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# Monitor, Evaluate and Respond: Use Measurement to Demonstrate Performance

September, 25 2019

# Welcome and Introductions

- Torshira Moffett, MPH
  - Director of Product Development
  - National Committee for Quality Assurance (NCQA)

# Agenda



About NCQA

NCQA's LTSS Measurement Framework

Additional Resources

# What we do, and why

## OUR MISSION

*To improve the quality of health care*

## OUR METHOD



### *Measurement*

We can't improve  
what we don't  
measure



### *Transparency*

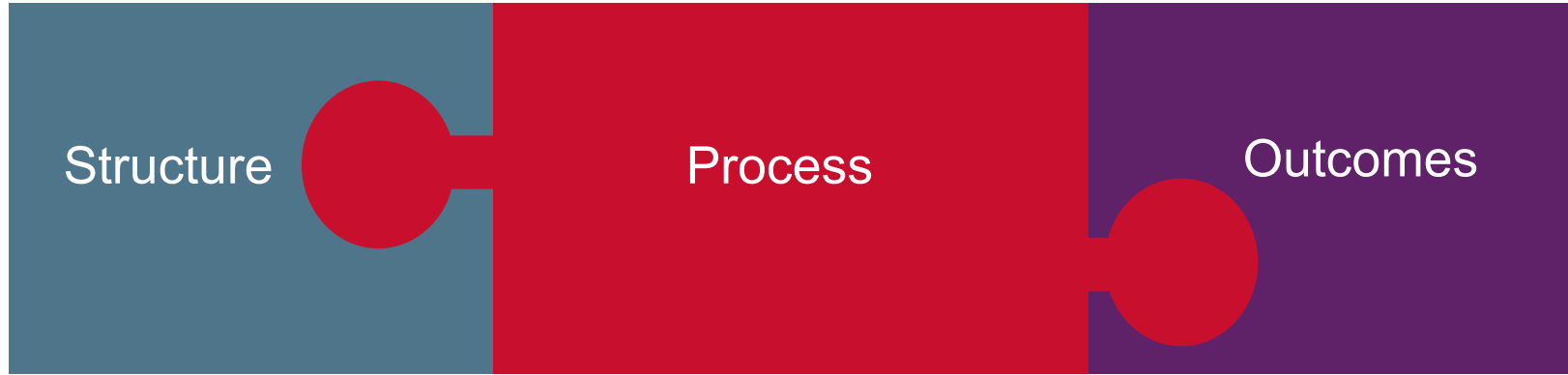
We show how  
we measure so  
measurement will  
be accepted



### *Accountability*

Once we measure,  
we can expect and  
track progress

# Improving Quality Measurement for LTSS



*What resources or systems are in place?*

*What activities are done?*

*What is the result?*

*NCQA's LTSS standards and HEDIS LTSS measures provide a quality measurement framework.*

# LTSS Landscape

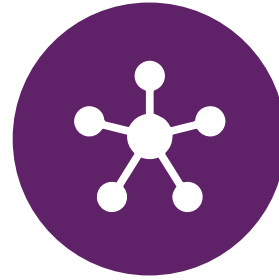
## *Why NCQA Created the LTSS Programs*



Increase in use of home and community-based services to deliver LTSS



Shift in coordination of LTSS to managed care from fee-for-service

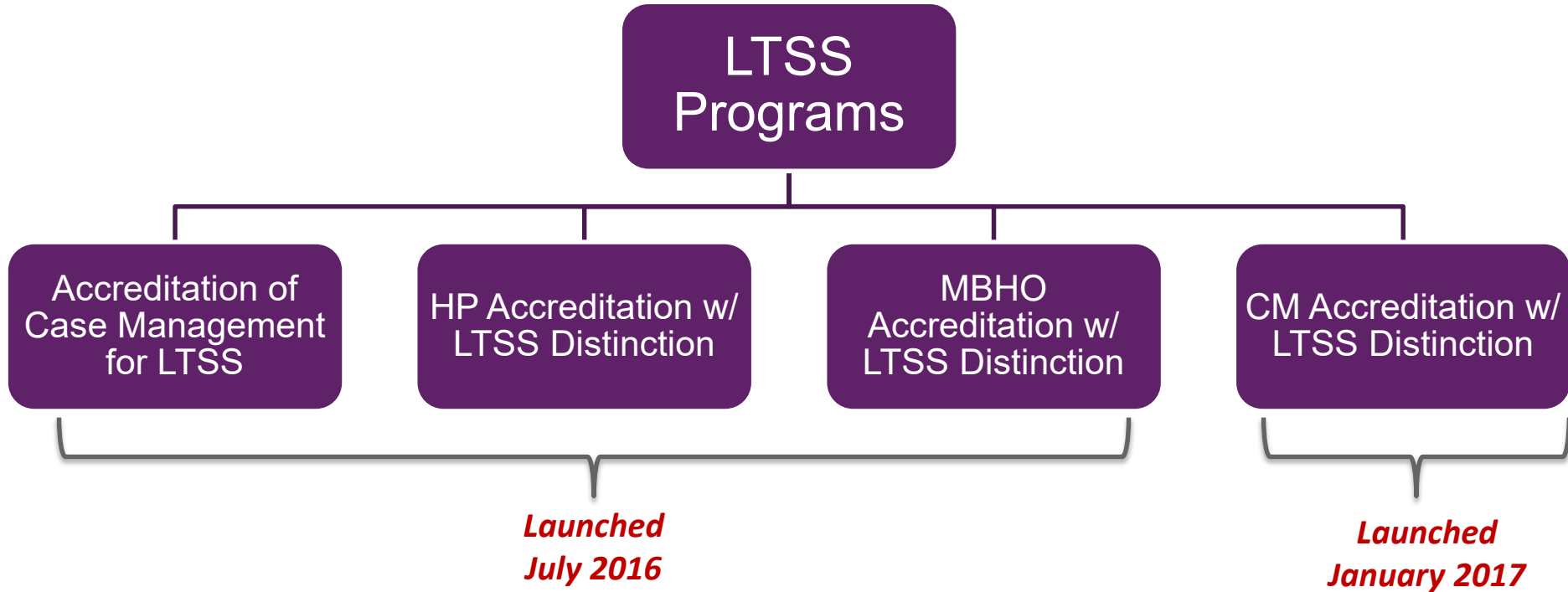


States seeking accountable, integrated health care delivery



Interest in improving the quality of care for people with complex care needs

# NCQA's LTSS Evaluation Programs

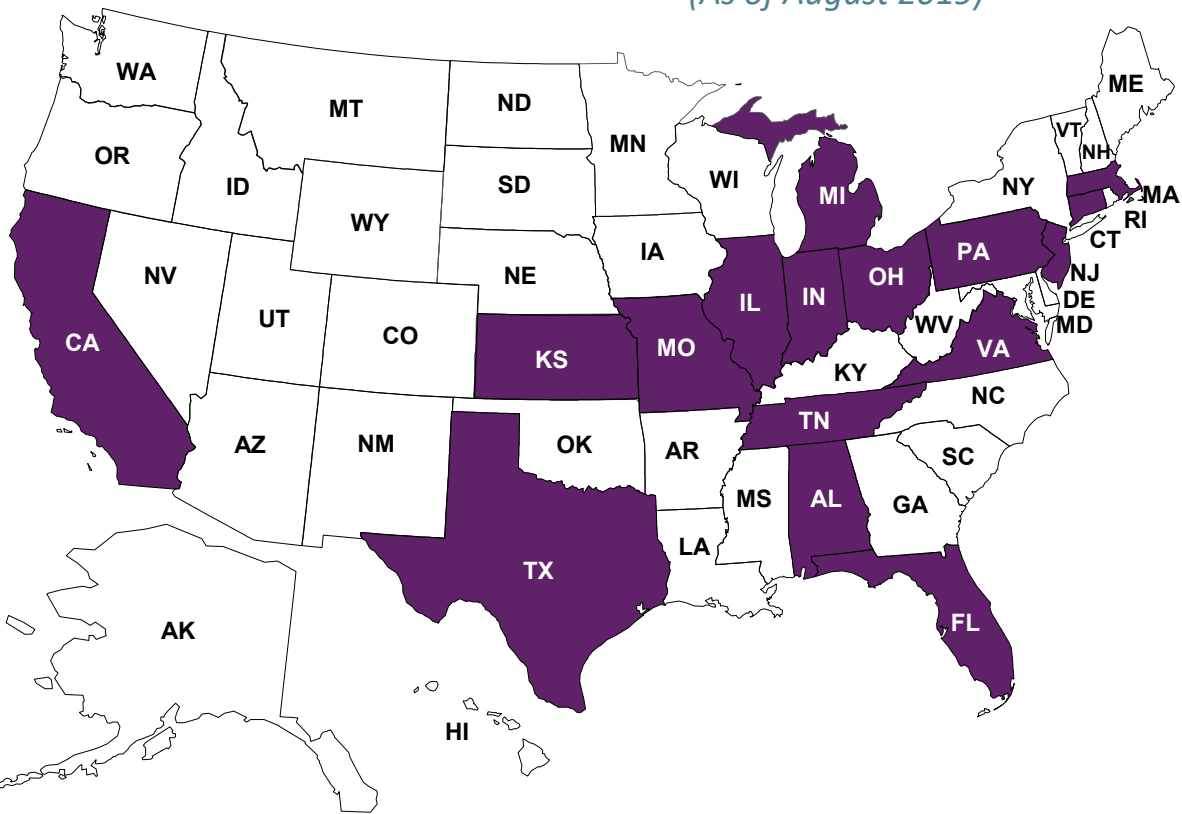


HP = Health Plan

MBHO = Managed Behavioral Healthcare Organization

# Program Adoption

(As of August 2019)



**103** organizations have received accreditation, distinction or are in process

**79** organizations in **16** states with accreditation or distinction

- 68 organizations with CM-LTSS Accreditation
- 10 health plans and 1 case management organization with LTSS Distinction



# State Adoption of NCQA's LTSS Programs

## NCQA CM-LTSS Accreditation Required for Providers

- Massachusetts

## Support for Providers to Pursue CM-LTSS Accreditation

- Alabama

## NCQA LTSS Distinction Required for Plans

- Kansas
- Pennsylvania
- Tennessee
- Virginia
- North Carolina

# CM-LTSS Accreditation



**LTSS 1:**  
Program Description



**LTSS 5:**  
Measurement and Quality  
Improvement



**LTSS 2:**  
Assessment Process



**LTSS 6:**  
Staffing, Training and  
Verification



**LTSS 3:**  
Person-Centered Care  
Planning



**LTSS 7:**  
Rights and Responsibilities



**LTSS 4:**  
Care Transitions



**LTSS 8:**  
Delegation

# CM-LTSS Accreditation Overview

## **LTSS 1: Program Description**

Use current and emerging evidence and professional standards in the development, ongoing review and update of their programs.

## **LTSS 2: Assessment Process**

Have a systematic process for assessing the needs and characteristics of the individuals it serves.

## **LTSS 3: Person-Centered Care Planning**

Coordinate person-centered services for individuals by developing of individualized case management plans and monitoring progress against the plans.

## **LTSS 4: Care Transitions**

Establish a process for safe transitions and analyze the effectiveness of the process.

# CM-LTSS Accreditation Overview

## **LTSS 5: Measurement and Quality Improvement**

Measure and work to improve individuals' experience, program effectiveness and active participation rates.

## **LTSS 6: Staffing, Training and Verification**

Define staffing needs, provide staff with ongoing training and oversight, and verify health care staff credentials, where applicable.

## **LTSS 7: Rights and Responsibilities**

Communicate commitment to the rights of individuals and their expectations of individuals' responsibilities, as well as mitigating critical incidents.

## **LTSS 8: Delegation**

Monitor the functions performed by other organizations for the health plan.

# HEDIS LTSS Measures (2019)

LTSS Comprehensive Assessment  
and Update

LTSS Comprehensive Care Plan and  
Update

LTSS Shared Care Plan with Primary  
Care Practitioner

LTSS Reassessment/Care Plan  
Update after Discharge

- 4 first-year measures included in special HEDIS volume for health plans and CBOs
- Specified to use case management data
- Optional reporting to NCQA with no public reporting
- Data not audited

*Developed under contract with CMS and partnership with Mathematica Policy Research*

# NCQA's LTSS Measurement Framework: Key Takeaways



Demonstrates use of a nationally endorsed quality framework for people with complex care needs



Ensures the use of structured processes to manage care transitions and deliver person-centered care




Supports contracting between states, health plans and other case management organizations



# Resources

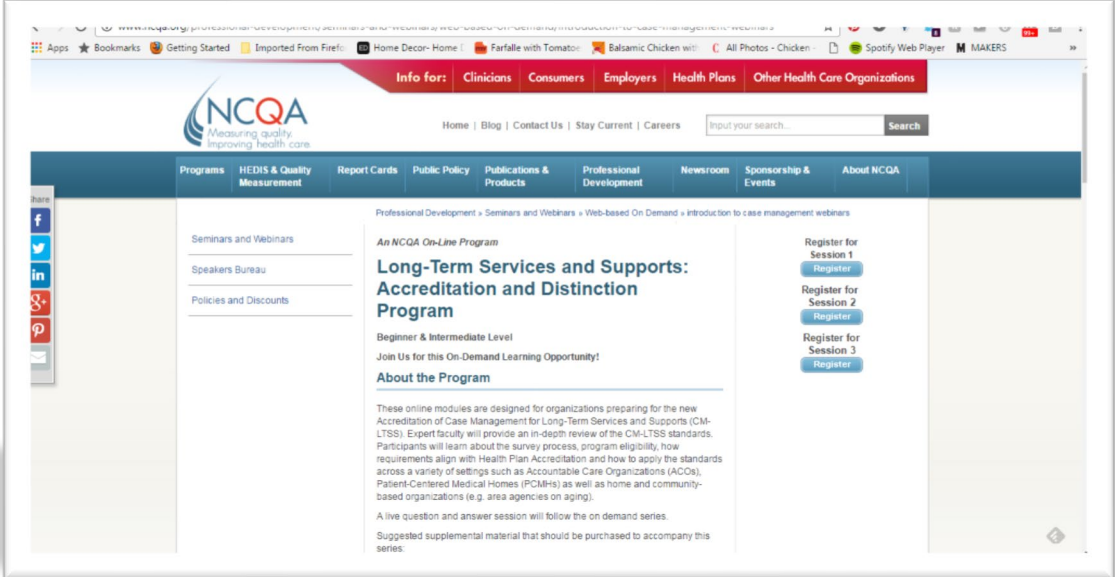
# NCQA Educational Resources



**A Roadmap to Success in LTSS**  
A compilation of resources to guide organizations through meeting Case Management and Health Plan Standards for LTSS

Icons representing various resources: document, folder, person, refresh, chart, and list.

Logos for **Scan FOUNDATION**, **NCQA** (Measuring quality. Improving health care.), and **The John A. Hartford Foundation**.



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**An NCQA On-Line Program**  
**Long-Term Services and Supports: Accreditation and Distinction Program**

Beginner & Intermediate Level  
Join Us for this On-Demand Learning Opportunity!  
**About the Program**

These online modules are designed for organizations preparing for the new Accreditation of Case Management for Long-Term Services and Supports (CM-LTSS). Expert faculty will provide an in-depth review of the CM-LTSS standards. Participants will learn about the survey process, program eligibility, how requirements align with Health Plan Accreditation and how to apply the standards across a variety of settings such as Accountable Care Organizations (ACOs), Patient-Centered Medical Homes (PCMHs) as well as home and community-based organizations (e.g. area agencies on aging).

A live question and answer session will follow the on demand series.  
Suggested supplemental material that should be purchased to accompany this series.

Register for Session 1  
Register for Session 2  
Register for Session 3



**LTSS Best Practices Academy**  
Presented by NCQA





## Contact:

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# Thank You!



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