NCI-AD
NATIONAL CORE INDICATORS-
Aging and Disabilities

NCI-AD Adult Consumer Survey

2015-2016 RESULTS

May 17, 2017

NASUAD
National Association of States United for Aging and Disabilities

HSRI Human Services Research Institute

NCI-AD Overview

What is NCI-AD™?

NCI-AD
NATIONAL CORE INDICATORS-
Aging and Disabilities

- Quality of life and outcomes survey for seniors and adults with physical disabilities (including ABI/TBI)
- Assesses outcomes of state LTSS systems
  - Nursing homes
  - Medicaid waivers
  - Medicaid state plans
  - PACE
  - MLTSS populations
  - State-funded programs, and
  - Older Americans Act programs
- Gathers information directly from consumers through face-to-face interviews
- State-developed initiative
- Relative of the I/DD system's National Core Indicators (NCI)™
- Launched June 1, 2015

Measures: Domains

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- 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

NCI-AD Survey Tool (2015-2016)

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- **Pre-survey Form**
  - Used to setup interviews, for use by the interviewers only
- **Background Information** (21 questions)
  - Demographics and personal characteristics: gathers data about the consumer from agency records and/or the individual
- **Consumer Survey** (90 questions)
  - Includes subjective satisfaction-related questions that can only be answered by the consumer, and objective questions that can be answered by the consumer or, if needed, their proxy
  - States may add up to 10 "state-specific" questions to consumer survey
- **Proxy Survey** (51 questions)
  - Includes objective questions only; rephrased to ask about the consumer
- **Interviewer Feedback Sheet**
  - Asks interviewer to evaluate the survey experience and flag concerns

What Sets NCI-AD Apart?

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- States owns—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 (ID/DD) 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

Using NCI-AD Data

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- Quality improvement efforts (CQI framework)
- Quality assurance in managed care
  - E.g. measures: choice, control, access to community and safety
  - Pre-MLTSS data can be used as a baseline before the transition
- Compliance – Olmstead planning, BIP, MFP
- Support for new HCBS and Person-Centered Planning Requirements
- Benchmarking and comparing data nationally
- Identifying service needs and gaps
- Allocating services
- Budget justifications to state legislatures
- Communicating with family and advocates

NCI-AD Process

Key Dates

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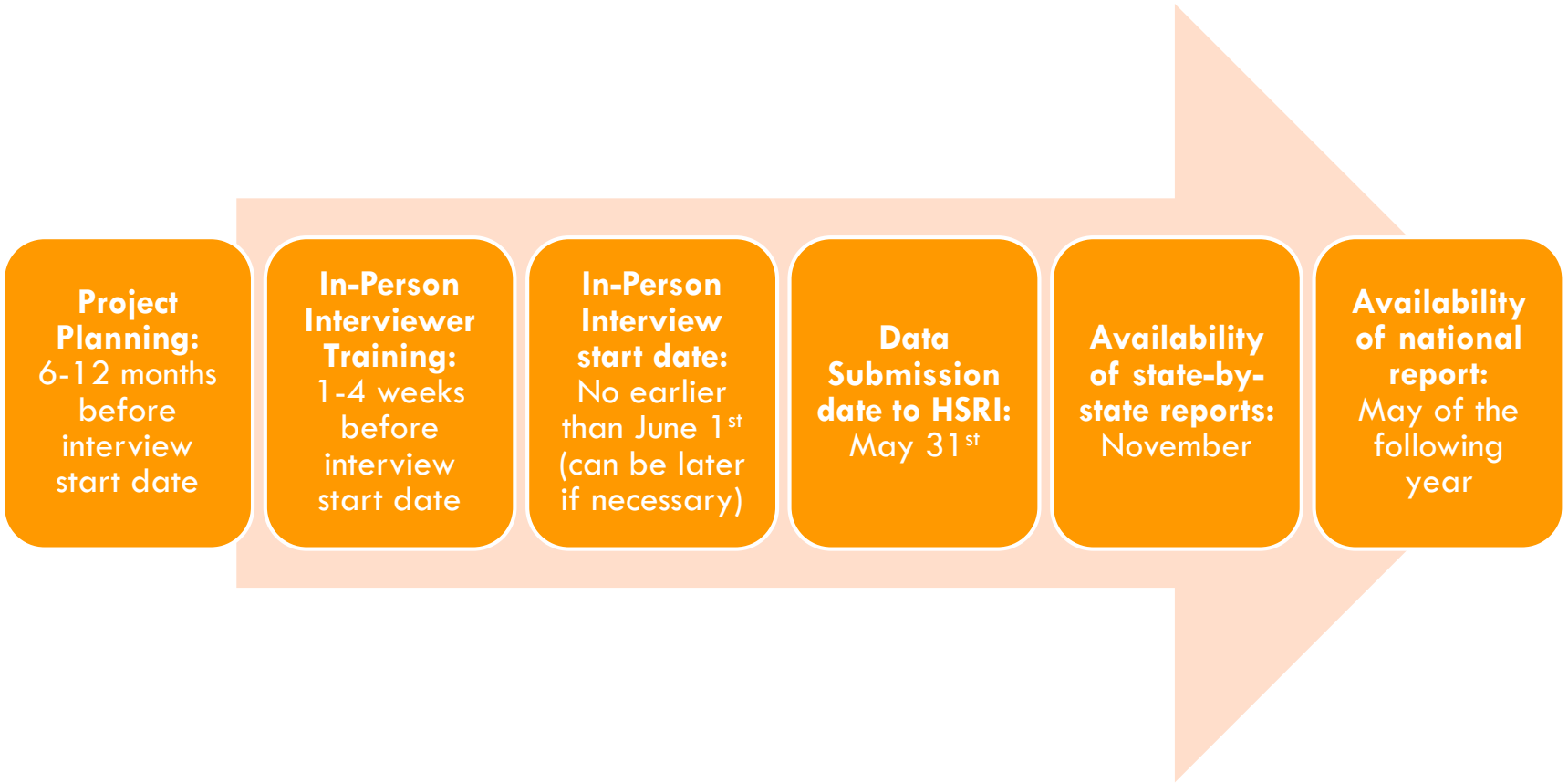

Expectations for States

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- Commit to technical assistance year and 1 year of surveying
- Develop a project team and contact state agency partners (Medicaid, Aging, and Disability)
- Monthly technical assistance calls
- Determine target populations and sample design
- Contract with vendor or develop team to conduct interviews
- Gather contact and background information from administrative records
- In-person interviewer training
- Send data to HSRI through ODESA
- Review state report
- Aggregate data published on www.nci-ad.org

Funding Mechanisms

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- Medicaid Administrative Match
  - 50% reimbursement
- Older Americans Act Administrative funds
- Using the State's External Quality Review Organization
  - 75% reimbursement
- Balancing Incentive Program (BIP)
- Money Follows the Person (MFP)
- Grant Funding
- State funding mandated by statute

Participating States

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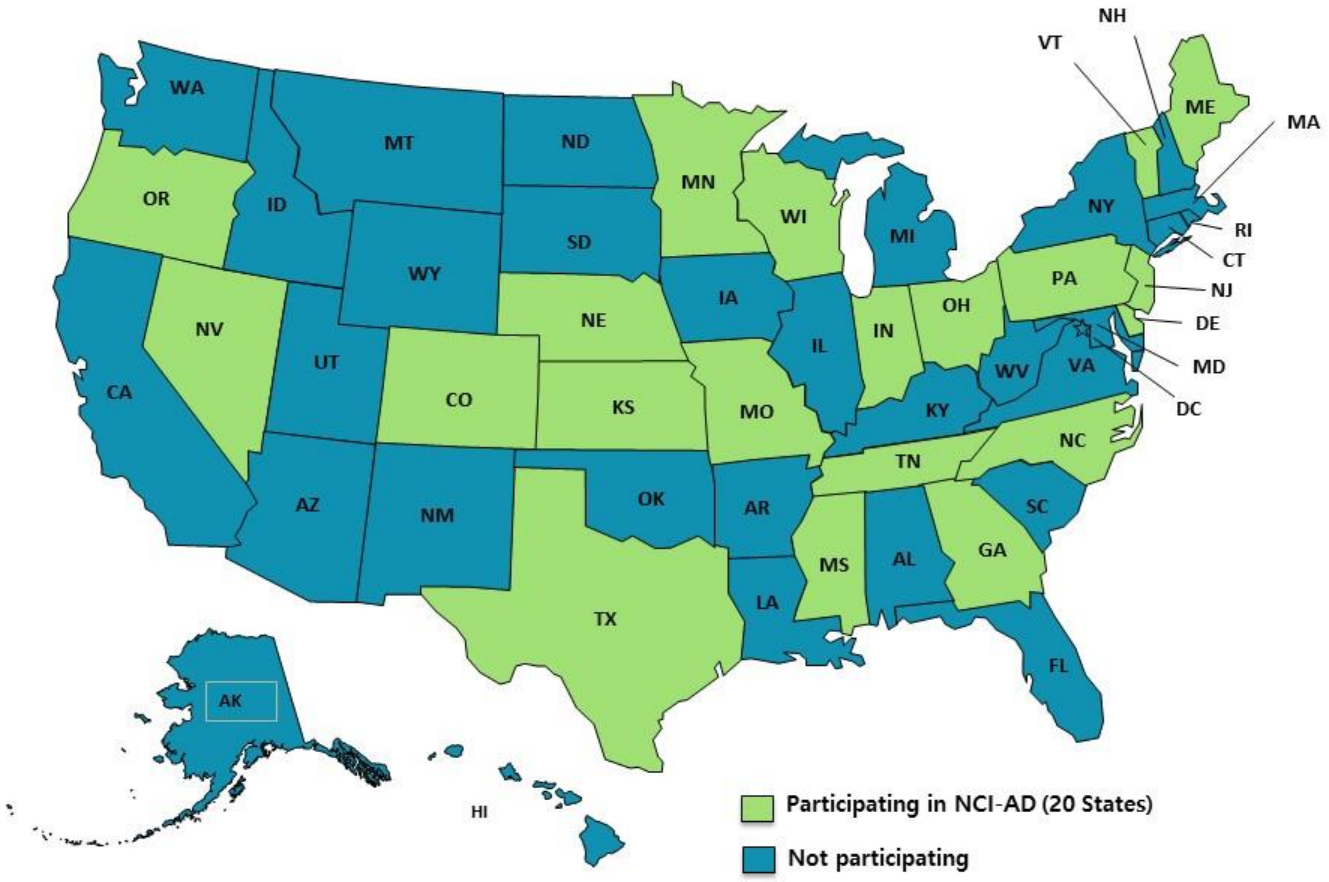
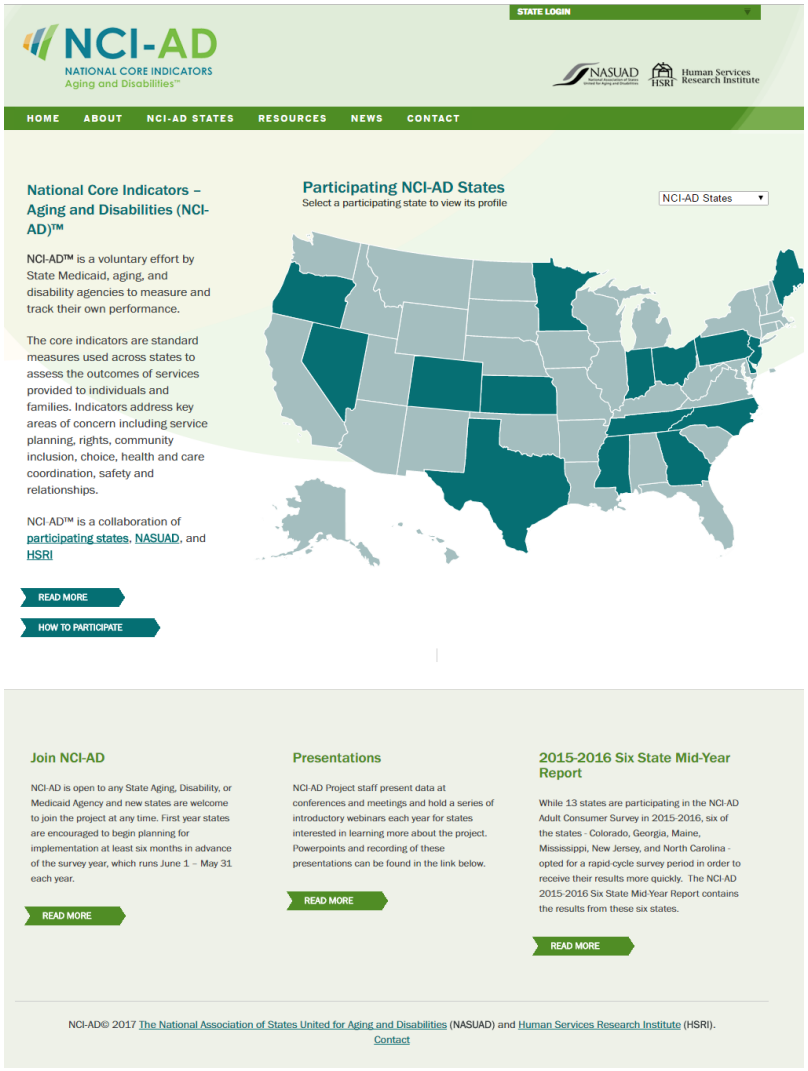


NCI-AD Website



www.nci-ad.org

Houses:

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

2015-2016 NCI-AD Results

13 State Report

State Samples

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State	SNF	PACE	MLTSS	Combined Medicaid program	Aging Medicaid	PD Medicaid program	BI Medicaid program	OAA	Other
CO				X			X	X	
DE			X					X	
GA				X				X	
IN				X			X	X	X
KS		X			X	X	X	X	X
ME				X				X	X
MN			X		X	X	X	X	X
MS				X		X	X		
NC	X	X		X		X		X	
NJ	X	X	X					X	
OH					X	X		X	
TN			X						
TX		X	X					X	

Risk Adjustment

- Age
- Gender
- Race
- Rurality
- Living arrangement (own home vs elsewhere)
- Living along
- Mobility
- ADLs
- IADLs
- Overall health
- Proxy vs. consumer survey

Proportion of people who like where they are living *(risk-adjusted)*

State	Overall In State	N	SNF	PACE	MLTSS	Combined Medicaid program	Aging Medicaid program	PD Medicaid program	BI Medicaid program	OAA
GA	91%	758	n/a	n/a	n/a	89%	n/a	n/a	n/a	92%
MS	89%	886	n/a	n/a	n/a	88%	n/a	92%	91% [0]	n/a
MN	86%	3386	n/a	n/a	89%	n/a	75%	84%	78%	n/a **
CO	86%	393	n/a	n/a	n/a	84%	n/a	n/a	n/a	n/a **
TX	85%	1667	n/a	89%	84%	n/a	n/a	n/a	n/a	89%
TN*	83%	693	n/a	n/a	83%	n/a	n/a	n/a	n/a	n/a
IN	83%	737	n/a	n/a	n/a	82%	n/a	n/a	88%	81%
KS	83%	374	n/a	n/a	n/a	n/a	83%	77%	n/a	85%
NC*	81%	730	72%	88%	n/a	90%	n/a	91%	n/a	87%
NJ*	81%	578	71%	86%	81%	n/a	n/a	n/a	n/a	93%
OH	81%	391	n/a	n/a	n/a	n/a	73%	83%	n/a	87%
DE	77%	354	n/a	n/a	77%	n/a	n/a	n/a	n/a	79%
ME	73%	467	n/a	n/a	n/a	73%	n/a	n/a	n/a	76%
NCI-AD Average	**83%**	**11414**	**71%**	**88%**	**83%**	**84%**	**75%**	**84%**	**84%**	**87%**

Demographics

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- Average age: 69
- 70% female
- 59% White
  - 23% African American; 13% Hispanic/Latino
- 76% living in own or family home
  - 14% nursing home; 7% assisted living
- 45% live alone
  - 16% with spouse/partner; 25% with other family
- 16% diagnosis of Alzheimer's or other dementia
- 43% reported family member as primary caregiver

Community Participation

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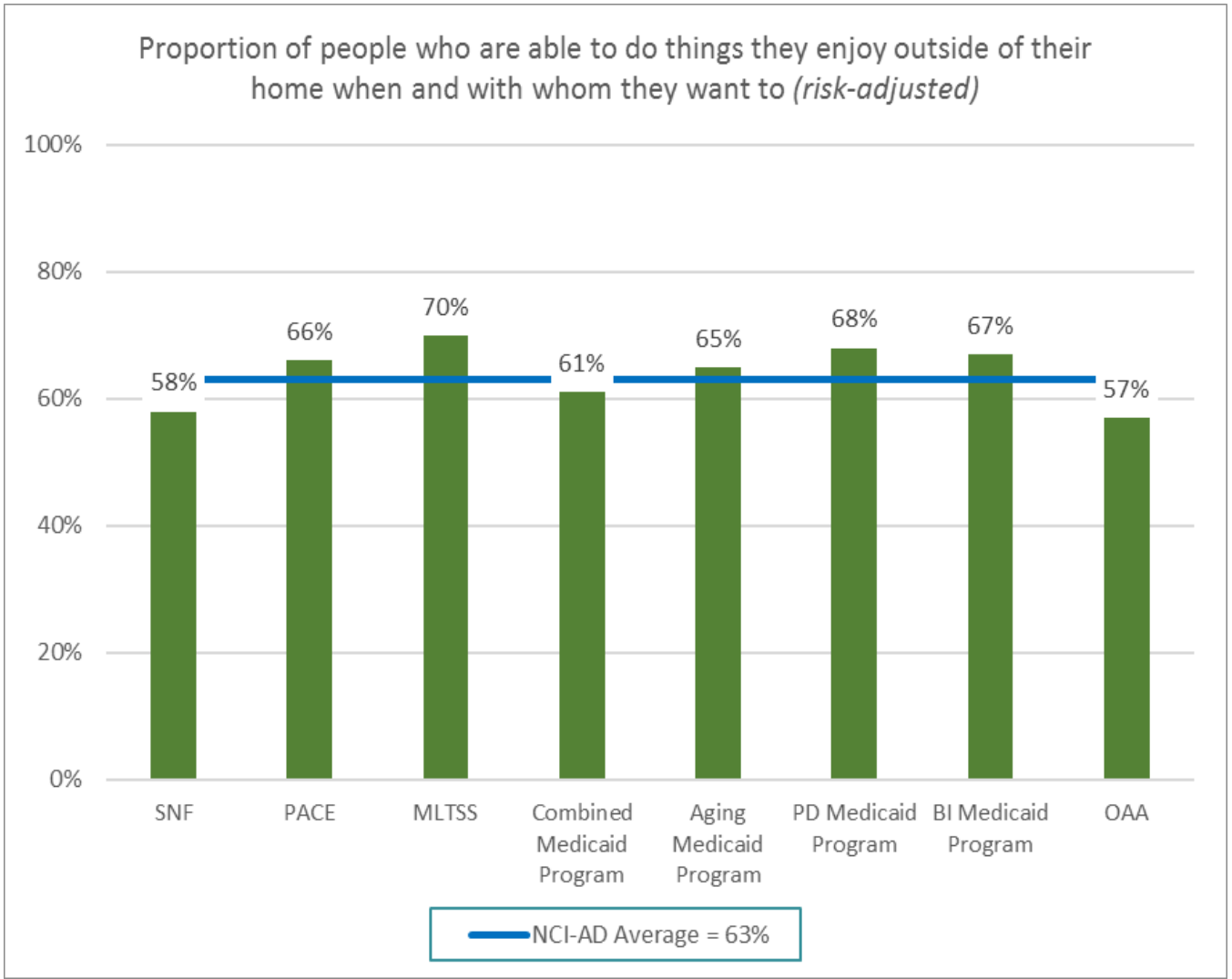

Relationships

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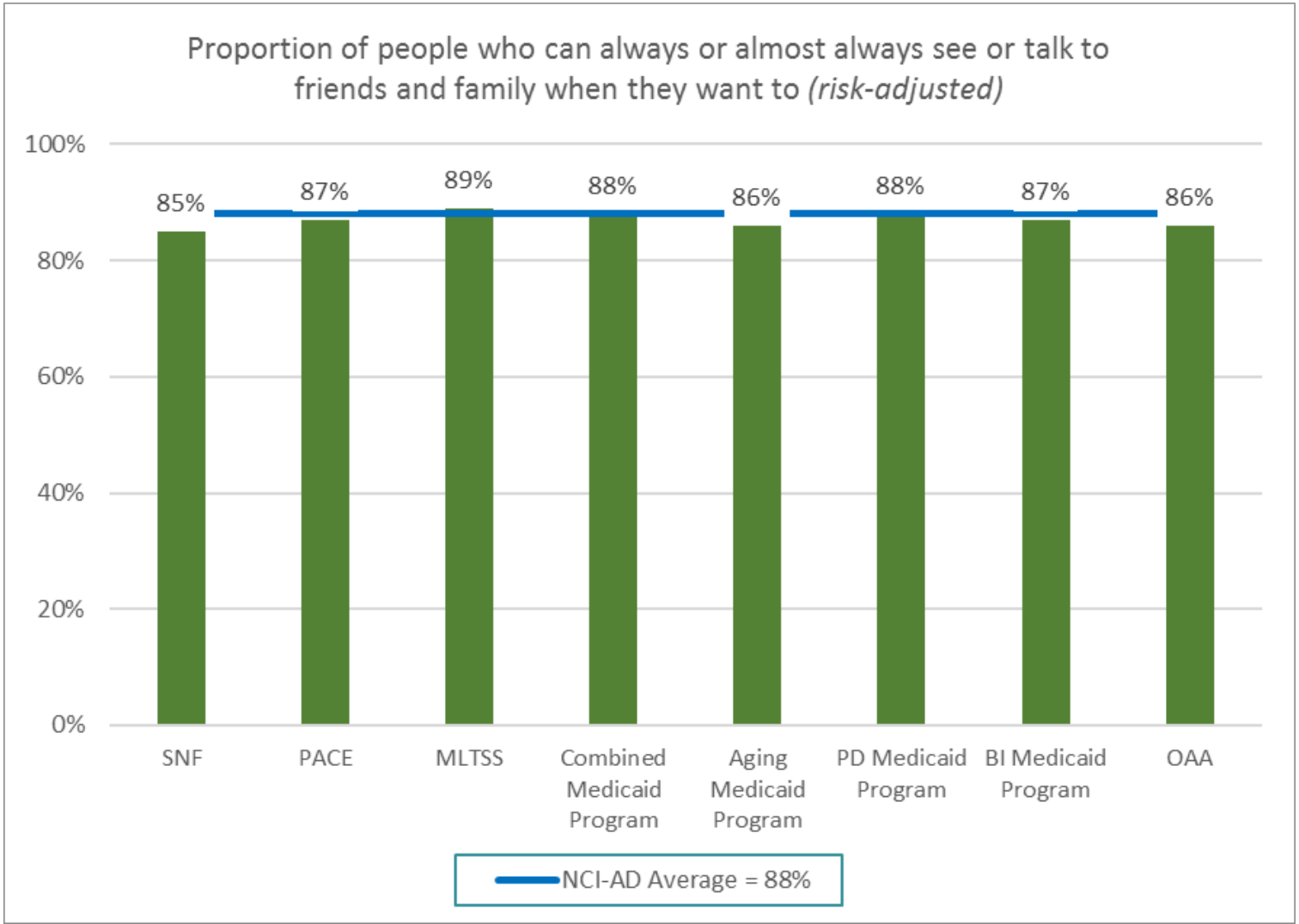

Satisfaction

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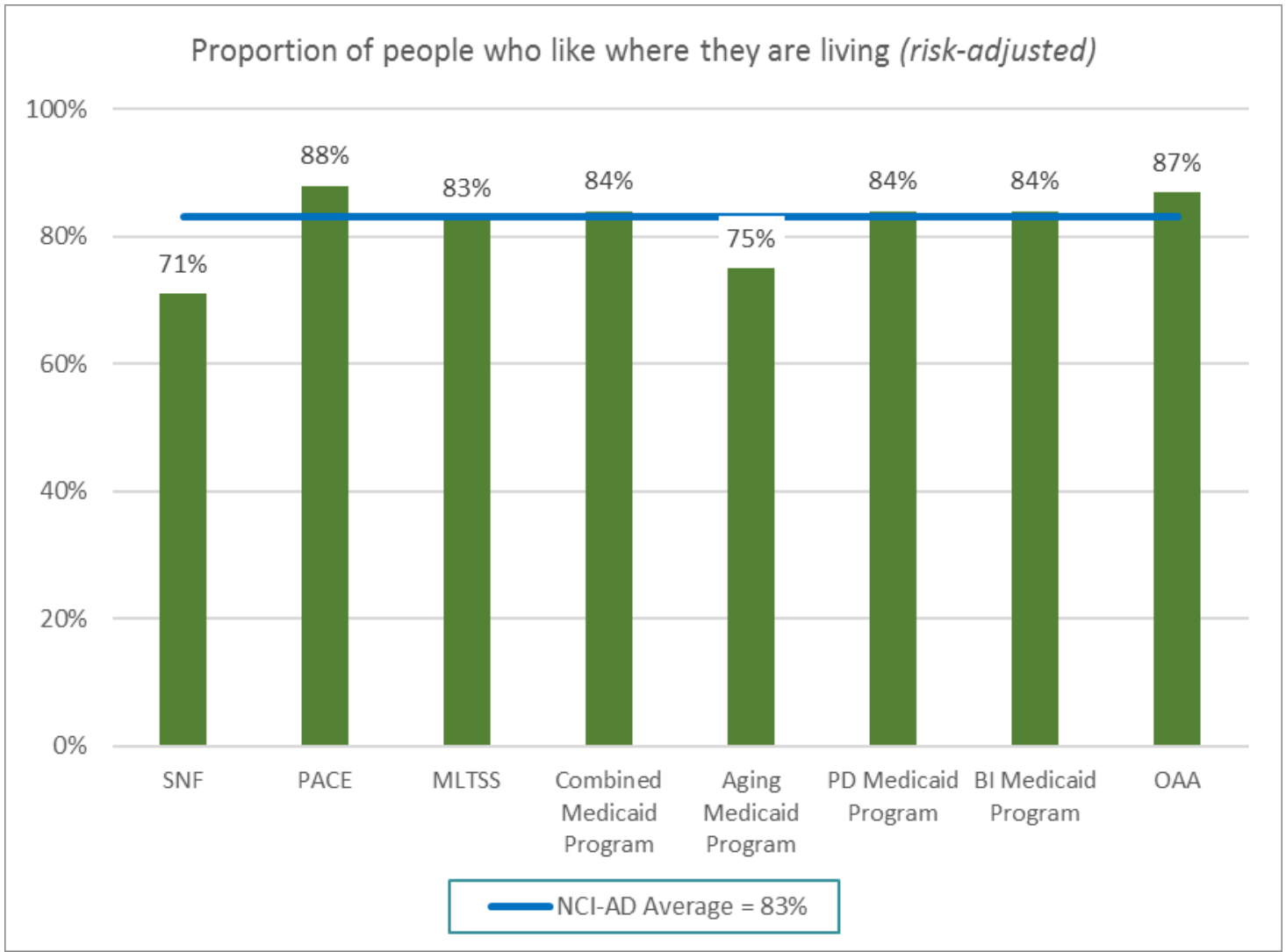

Satisfaction

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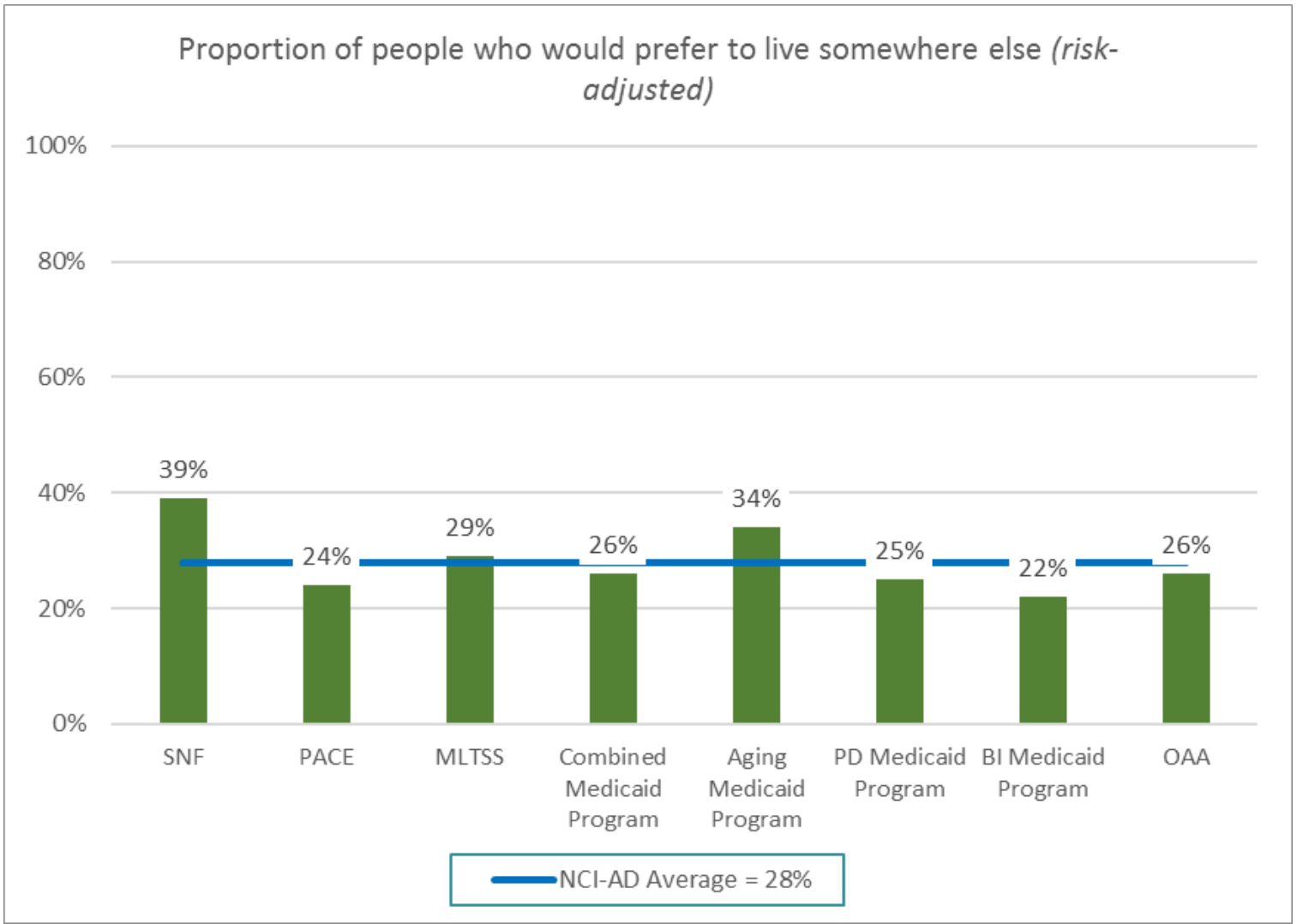

Service Coordination

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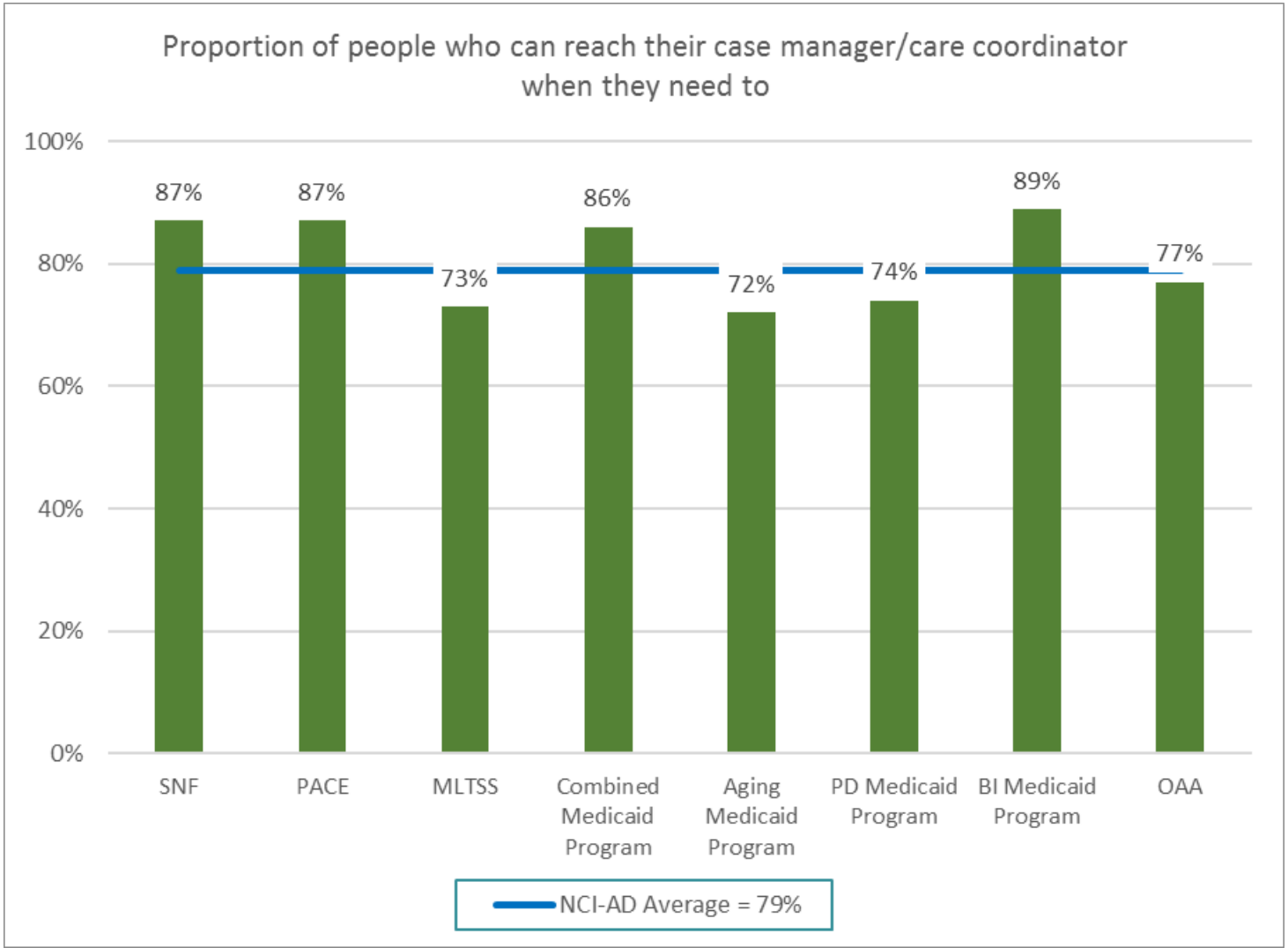

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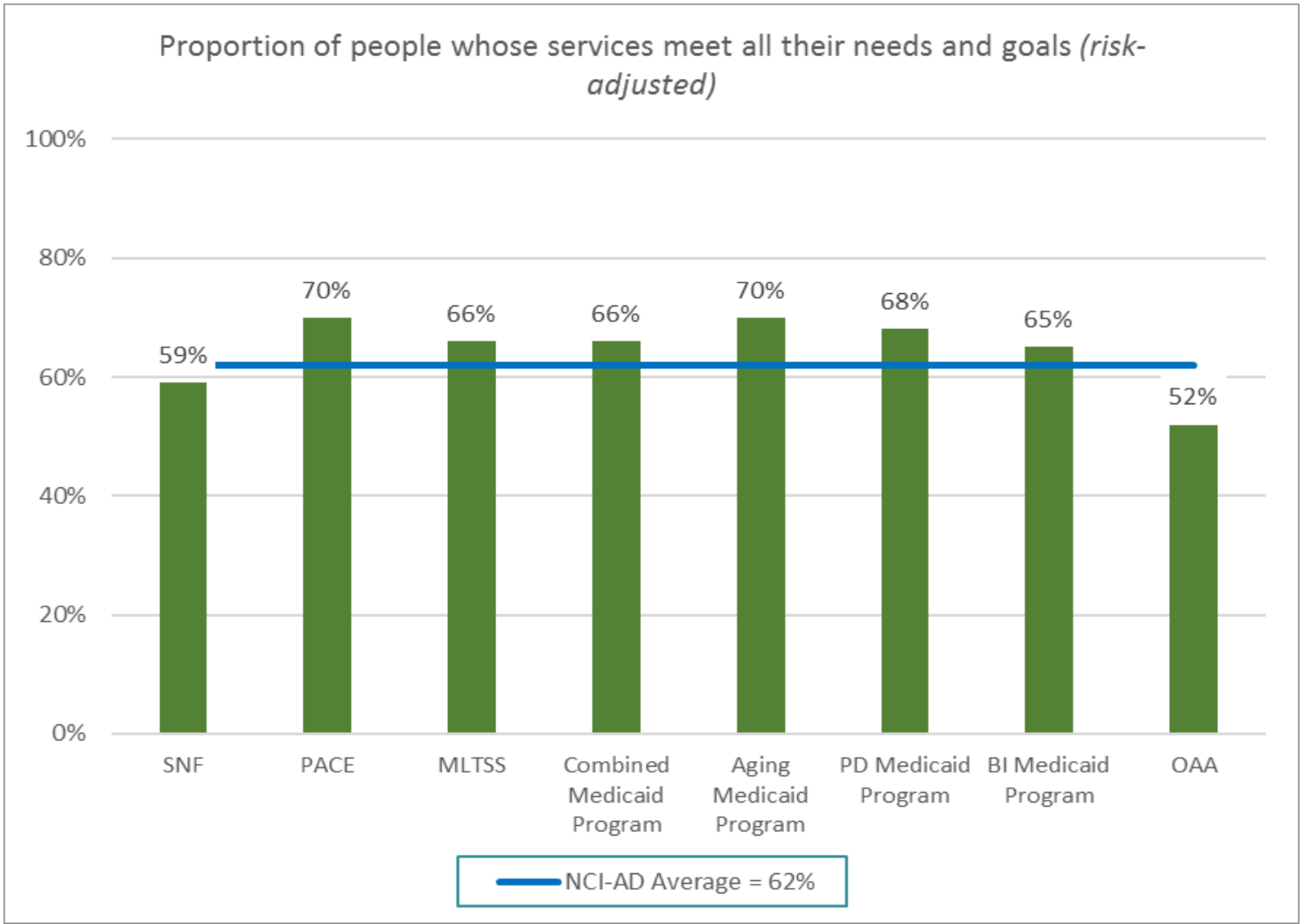

Care Coordination

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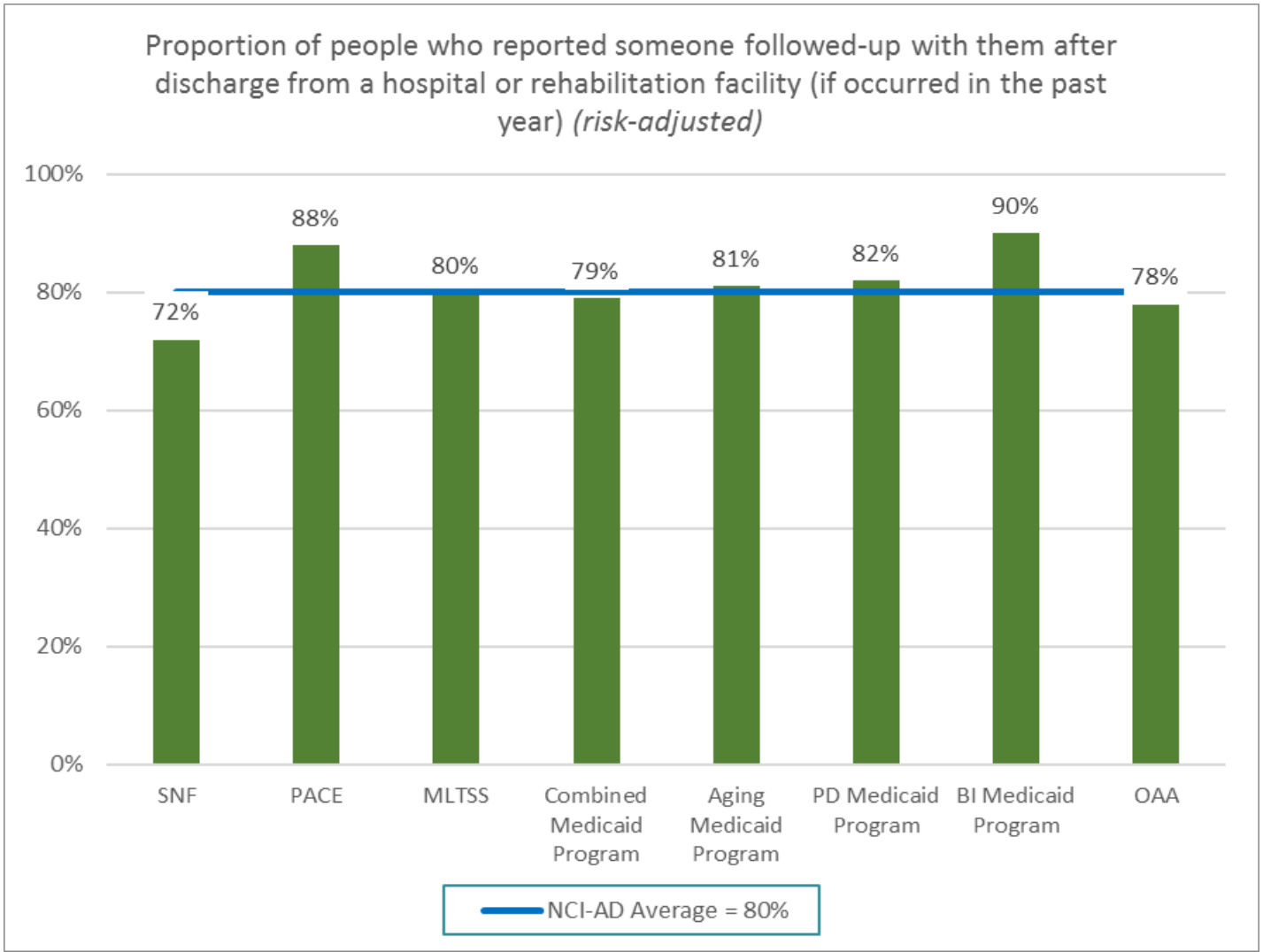

Access to Community

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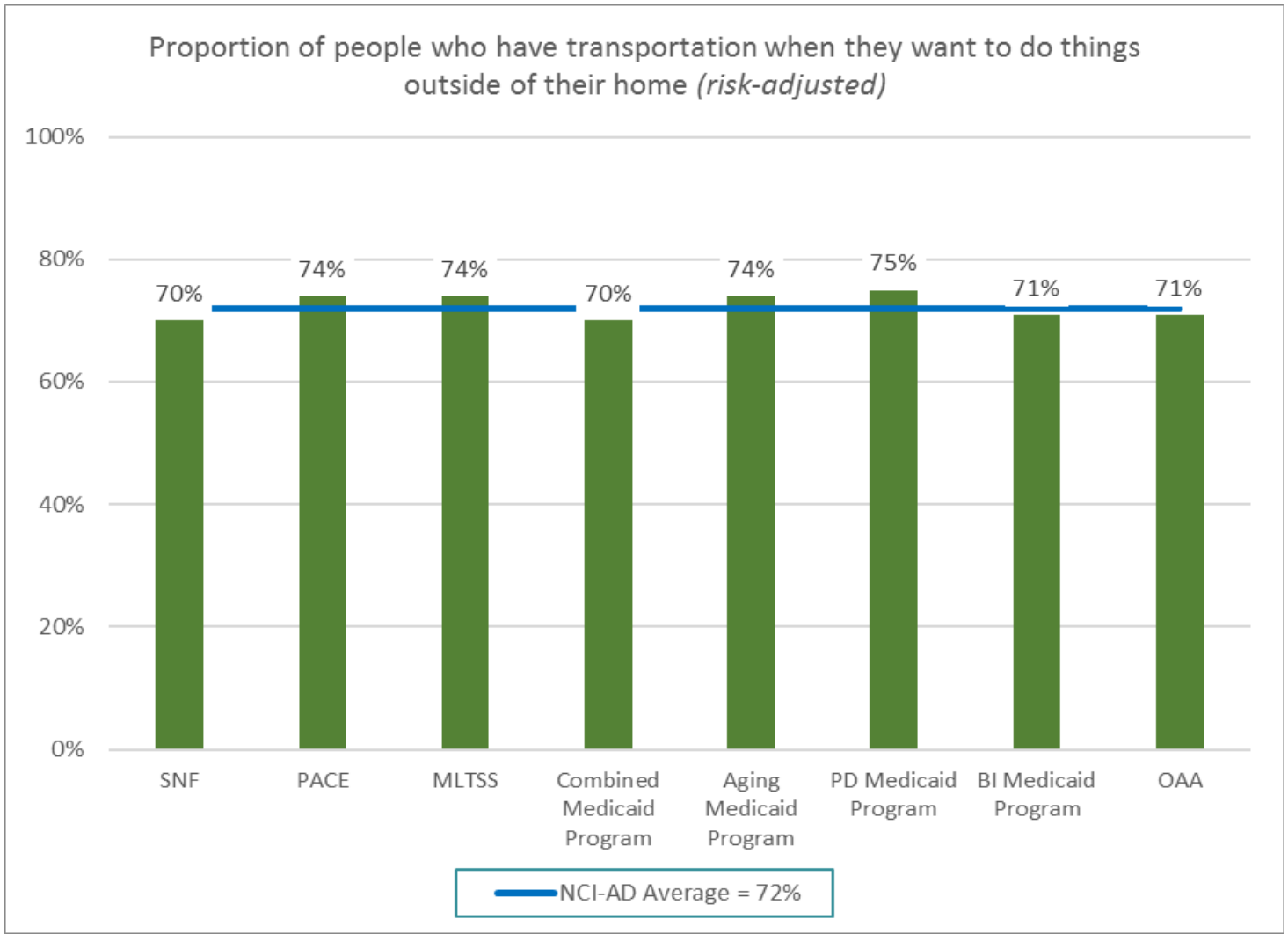

Safety

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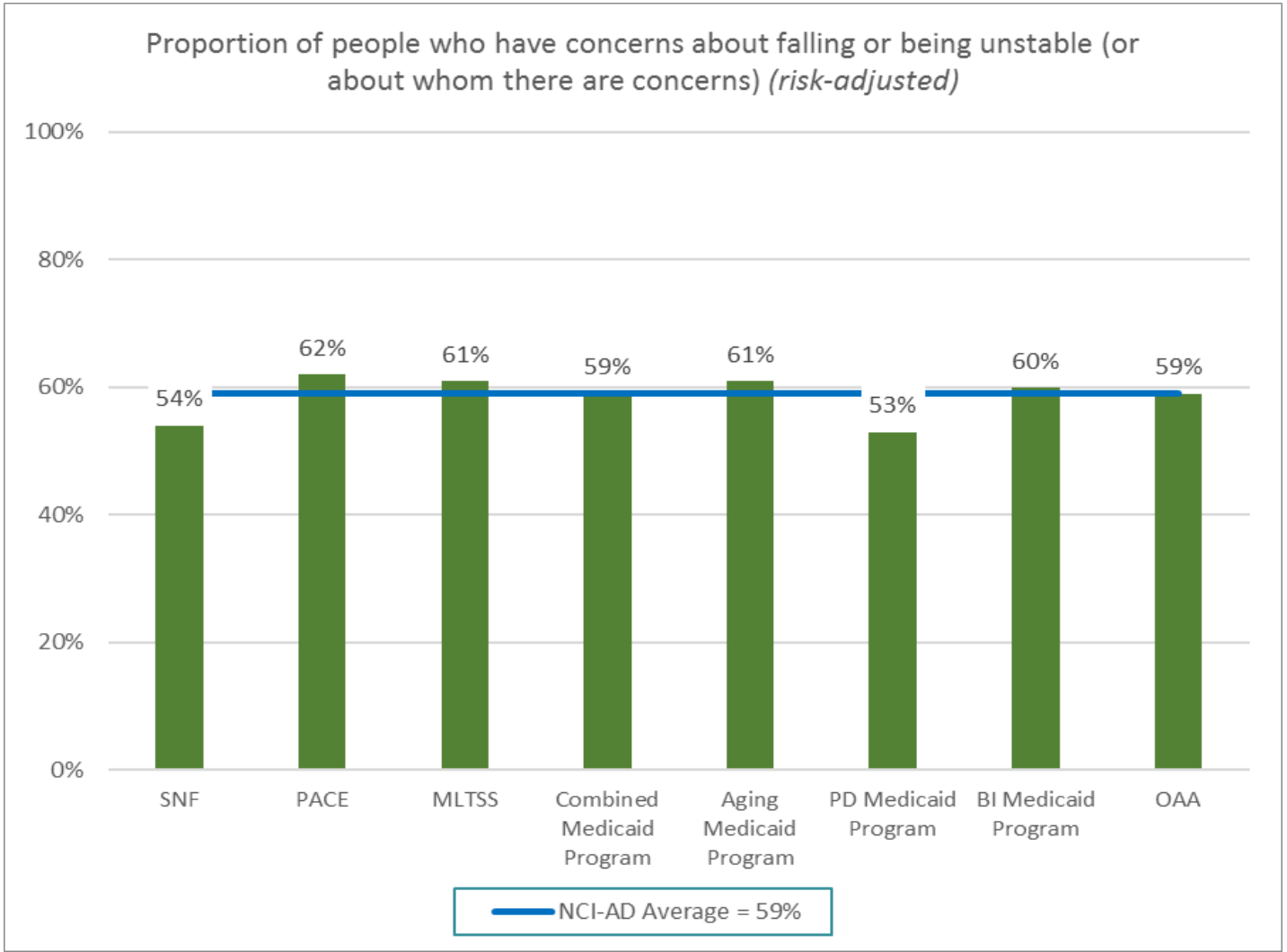

Safety

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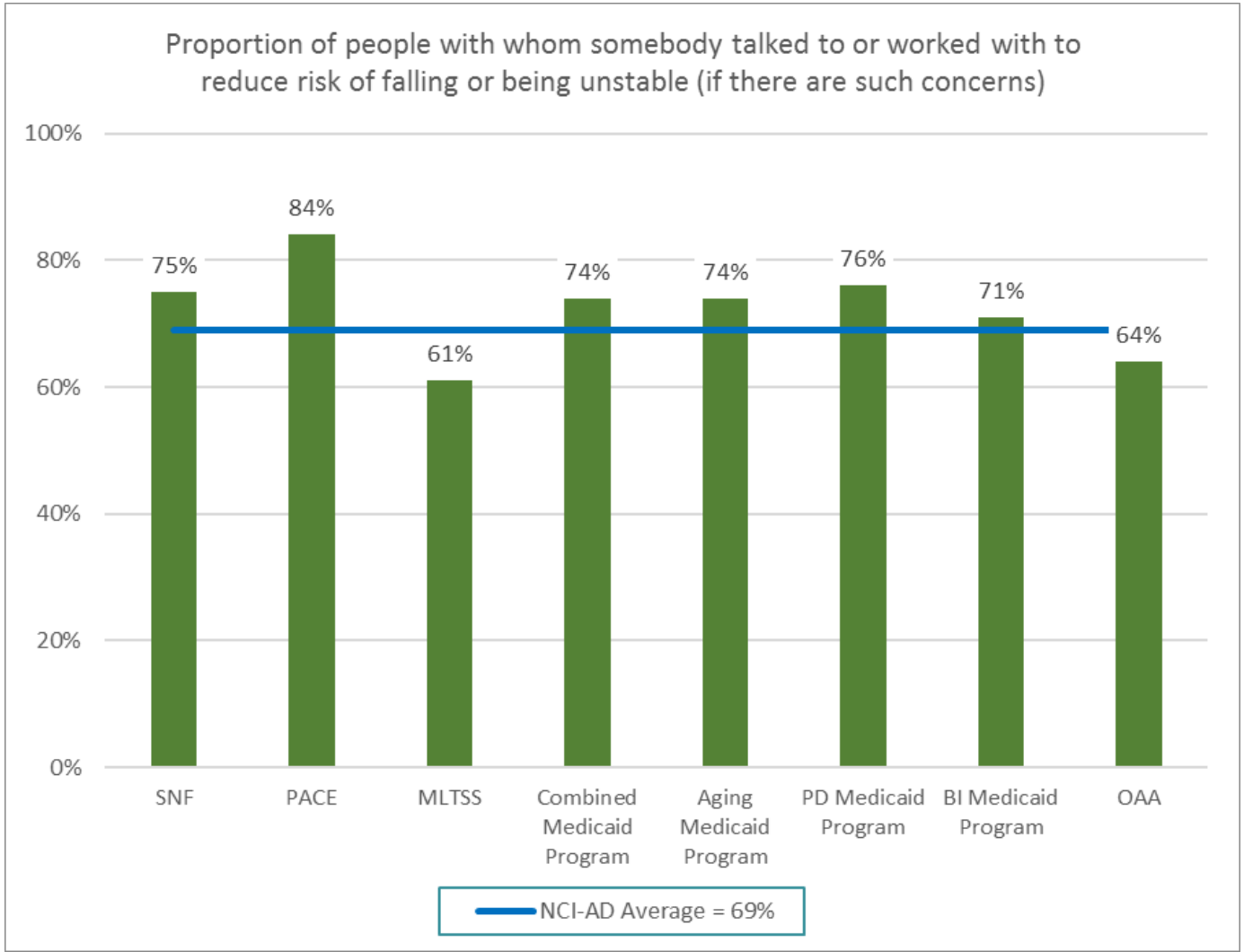

Healthcare

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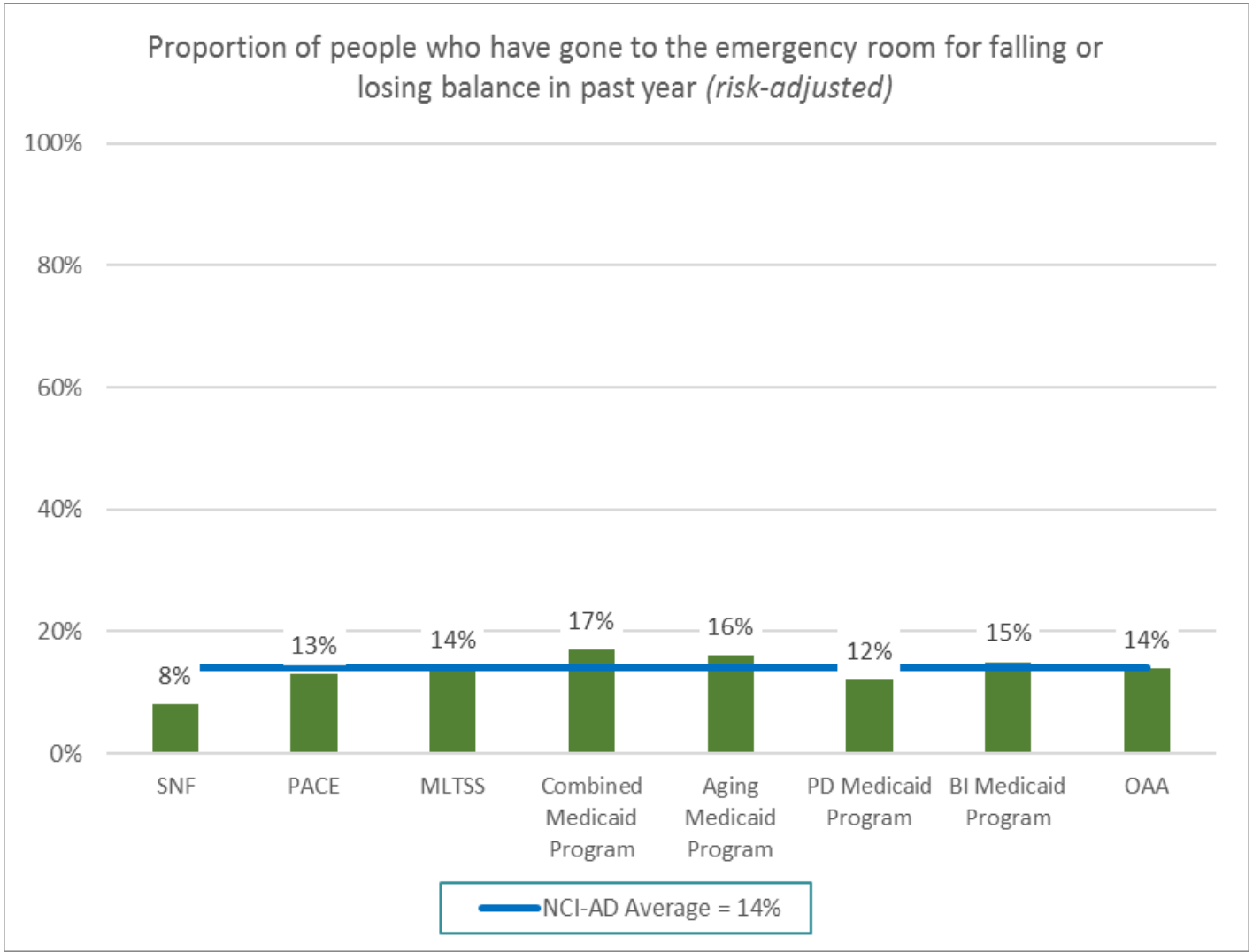

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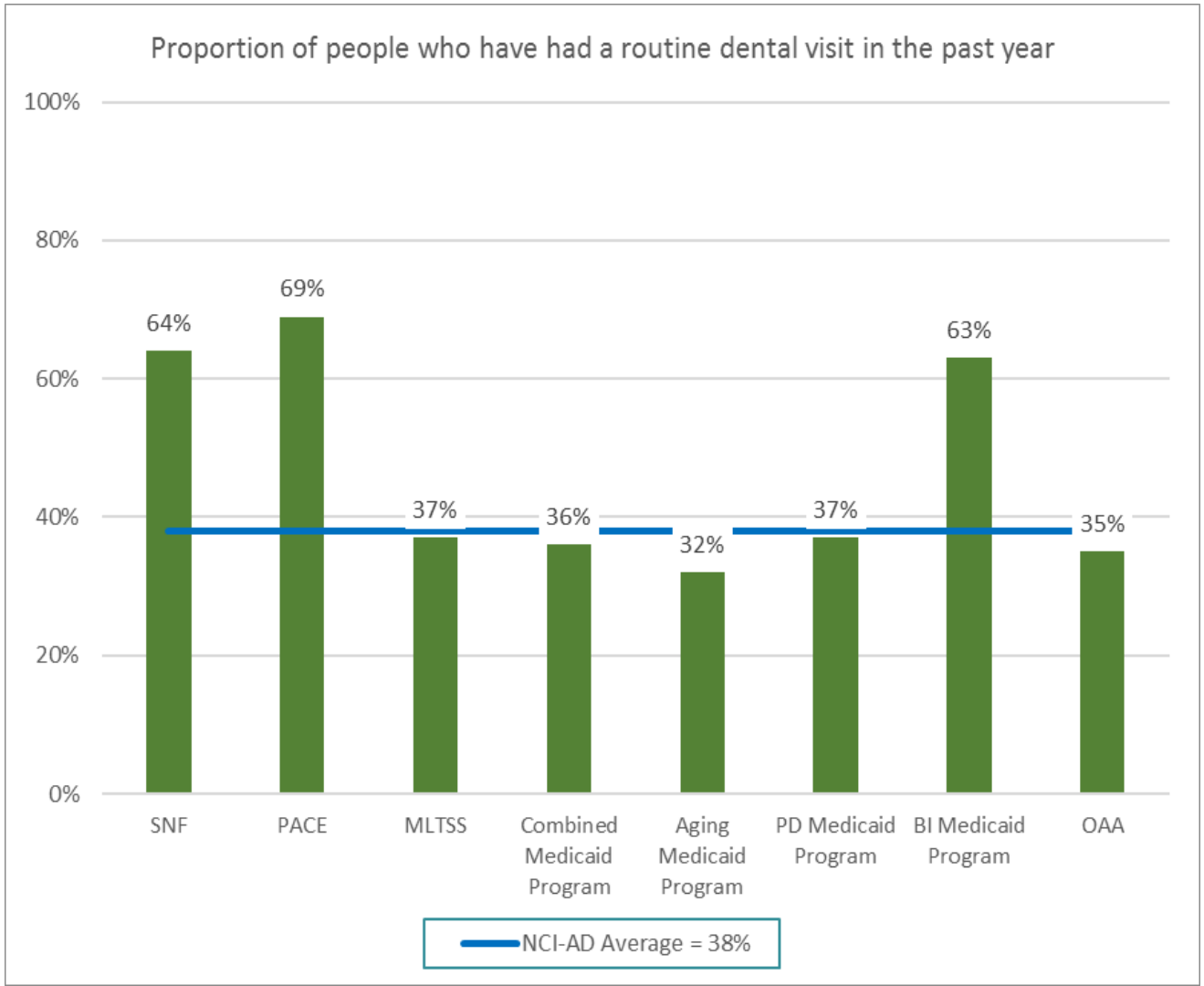

Self-Direction

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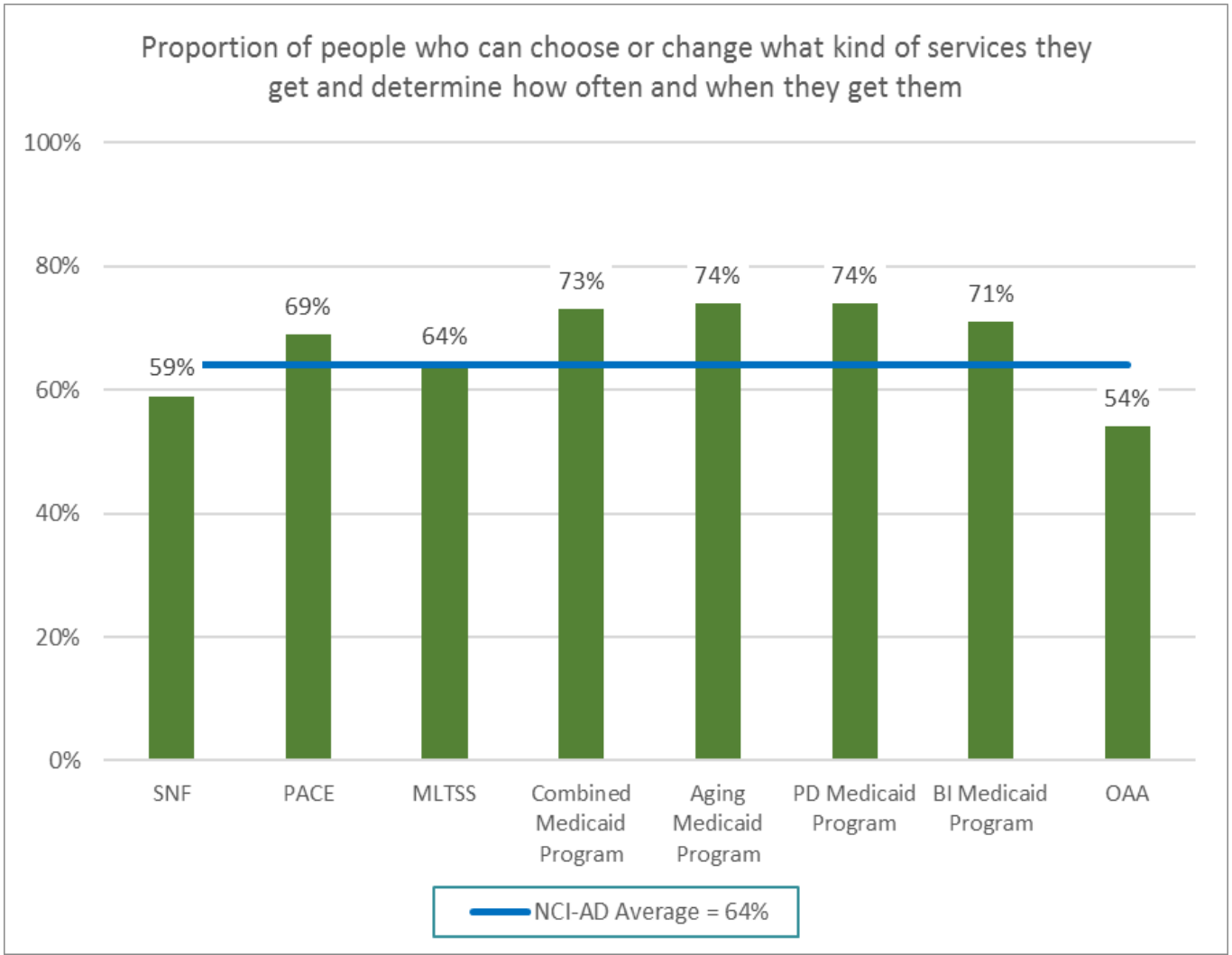
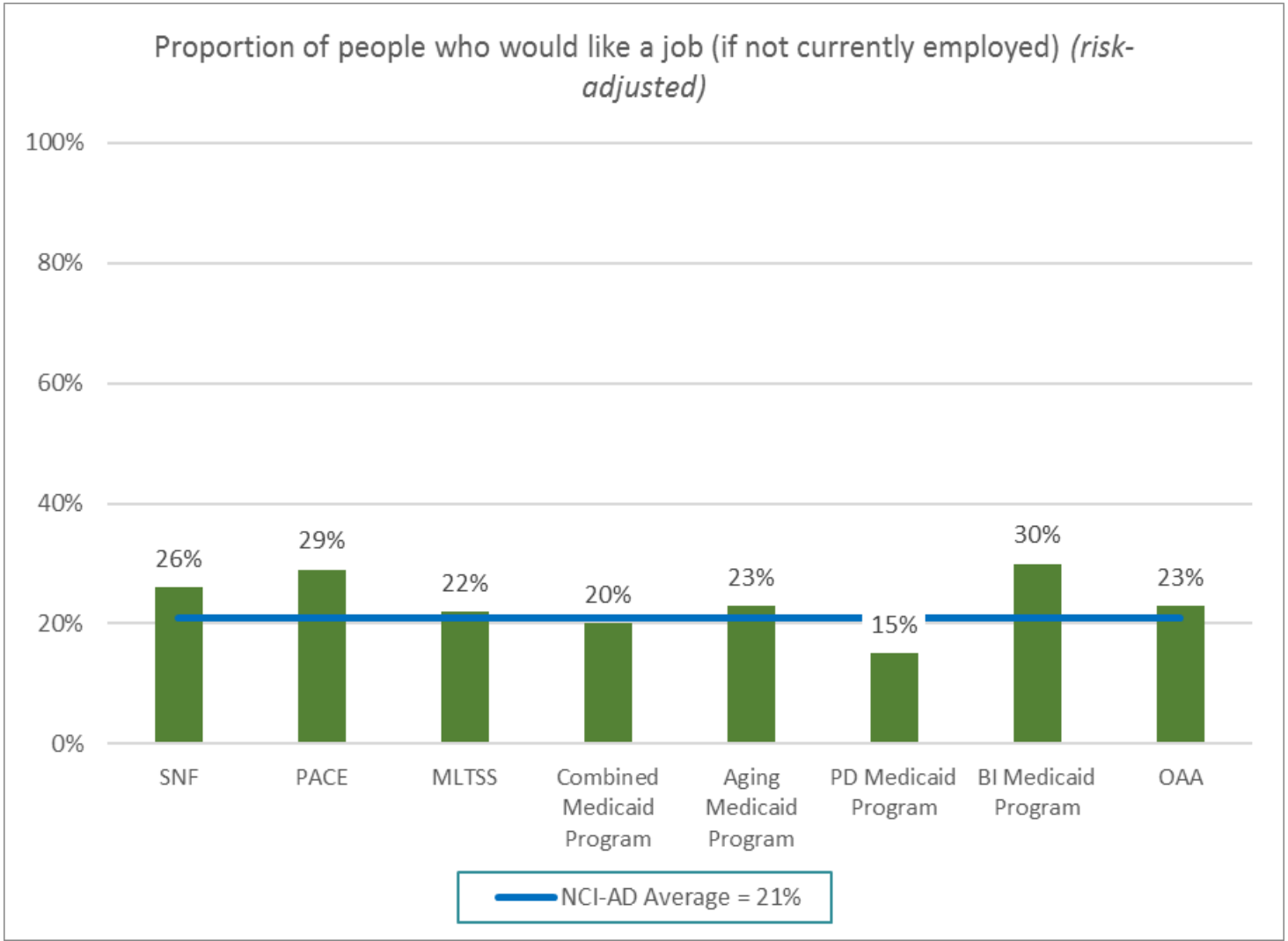


Employment


Proportion of people who would like a job (if not currently employed) (risk-adjusted)
100%
80%
60%
40%
20%
0%
26%
29%
22%
20%
23%
15%
30%
23%
SNF
PACE
MLTSS
Combined Medicaid Program
Aging Medicaid Program
PD Medicaid Program
BI Medicaid Program
OAA
NCI-AD Average = 21%

Employment

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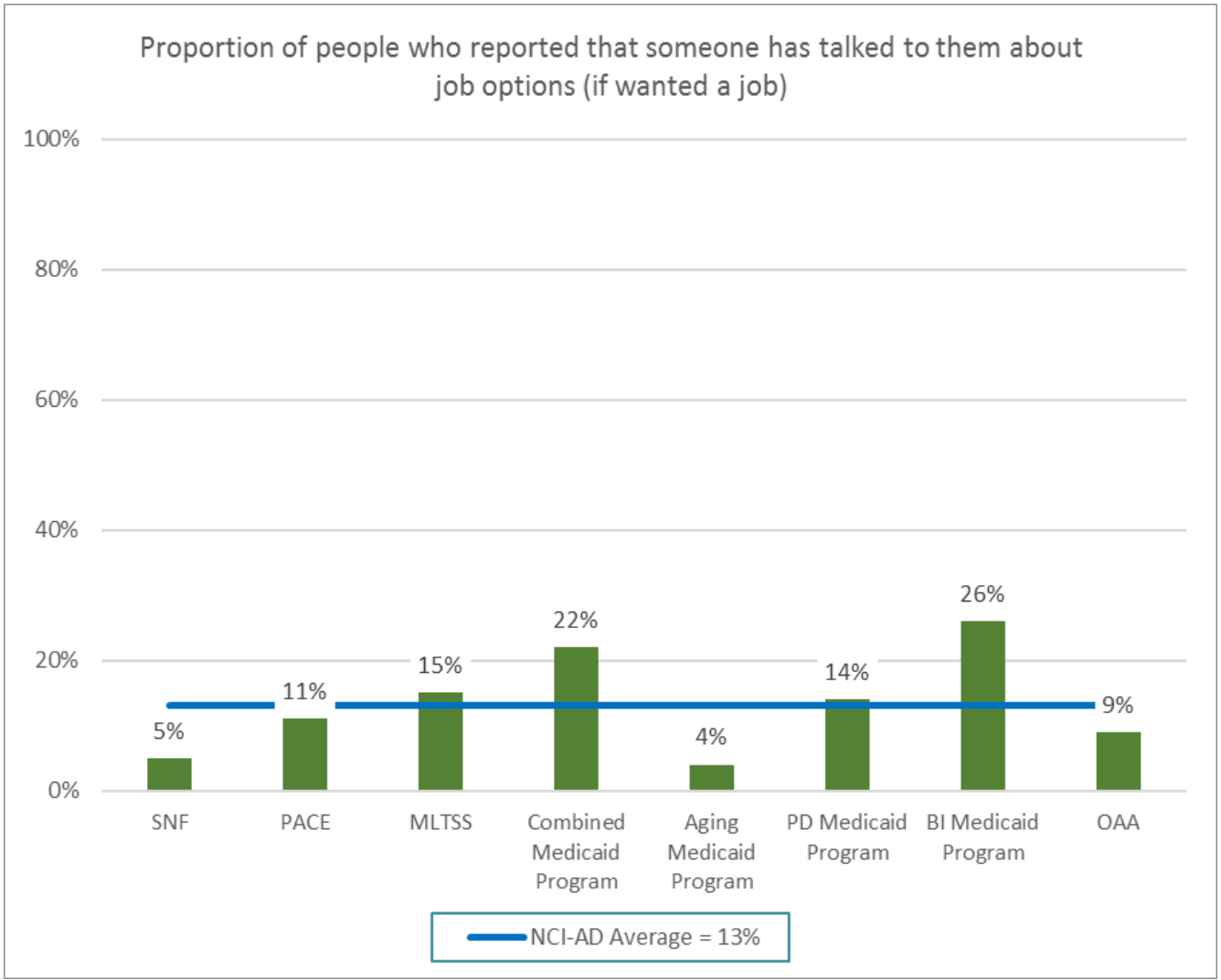

Current Activities

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- Enrollment of states for 2017-2018 (3rd year) and 2018-2019 (4th year) data collection cycle
- Analysis of 2016-2017 data
- Submission of selected measures for NQF endorsement
- Development of optional PCP module

Data powered by HSRI

Project managed by NASUAD

For Additional Information:

Kelsey Walter, NCI-AD Director, NASUAD

kwalter@nasuad.org

Julie Bershadsky, NCI-AD Director, HSRI

jbershadsky@hsri.org