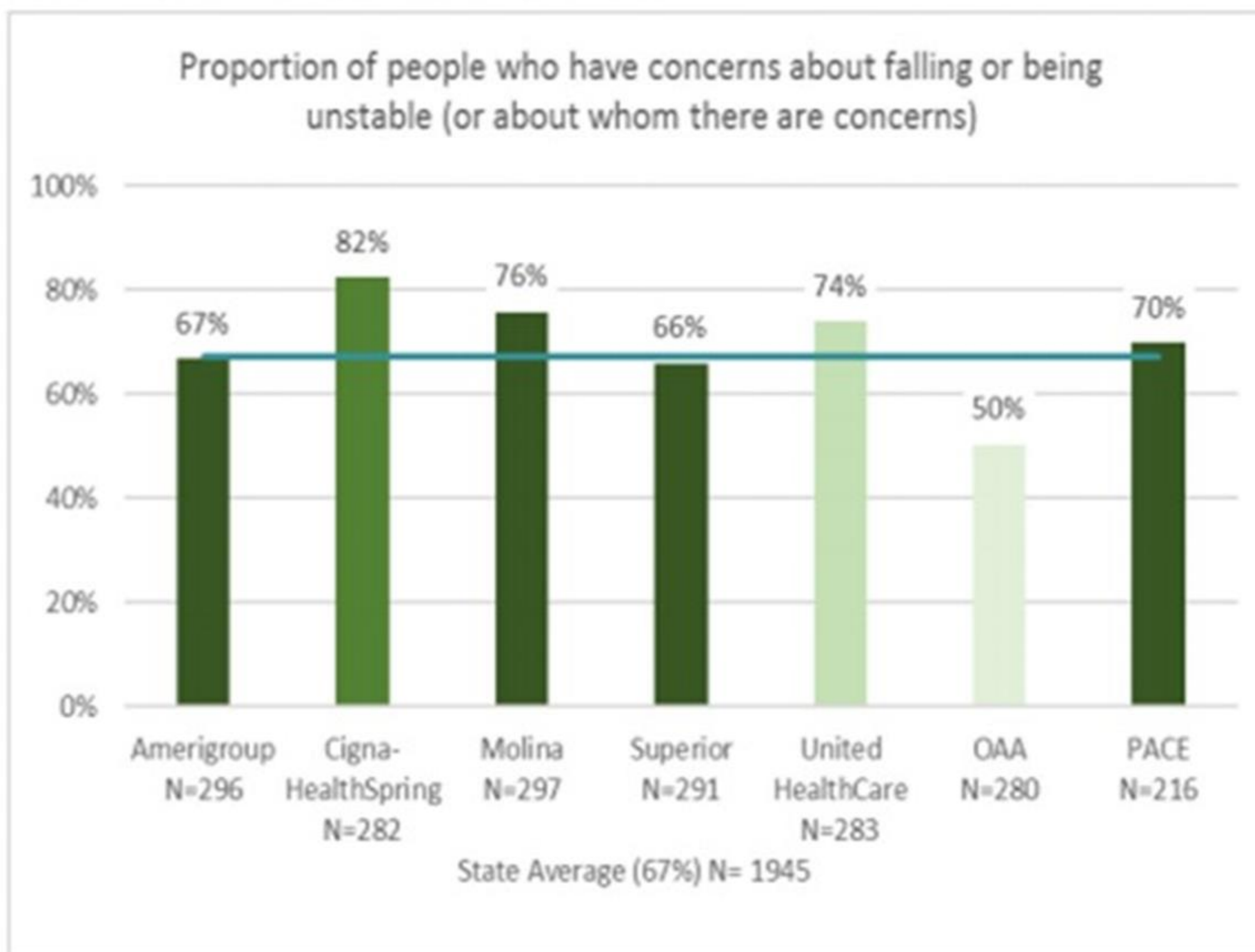
Applicability for CBOs



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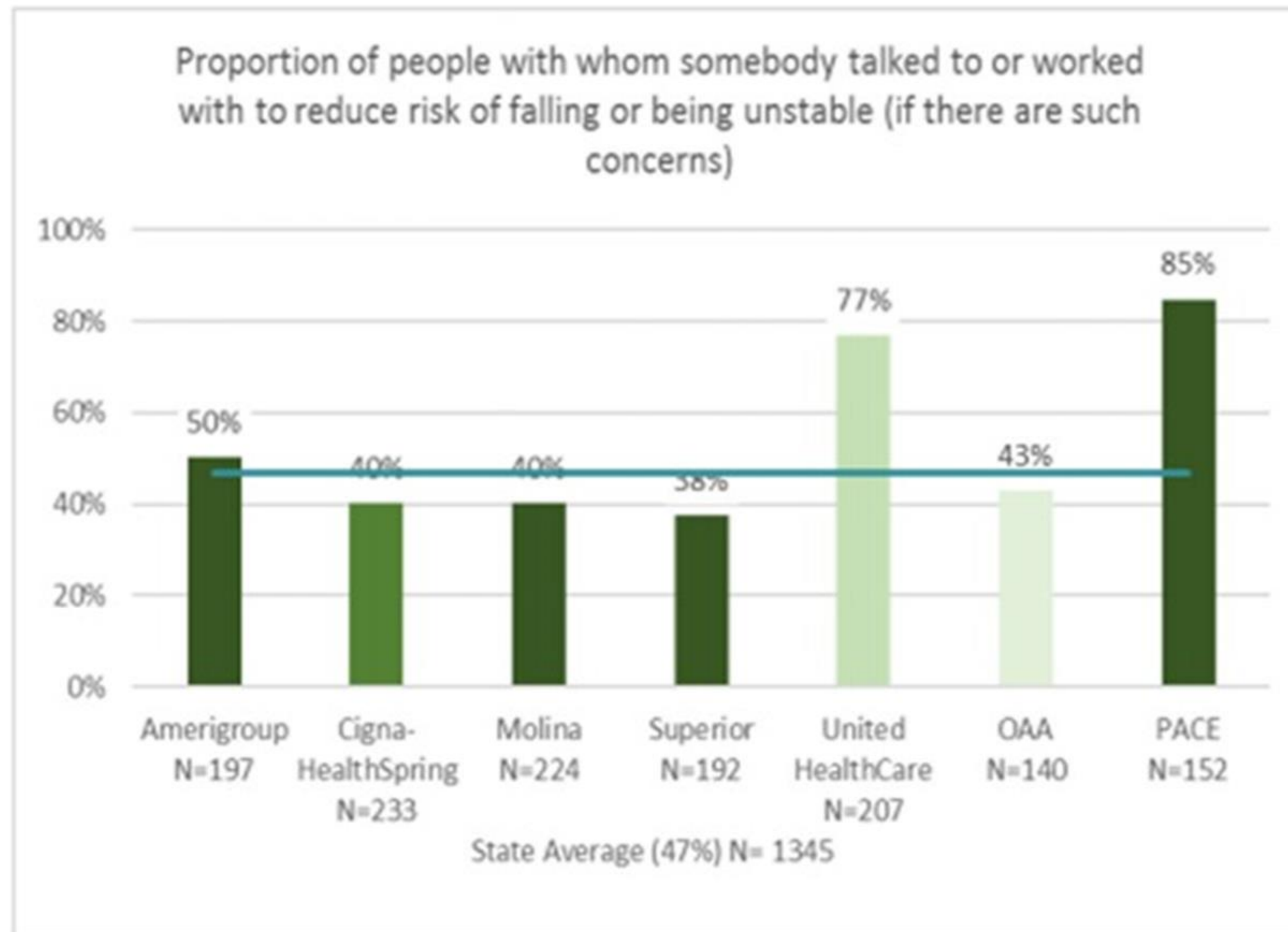
- Approach Amerigroup with specific ways you can help ensure their members are receiving the services they need to meet needs and goals.
 - ▣ Information and referral
- When your CBO is made aware someone went in the hospital, what are your follow up procedures? Are you information sharing with health plans in partnership?
- Talk to United Healthcare about programs your CBO offers to offer person-centered services outside the home

Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



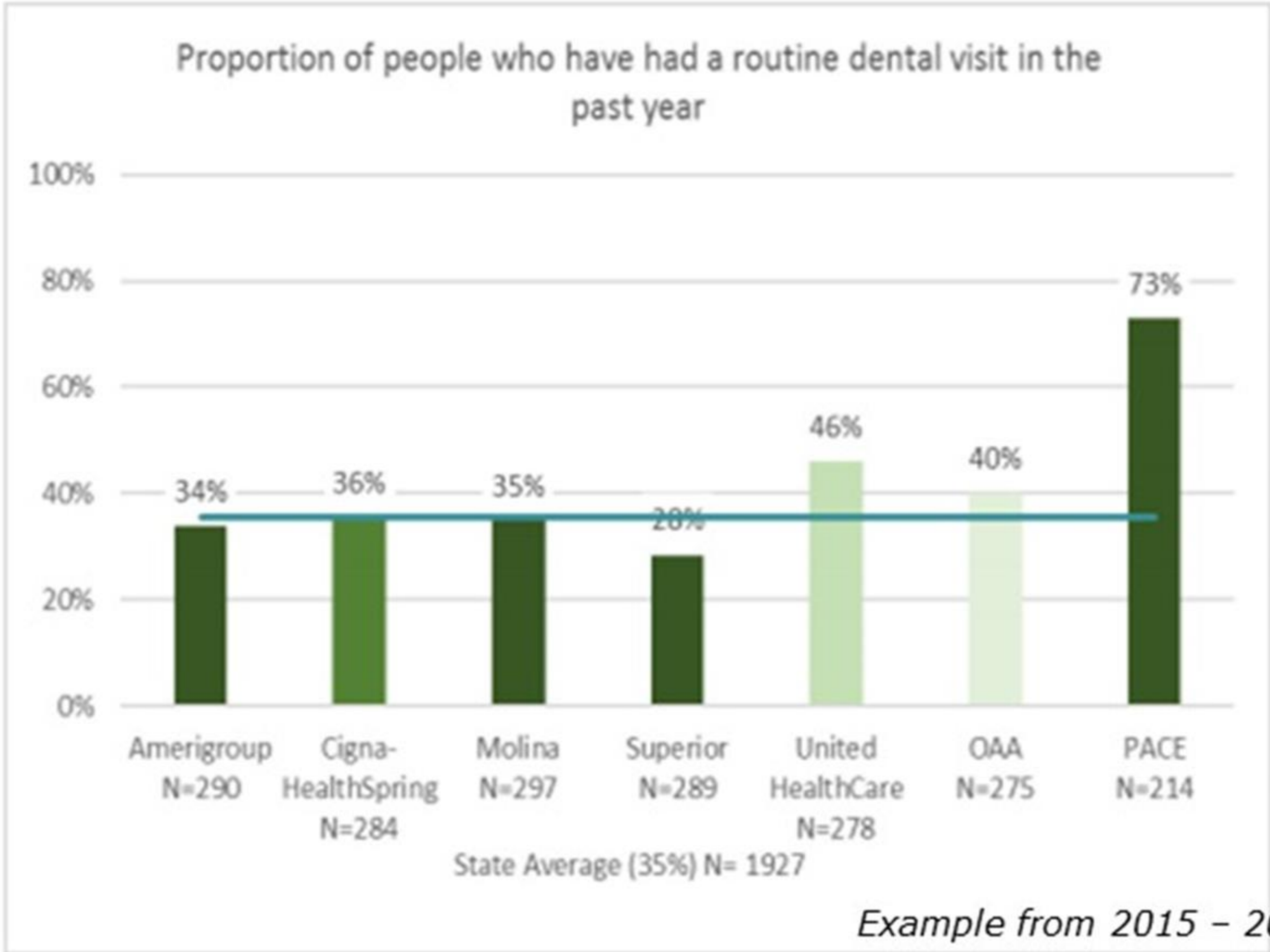
Example from 2015 – 2016 Texas survey

Graph 68. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



Example from 2015 – 2016 Texas survey

Graph 80. Proportion of people who have had a routine dental visit in the past year



Applicability for CBOs

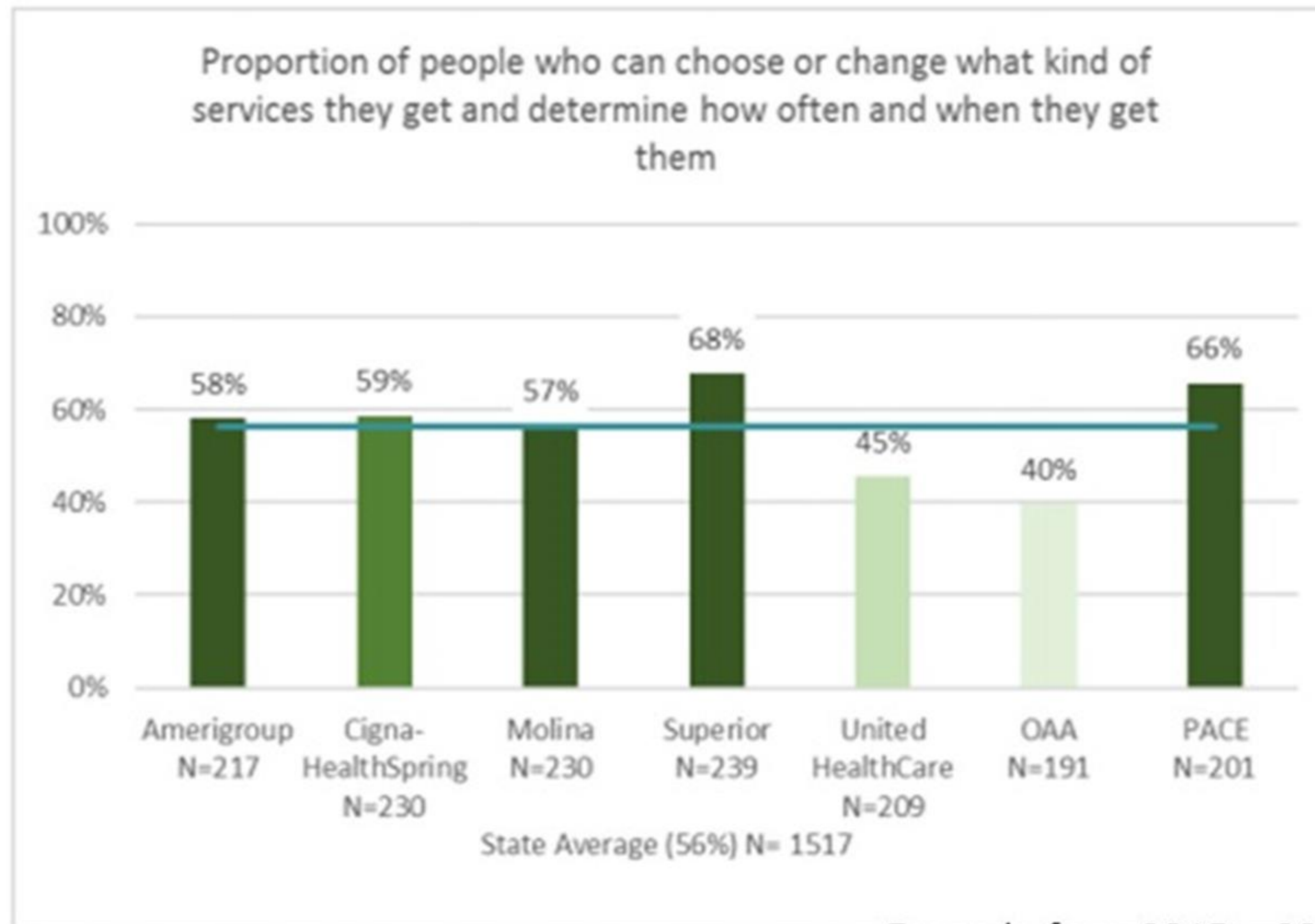


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- Reach out to health plans – What falls risk monitoring activities are they incorporating? How can your CBO help the health plan execute those activities?
 - ▣ What sorts of tools do you have at your disposal to monitor falls? How do you let health plans know a fall occurred so appropriate follow up can be made?
- Approach Superior about education and referral processes regarding access to dental care.
 - ▣ Highlight how and why your CBO is most adept at this task

Self-Direction

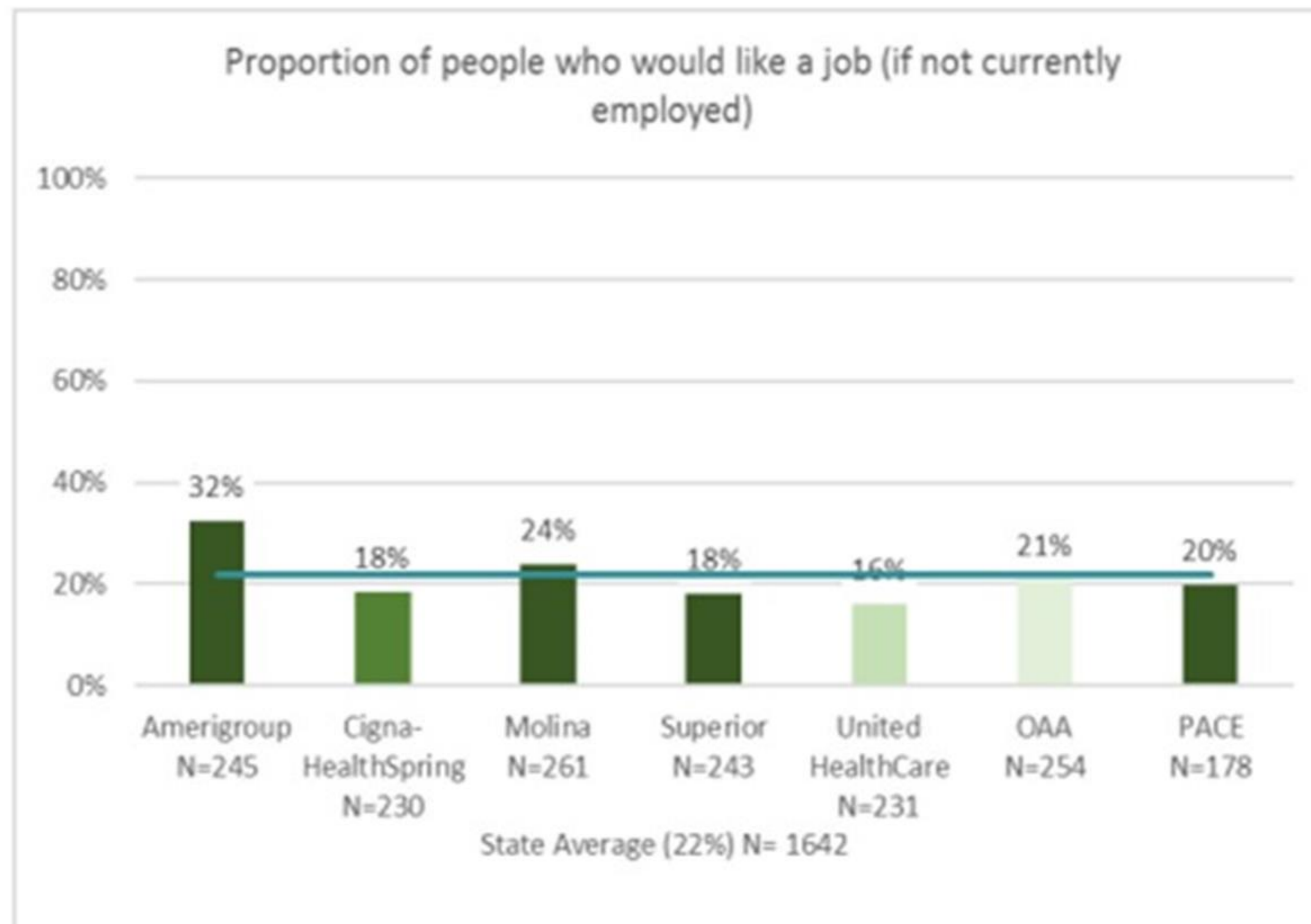
Graph 99. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them



Example from 2015 – 2016 Texas survey

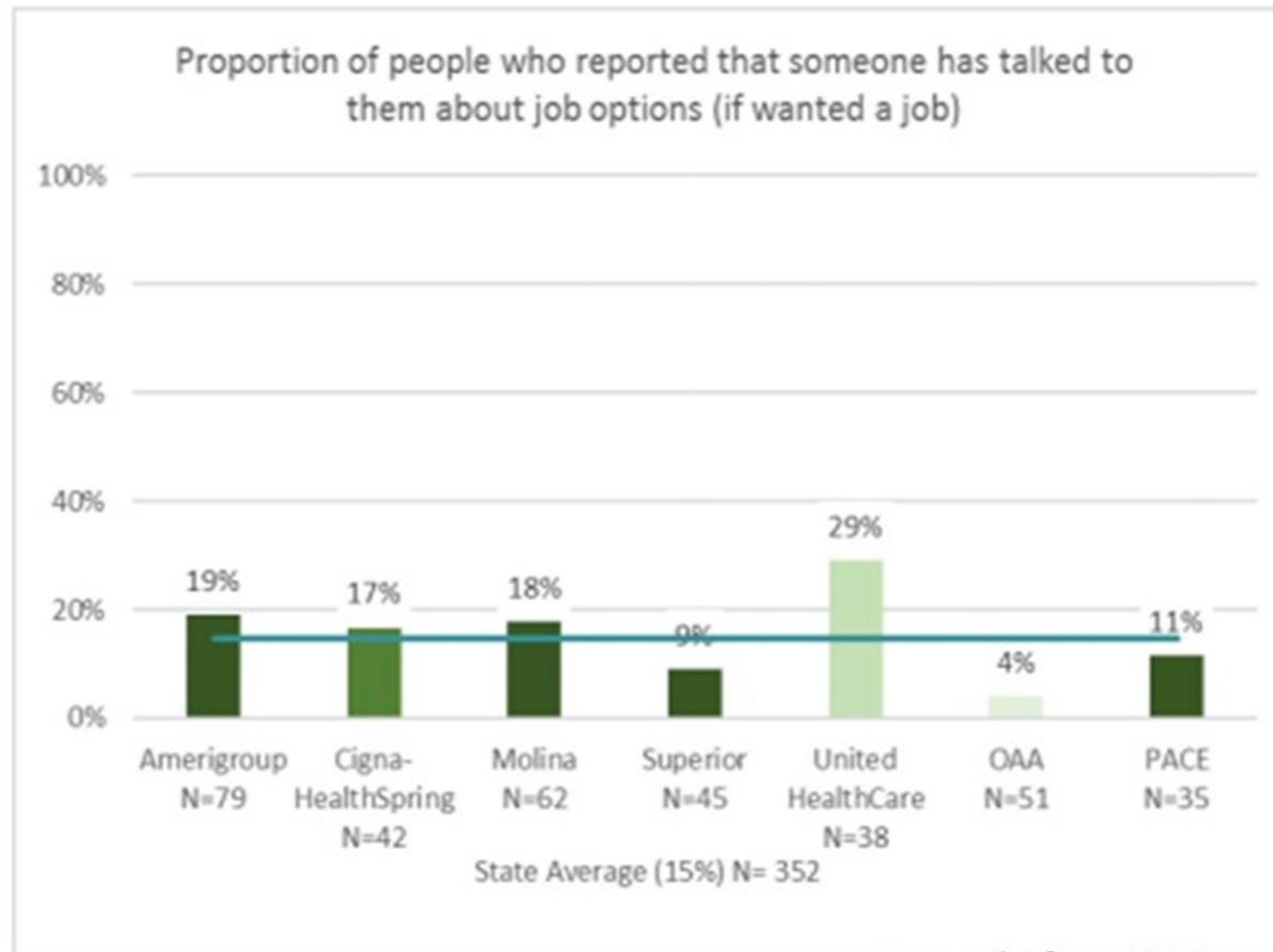
Employment

Graph 102. Proportion of people who would like a job (if not currently employed)



Example from 2015 – 2016 Texas survey

Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



Example from 2015 – 2016 Texas survey

Applicability for CBOs



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- What are the health plans' goals for person-centered planning?
 - ▣ How is your CBO uniquely equipped to help the health plan meet those goals?
 - ▣ Person-centered training
- Reach out to health plans about your CBO's employment first policies and processes
 - ▣ If members indicate they would like to work, how does your CBO help health plan members find employment?

NCI-AD Website

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The screenshot shows the NCI-AD website interface. At the top left is the NCI-AD logo with the tagline 'NATIONAL CORE INDICATORS Aging and Disabilities'. A navigation menu includes 'HOME', 'ABOUT', 'NCI-AD STATES', 'RESOURCES', 'NEWS', and 'CONTACT'. The main content area features a 'Participating NCI-AD States' section with a map of the United States where several states are highlighted in dark green. To the left of the map is descriptive text about the project, including a 'READ MORE' button. Below the map are three columns of featured content: '2015-2016 National Report', 'Presentations', and 'Join NCI-AD', each with a 'READ MORE' button.

www.NCI-AD.org

Houses:

- Project overview
- State and National Reports
- Webinars
- Presentations
- Staff contacts
- State-specific project information

How CBO's can utilize data



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■ Health plans

- Proactive approach!
- Identify health plans with lower performance in target areas
- Identify how your CBO can help the health plan improve their performance rates. For example,
 - Use of expertise
 - Experience managing the given challenge
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Thank You!



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Contact Information

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