

Measuring Up:

How Do We Know That We Are Making Progress towards a System that Puts the Person at the Center?



NCAPPS

Reinventing Quality 2021



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Welcome!

The speakers for this session are:



Alixé Bonardi
NCAPPS Co-Director



Mary Lou Bourne
MSSI



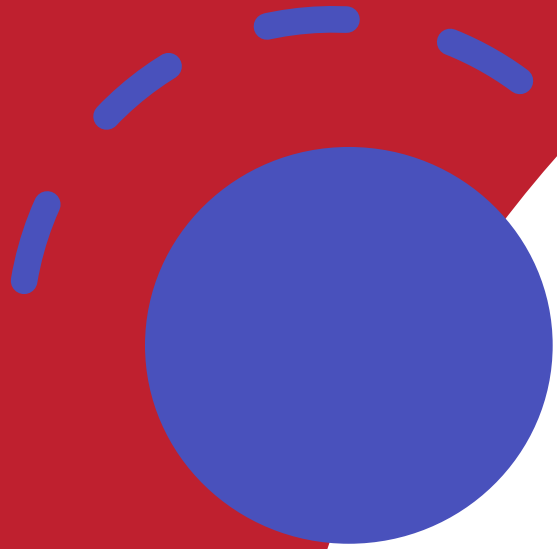
OVERVIEW

01 *Why* Measure?
Defining PCP

02 Perspective:
*“Why is it so
darn hard?”*

03 A quality
improvement
framework:
multiple
measures for
PCP

04 Measures of
PCP for quality
improvement



Why Measure?

Compliance (Quality Assurance)

For example: “The person-centered service plan must reflect the services and supports that are **important for** the individual to meet the needs identified through an assessment of functional need, as well as what is **important to** the individual with regard to preferences for the delivery of such services and supports.”

(HCBS Setting Final Rule § 441.725)



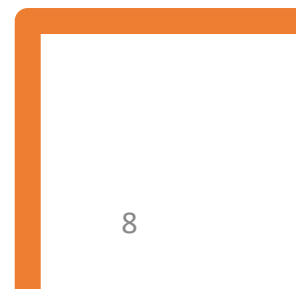
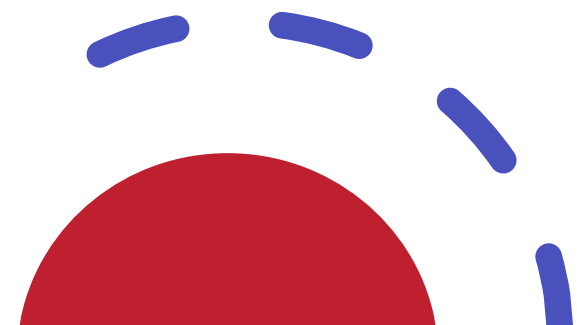
Beyond Compliance (Quality Improvement)

Defines the desired state and steps along the way to monitor progress.

Indicators:

- Desired life outcomes that align with person's individual and cultural values.
- Meaningful community membership
- Community job that the person chose
- Choice and control in what is important to the person.

Defining the pieces of person-centered practice.



Defining Person Centered Practices

An approach to assessment, planning, and coordination of services and supports that is focused on the individual's goals, needs, preferences, and values. The person directs the development of the plan, which describes the life they want to live in the community. Services and supports are coordinated across providers and systems to carry out the plan and ensure fidelity with the person's expressed goals, needs, preferences, and values.¹

- ¹ Source: NQF definition (2016) as cited in Mathematica HCBS Quality Measures Issue Brief (2019) Assessment and Care Planning Measures
- <https://www.medicare.gov/medicaid/quality-of-care/downloads/hcbs-quality-measures-brief-1-assessment-care-planning.pdf>

NCAPPS Scan of State Definitions of Person-Centered Thinking, Planning, Practice

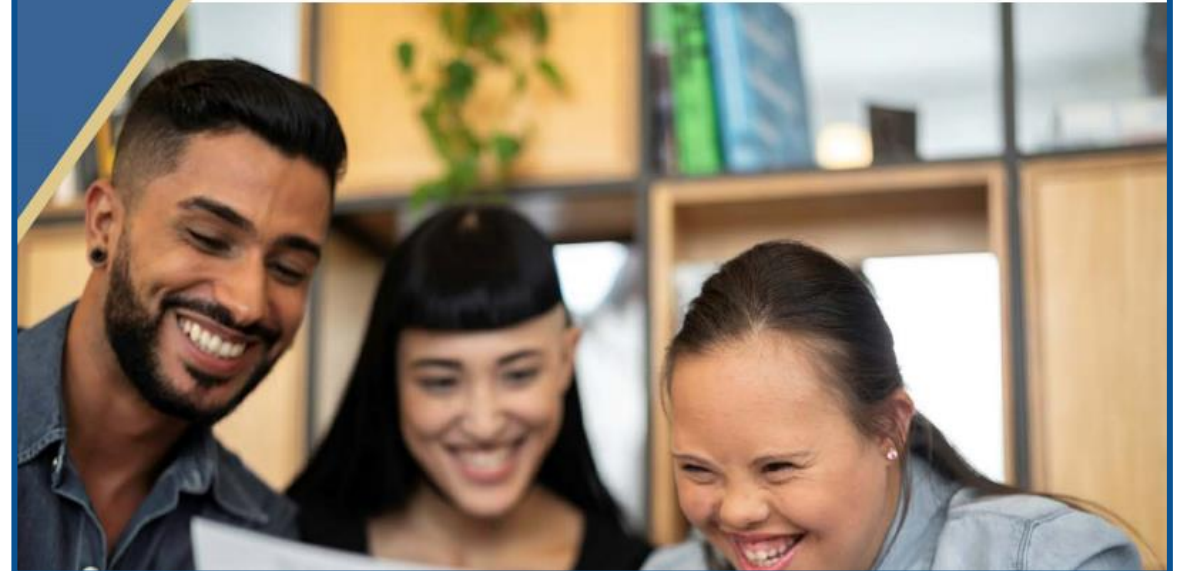
[https://ncapps.acl.gov/docs/NCAPPS Definitions Representative Examples 200930.pdf](https://ncapps.acl.gov/docs/NCAPPS%20Definitions%20Representative%20Examples%200930.pdf)



Person-Centered Thinking, Planning, and Practice: Representative Examples of State Definitions

Prepared by Jane Lawrence for NCAPPS

September 2020



GA Definition of Person-Centered Approach

Georgia promotes a person-centered approach in the delivery of services to persons and families that is based on:

- **Holistic approach that acknowledges the person and their loved ones to be the experts** in their own lives; that centers on the person/family; that explicitly includes their strengths, interests, values, assets, and challenges; and that is trauma-informed and culturally aware and competent.
- **Flexible and collaborative plans of care** that explicitly define roles of all members of the support team; that allow for multiple pathways for success; and that account for and mitigates challenges.
- **Intentional conversations and actions** that support persons/families on their journey toward life goals; that encourage them to dream and explore possible futures; and that build their resilience.
- **System of care that aligns services** to ensure the person has maximum access to the benefits of living in the community and that facilitates the person achieving his/her desired outcomes.

Current Tools – starting list from States

National Core Indicators (NCI)

Participant Experience Surveys including HCBS
CAHPS

Service Utilization Reports

Provider Agency Quality Assurance monitoring

Waiver Performance Measures

Data collected Support Coordinator
documentation

Why is this so darn hard?

Perspectives on measurement of PCP



“ Beauty is in the
eye of the
beholder

“Beauty is in
the eye of the
beholder”

- Outcomes are the holy grail (currently)
- How well, or how completely, an outcome has been achieved can be very subjective.
- Does the outcome match the person’s preference is much like asking if the soup matches your preferred taste.
- In order to achieve outcomes, you must change either the input or the process.
- Proxy measures

A FRAMEWORK FOR MULTIPLE MEASURES OF PERSON CENTERED APPROACHES



Two Key Components of All Quality Systems

- Quality by Perception
 - opinion, impression, experience; influenced by values, senses, emotions, but nonetheless important
- Quality by Fact
 - evidentiary, indisputable, tend to be binary, can be “proven”



Quality Management Systems take a **both/and** approach, rather than **either/or** approach to these measure types

Covering Both Aspects of Quality

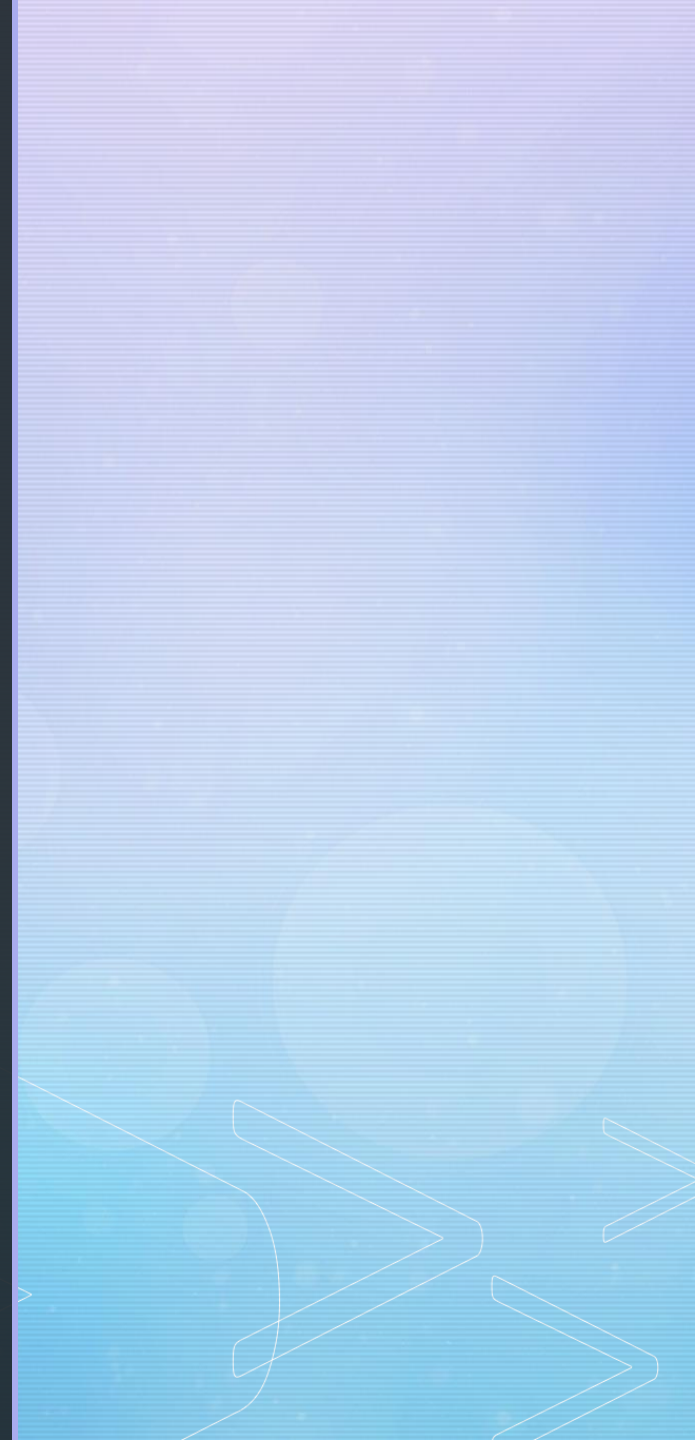
Quality is...

- Conformance to Requirements (Philip Crosby)
 - Who determines this? Regulators or payers
 - Objective
- Fitness for Use (Dr. Joseph Juran)
 - Who determines this? Customers
 - Subjective

Compliance and assurance measures

**Quality Improvement:
Person Reported
Outcomes; output or
experience measures**

An example of Quality Assurance and Improvement



Customer and Regulator Data in Air Travel

- FAA says the airlines must measure “on time departures” Many airlines report 75-93% on time departures. Is this your experience?
- FAA also says “on time” is defined as the moment the doors close on the plane compared to the time it is scheduled for take off.
- Who values this measure and why?

But what does a customer care about?

- On Time ARRIVALS– the time you walk through the gate at the destination airport!

Customer and Regulator Data in Person Centered Planning

- CFR 441.301(c) describes the regulations for both the person centered service planning *process* and the person centered plan *document*.
 - times and locations of convenience to the individual.
 - Reflects cultural considerations of the individual
 - Is conducted by providing information in plain language.... accessible to individuals with disabilities and persons who are limited English proficient
- Unique combination of customer and regulator information

Meeting the regulatory requirements makes it necessary to seek the customer's input.

Beyond Compliance with the Minimum Standards

- Voice of the Customer
- Goals, aspirations, progress towards a vision (perhaps set by a group)
- To demonstrate values, above the minimums required
- System level performance, derived from aggregation of individually reported outcomes- for **systemic improvement**, not intended for individual use
- Through technology, create a unique combination of process, outcome and satisfaction
 - **Quality by Perception** (Derived directly from customer reported measures and /or surveys)
 - **Quality by Fact** (data from the record, claims systems, demographics)

Types of Quality Measures and HCBS Examples

Source: HCBS Quality Measures Issue Brief (2019) Person-Reported Outcome Measures for Home and Community-Based Services

[Person-Reported Outcome Measures for Home and Community-Based Services \(medicaid.gov\)](https://www.medicaid.gov)

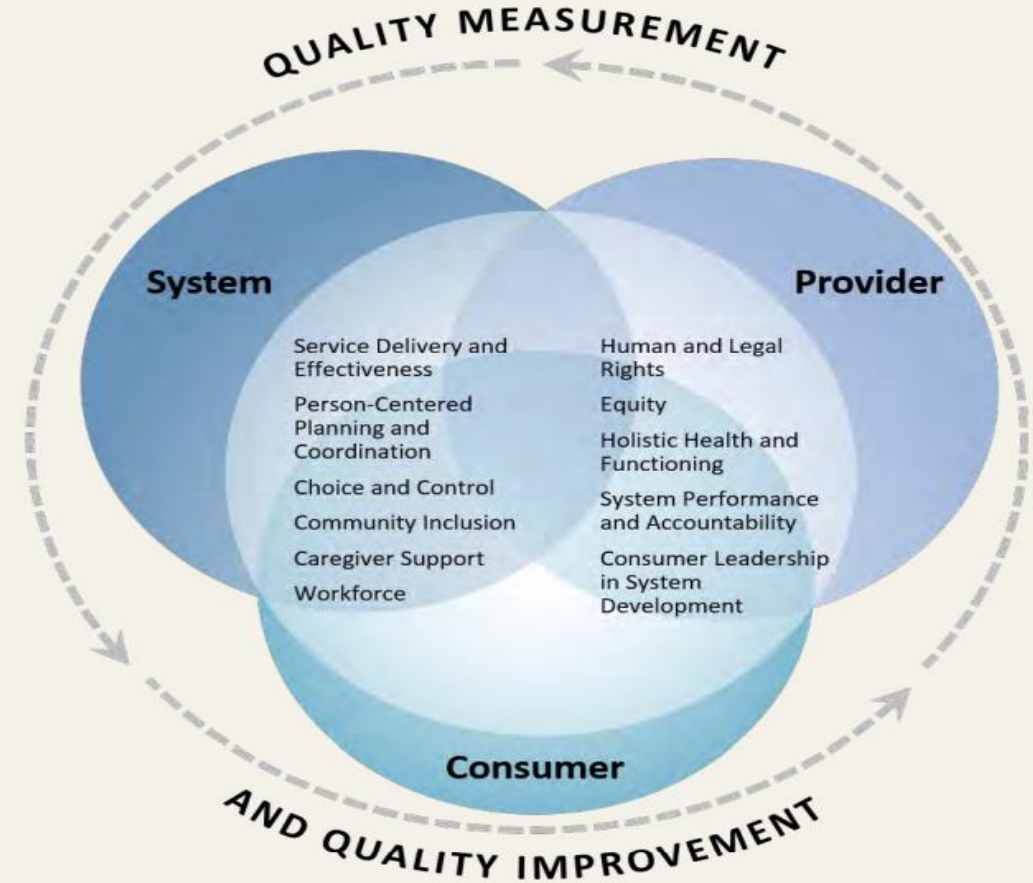


NQF HCBS Recommended Quality Framework

Important to first identify the scope and context of what you want to measure

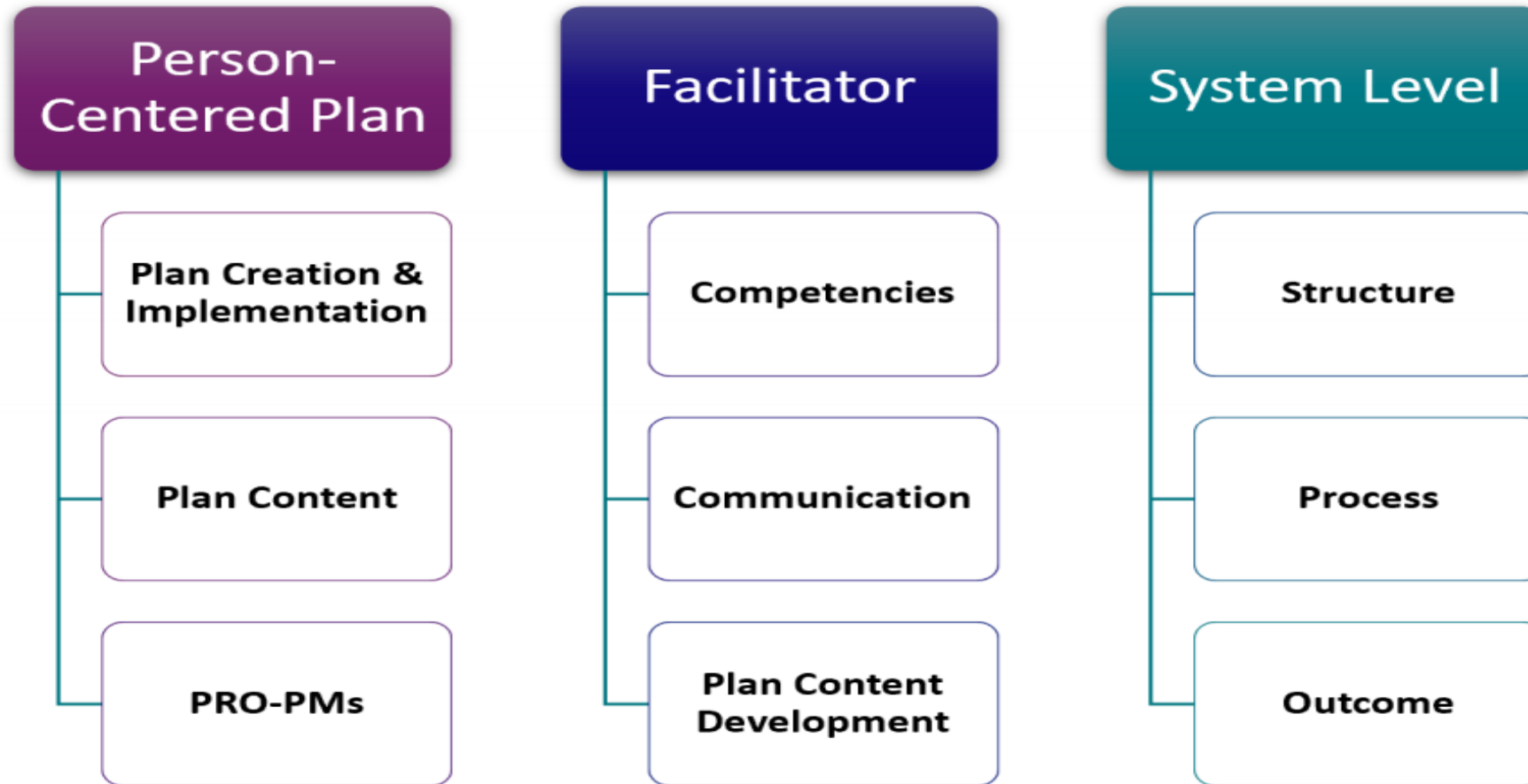
- Consumer (individual) Level
- Service Provider (organization) Level
- System Level

Exhibit 1. National Quality Forum home and community-based services quality measurement framework



Source: National Quality Forum. *Quality in Home- and Community-based Services to Support Community Living: Addressing Gaps in Performance Measurement Final Report*. September 2016.

NQF Person Centered Planning Measurement Framework

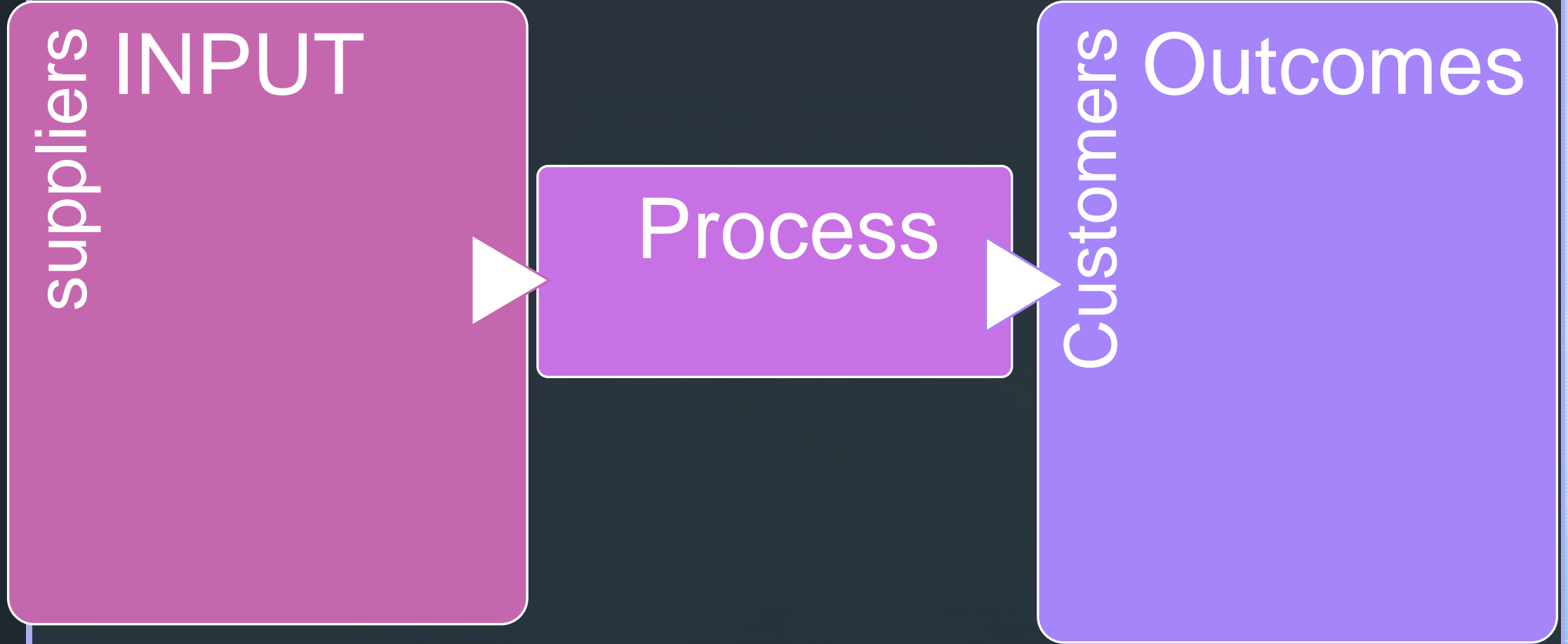


SIPOC, Attribute, Variable data

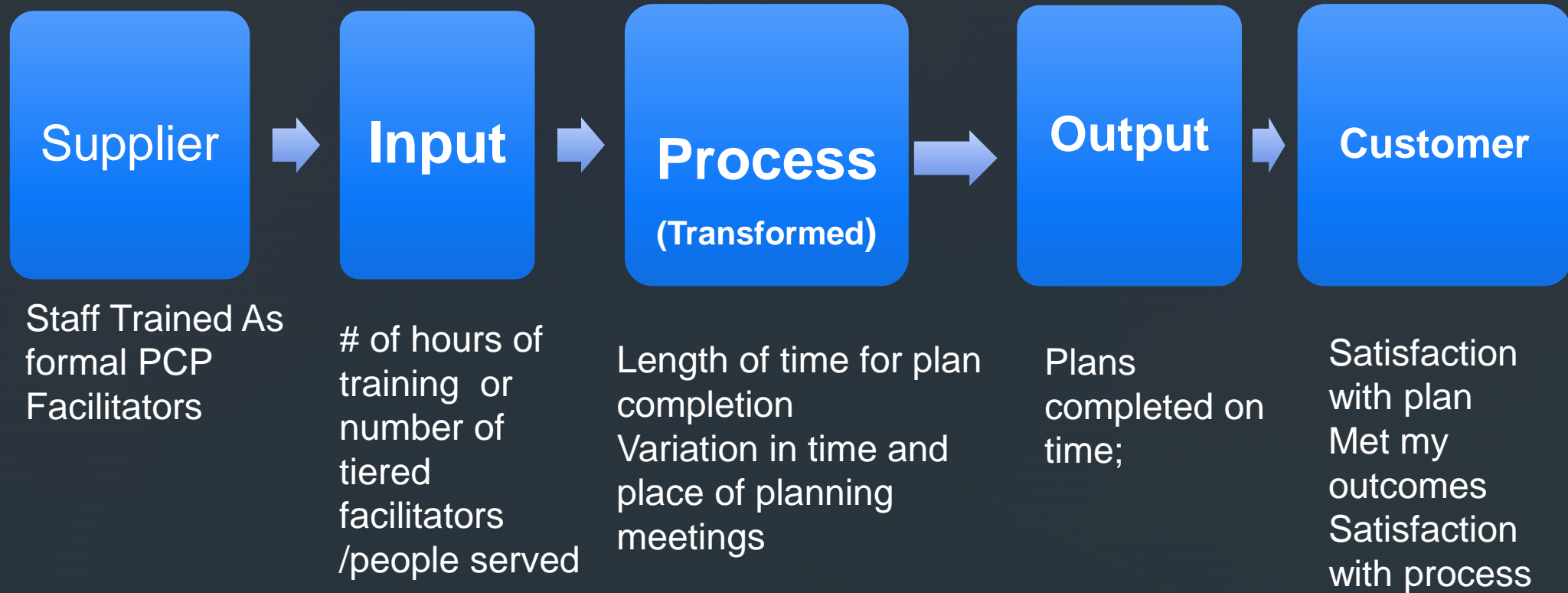
Lets look at types of data and measures

Measures can be found in many places

SIPOC



SIPOC Input vs. Output Example: Person Centered Planning



Measures of PCP for quality improvement

Currently Measured/Reported

1

1915(c)Waiver
Performance
Measures measure
process at the **system
level**

2

Person Reported
Outcome Measures at
the **System Level**
NCI
CAHPS HCBS

3

Service providers
measuring
satisfaction, goal
progress.
Organizational Level

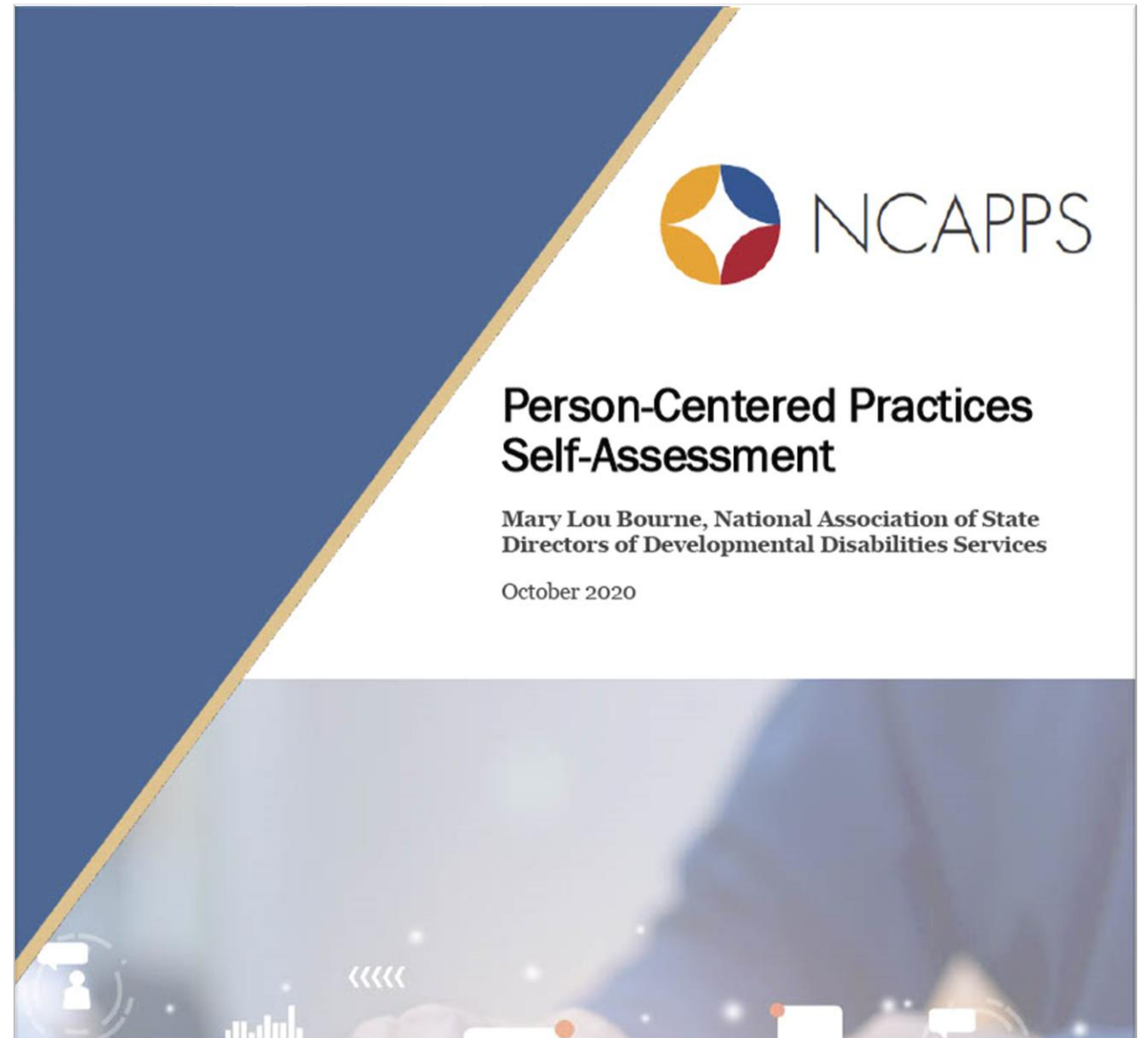
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Person Reported
Outcome Measures at
the **Individual Level**
POMS/CQL

Person-Centered Systems Assessment

https://ncapps.acl.gov/docs/NCAPPS_SelfAssessment_201030.pdf

For more information: See February 2021 webinar and supporting materials at <https://ncapps.acl.gov/webinars.html>



Areas Covered in Self-Assessment



1

Leadership

How well people in charge know about and support person-centered practices



2

Person Centered Culture

How person-centered is the intake and assessment process for people seeking supports.



3

Eligibility and Service Access

How person-centered is the system's culture and how can person-centered approaches help address risks



4

Person-Centered Service Planning & Monitoring

How is the process for creating person-centered plans and ensuring services are working



5

Finance

How are agreements with providers structured, are services helping people reach their goals



6

Workforce Capacity & Capability

How well staff know about and have the skills to deliver person-centered planning and supports



7

Collaboration & Partnership

How are partnerships with service users, families, service providers, and advocacy organizations



8

Quality & Innovation

The agency's missions and standards

Purpose of the systems- assessment tool



To set a baseline of where each individual part of the human service system stands relative to person centered practices



To help a state system set goals for expanding or improving person centered practices



To determine if a state system is making progress in reaching its vision for a person-centered system

National Core
Indicators
(NCI) Data to
Detect Change
in PCP
Measures

Person Centered Planning Outcome measures from NCI

(as submitted to National Quality Forum 2021)

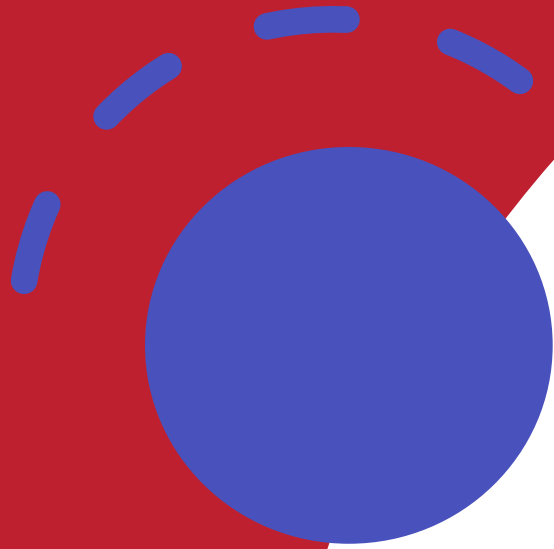
#PCP-1 The proportion of people who express they want a job who have a related goal in their service plan (Community Job Goal)

#PCP-2 The proportion of people who report their service plan includes things that are important to them (Person-Centered Goals)

#PCP-3 The proportion of people who express they want to increase independence in functional skills (ADLs) who have a related goal in their service plan (ADL Goal)

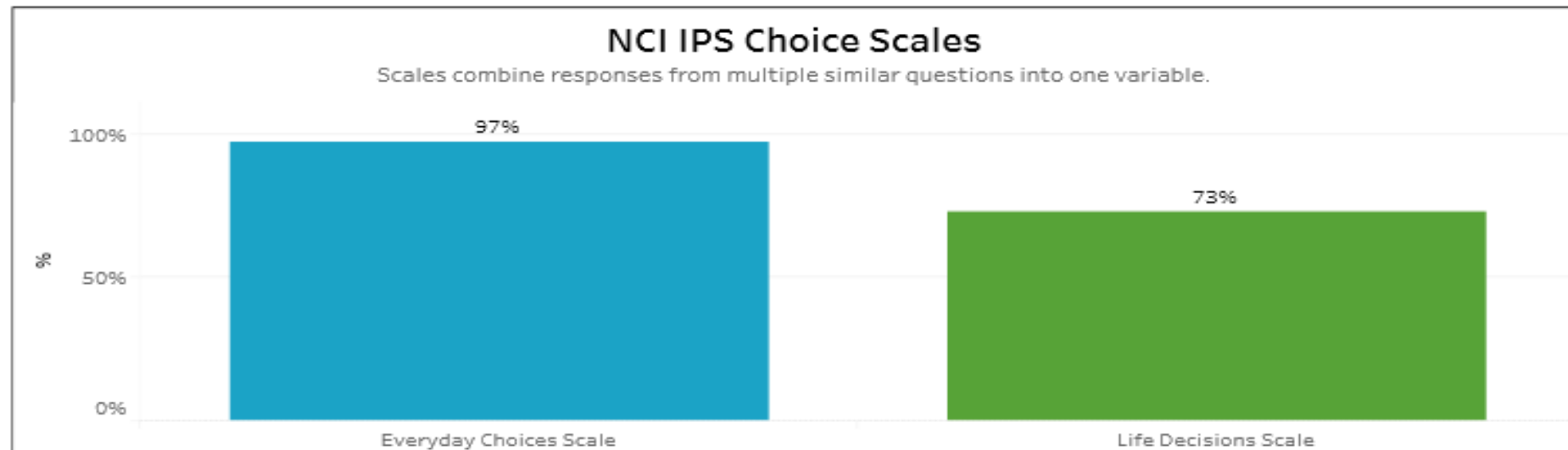
#PCP-4 The proportion of people who report they are supported to learn new things (Lifelong Learning)

#PCP-5 The proportion of people who report satisfaction with the level of participation in community inclusion activities (Satisfaction with Community Inclusion Scale)



**HIGHLIGHTING ONE
STATE'S APPROACH TO
USING PERSON
CENTERED PERSON-
CENTERED MEASURES
~MISSOURI**

DD Stakeholder Input: How Much Choice do People with I/DD Have?



NCI uses two choice scales: Everyday Choices Scale and Life Decision Scale. These scales show how much choice individuals have in these categories overall. These scales are calculated by adding positive responses ("Person made the Choice" and "Person had Some Input") to relevant questions and then averaging those totals.

Response	Everyday Choices Scale			Life Decisions Scale				
	Do you choose what you buy with your spending money?	Who decides how you spend your free time?	Who decides your daily schedule?	Did you choose the people you live with?	Do you choose (or pick) your staff?	Who chose (or picked) your day program or workshop?	Who chose the place where you live?	Who chose the place where you work?
Person Made the Choice	65%	78%	65%	29%	18%	33%	22%	56%
Person had Some Input	31%	21%	31%	35%	62%	38%	39%	44%
Someone Else Chose	4%	1%	4%	36%	20%	29%	39%	0%

The data here is from the 2019-2020 NCI Adult In-Person Survey. It shows the average amount of choice Missourians with I/DD have, based on the NCI Choice Scales.

Promoting the Person-Centered Perspective



- 👤 DD has developed a series of [MOQO & You Reports](#) (formerly the *At-A-Glance* series) to educate individuals and their families and support teams on the Missouri Quality Outcomes (MOQO).
 - 👤 MOQO is a set of seven person-centered outcomes that focuses on what is important to the individual and how they define their quality of life.
 - 👤 Each *MOQO & You* Report focuses on a different MOQO with supportive data and resources.
 - 👤 In collaboration with UMKC-IHD, we are creating the [Missouri Quality Outcomes Talking Points Series](#). This video series reviews each MOQO and what they mean for individuals with I/DD.
- 👤 Our latest report, [MOQO & You: Daily Life & Employment](#), explores different life considerations for individuals with I/DD and promotes a person-centered perspective across the lifespan.
 - 👤 Based on the *Charting the Lifecourse* Life Domains.



CONTACT



National Center on Advancing Person-
Centered Practices and Systems
[NCAPPS Home \(acl.gov\)](https://www.acl.gov)

Alixé Bonardi, Human Services Research
Institute
abonardi@hsri.org

Mary Lou Bourne, MSSSI
[mlbourne@personcenteredconsulting.c
om](mailto:mlbourne@personcenteredconsulting.com)

Thank You.

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