

CMS HCBS Quality Measure Set: Strengths, Challenges, and Alternatives



**2023 Home and Community-Based
Services Conference**

Home and Community-Based Services Outcomes Research and Measurement

Rehabilitation Research Training Center

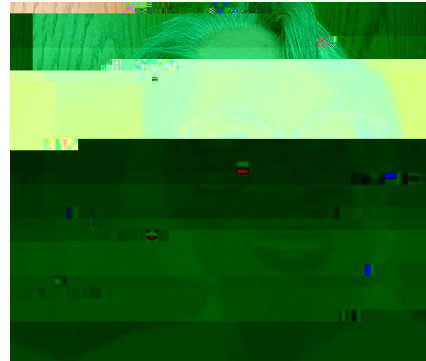


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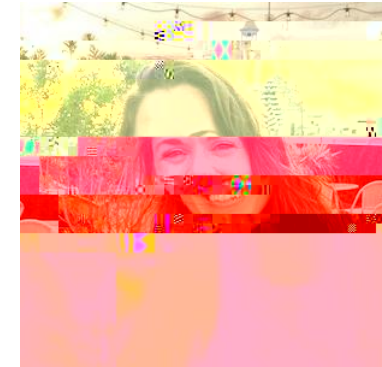
Speakers



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Agenda

Welcome

Background: HCBS Outcome Measures

Factors Influencing HCBS Measure

Outcome Measures Under Development

Implementing Outcome Measures in
HCBS Delivery Systems

Wrap-up



Background: HCBS Outcome Measures



Evolving
Understanding

CMS Proposed Access Rule

Access Rule addresses all Medicaid services

Focus on HCBS, including quality measures

- Proposed set of nationally standardized quality measures

- Require reports every 2 years

- Report at state level

- Stratification to address health disparities and improve equity



Proposed HCBS Quality Measure Sets

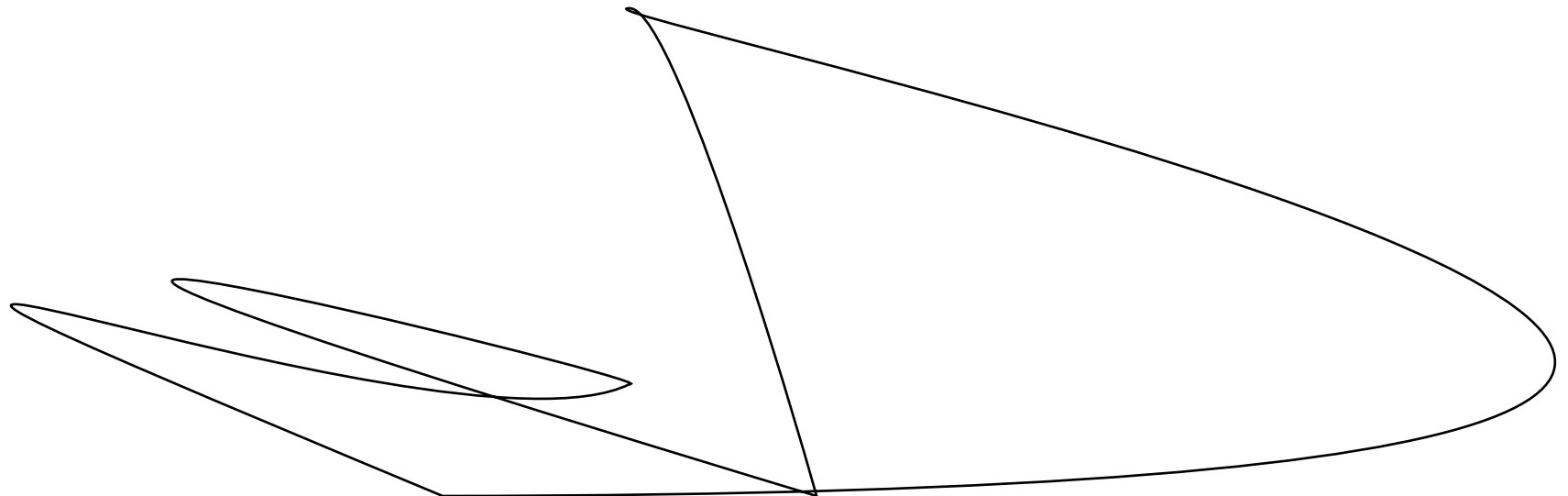
Proposed Initial Quality Measure Sets

HCBS CAHPS Survey

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Suggestions to Enhance CMS Access Rule and HCBS Quality Measurement

Adopt guidance provided by the 2014 Standards for Educational and Psychological Testing developed by the American Psychological Association, the American Educational R R he Ameionl(i)14(o)-1212(g)6()-Ø(a)



Person-Centeredness

Focuses on what is important to the individual, recognizing that people have different priorities and preferences

Person-centered service plans are guided by the individuals' priorities and input

Person-centered outcome measures assess the achievement of person-centered goals



Person-Centered,
Non-Medical

Reliability of HCBS Outcome Measures

Measures produce consistent results

Is there consistency in answers received by different individuals implementing the survey?

Does the measure produce consistent results concerning whether HCBS recipients are receiving services that are person-centered and support them in living the life that they want?

50 of 51

Sensitivity to

Feasibility of HCBS Outcome Measures

Organizations and states can implement the instrument

- As designed

- At desired frequency

- At an affordable cost

- With minimal burden to organizations and respondents

Challenges

- Collecting data from a population vs. a sample

 - All HCBS participants or a sample?

- How to integrate data collection and outcome measures into care practice?





Measure Implementation

Who collects data?

How often are data collected?

From whom are data collected?

How are data aggregated and reported?

Person level

Provider level

Program level

State level

Equity issues

Risk adjustment

Stratification

Gaps in Person-Centered HCBS Outcome Measures

Content gaps of measures

- Person-centered outcomes

- Linkage of supports to outcomes

- Quality at provider level

Limited evidence of reliability, validity and sensitivity to change

Availability of measures and implications for use

- State level data

- Provider level data

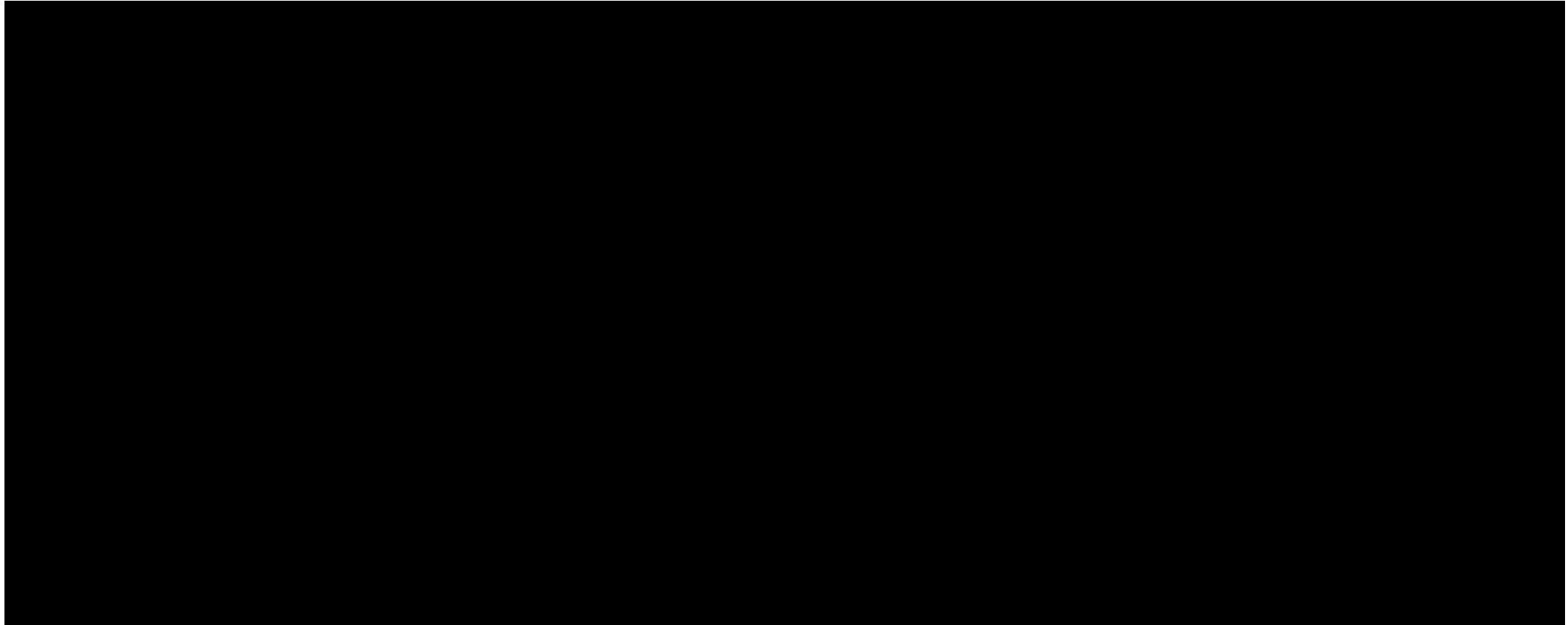
- Person level data

Outcome Measures Under Development



RTC/OM Measure Development Process

At Institute of Community Integration at the University of Minnesota



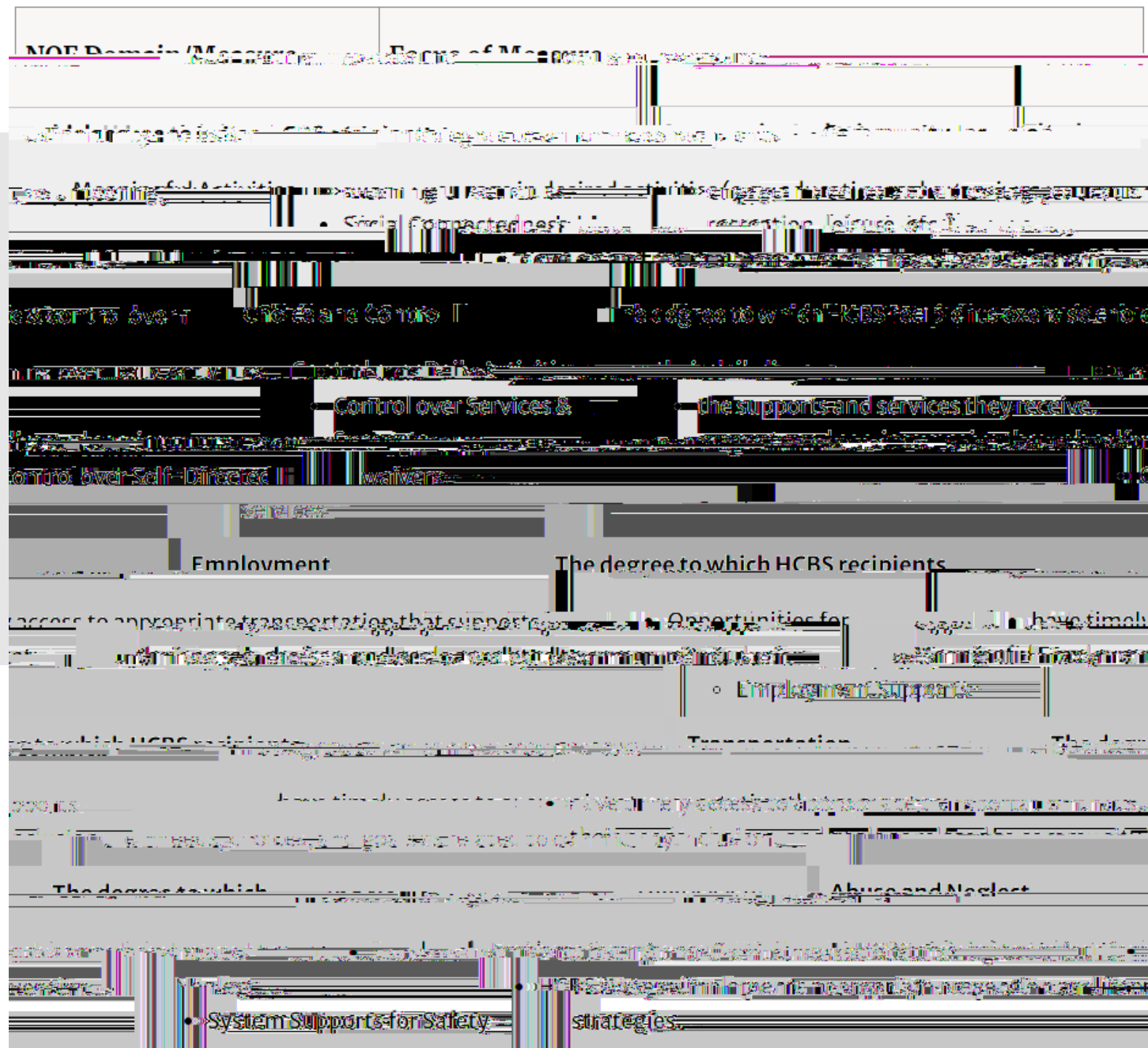
Source: Brief 3: Development of HCBS Outcome Measures

<https://publications.ici.umn.edu/rtcom/briefs/brief-three-development-of-hcbs-outcome-measures>

Measure Concepts in Development by RTC/OM at UMN

Source: Brief 3: Development of HCBS Outcome Measures

<https://publications.ici.umn.edu/rtcom/briefs/brief-three-development-of-hcbs-outcome-measures>



Shirley Ryan Abilitylab Research Projects

Project 1

- Develop and test person-centered outcome measures for HCBS

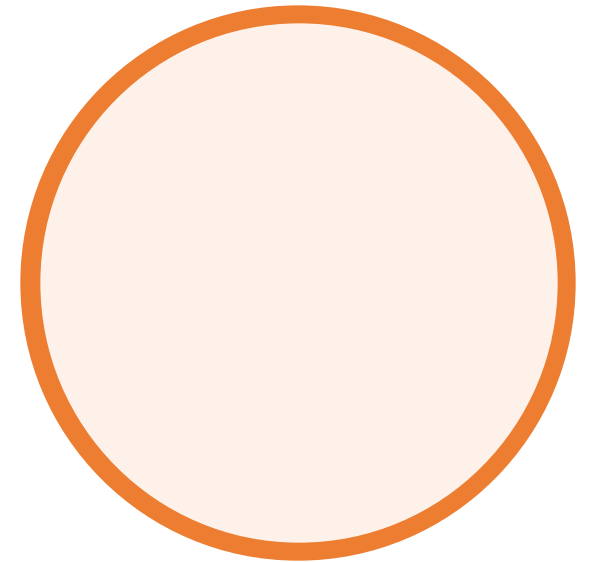
Project 2

- Identify best practices and specific service-delivery competencies of HCBS providers

Project 3

- Develop and test training that improves the skills of HCBS providers

CROR Outcome Measure Development



Identify Concepts

Developed list of concepts

Used National Quality Forum Outcome domains to narrow scope

Identified important concepts from the literature

Identified concepts used by RTC/OM

Elicited concepts from our participant council

Analyzed instruments used in HCBS

Selected items

Reviewed, refined item wording

Evaluated psychometric properties

Selected concepts

What had coverage and what didn't?

What had incomplete coverage?

Participant council guidance in choosing

- Formed definition
- Elicited sub-concepts for each concept

Develop Instrument

Item development was guided by:

Participant Council

Existing literature and
instruments, RTCOM database

Instrument Sections:

Sub-Concept of Outcome

Overall Outcome of Concept

Importance

Progress over time

Perception of Support

:



Choice and Control Over Diet & Nutrition



Choice and Control Over Finances/Money



Choice and Control Over Healthcare



Choice and Control Over How Time is Spent



Choice and Control Over Living Arrangement

Cognitive Testing

Purpose

- Make sure items are
 - Clear to respondents
 - Measure what we want to measure

Methods

- Interview 25 individuals who use HCBS from different disability groups and backgrounds
 - Ask questions from the surveys
 - Pay attention to non-verbal cues
 - Ask why they chose their answers
 - Ask for suggestions on how to make wording clearer



Implementing HCBS Outcome Measures in HCBS Delivery Systems



HCBS Outcome Measure Implementation

Approaches to Data Collection

Surveys

Sample

Data collected by external parties

Report at the population level

Claims data

Full population

Data submitted by providers

Interviews
with HCBS
participants

May be done with sample or full population as part of care4.9 Tm0 g0 G[M

Measure Calculation and Reporting



Calculation

Data collected from individuals are entered into a database for analysis

Provider-specific or centralized database, depending on use

Creating measures from individual items

Inclusion/exclusion criteria

Risk adjustment or stratification



Reporting

Levels: State, program, provider, person

Purpose: Internal use (program improvement); public reporting

Discussion

Implementation
and Use of

Wrap Up

Project 3: Person-Centered Training

Develop a manualized training designed to support person-centered care

Come visit
us at our
exhibitor
table



Interest in participating in the
training or measure testing

Get a sneak peak of our training
module

Provide input on our projects

Get more information on our
projects

For Further
Information,
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Thank you!



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