



# Improving Outcomes for Individuals with Complex Needs

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# Who We Are

**Private, independent non-profit health care quality oversight organization founded in 1990**

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## ***MISSION***

***To improve the quality of health care.***

## ***VISION***

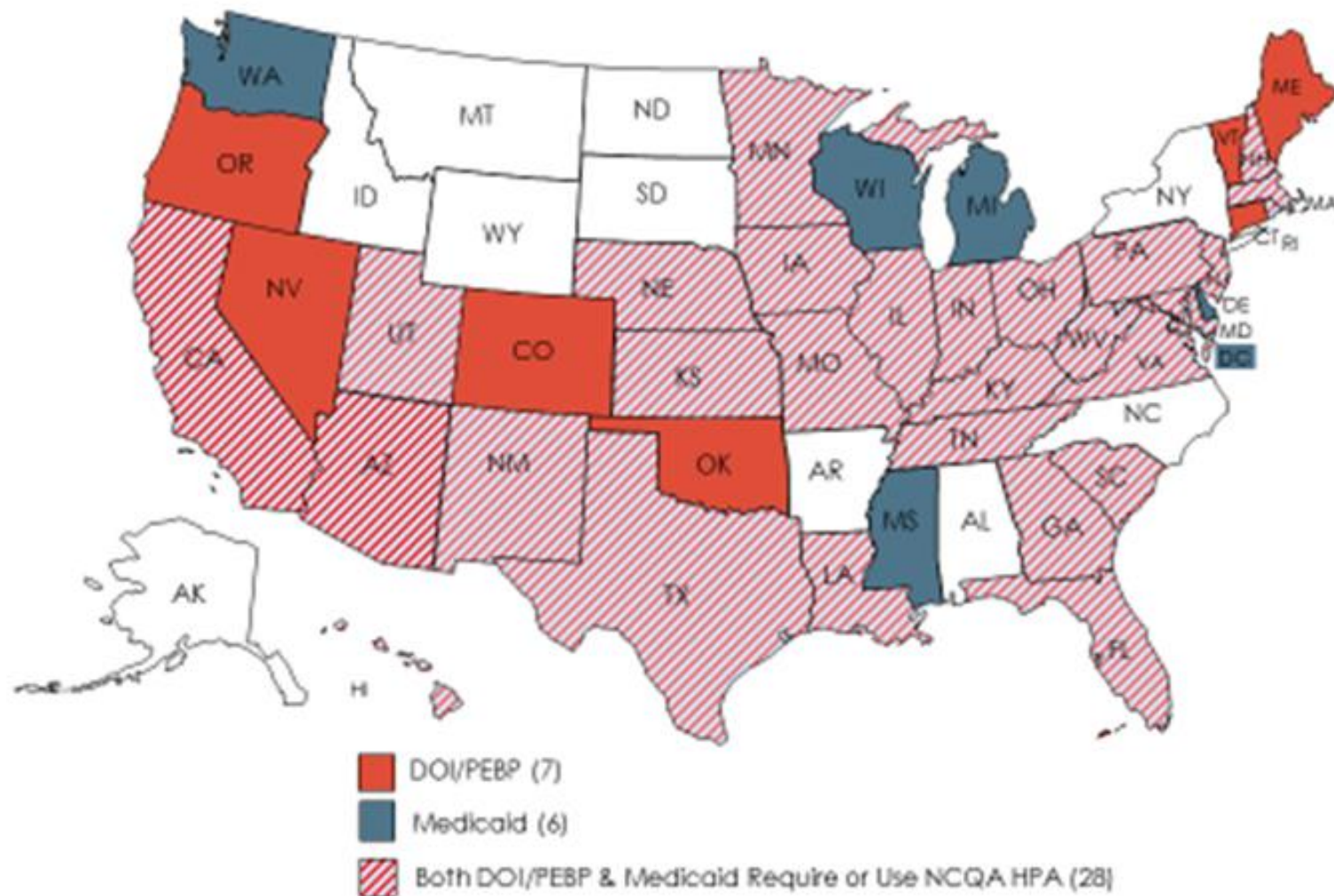
***To transform health care through quality measurement, transparency, and accountability.***

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## ***ILLUSTRATIVE PROGRAMS***

- \* HEDIS – Healthcare Effectiveness Data and Information Set
- \* Health Plan Accreditation \* Multicultural Healthcare Distinction
- \* Disease Management \* Utilization Management & Credentialing Certification
- \* Wellness & Health Promotion Accreditation \* Health Plan Rankings \* Case Management Accreditation
- \* ACO Accreditation \* Patient-Centered Medical Home \* Patient-Centered Specialty Practice
- \* Patient-Centered Connected Care \* Diabetes Recognition \* Heart/Stroke Recognition

# 41 States Require or Use NCQA Health Plan Accreditation (June 2016)



# NCQA's Approach

Standards guide  
design of  
integrated  
person-driven  
care systems

Process  
measures assess  
implementation

Outcome  
measures assess  
goal attainment  
and person-  
driven outcomes

Best practices  
aid  
implementation

**Evaluating the quality of person-driven care requires a special approach**

# LTSS Accreditation Builds Capability

- **Coordination of person-centered LTSS**
- **Collaboration between CBOs and MCOs**
- **Measurement and improvement**



# Aligned Expectations for Quality Across Three NCQA Programs

## Accreditation of Case Management for LTSS

- Evaluation for community-based organizations (CBOs) or stand-alone MLTSS plans

## Health Plan Accreditation (HPA) w/ LTSS Distinction

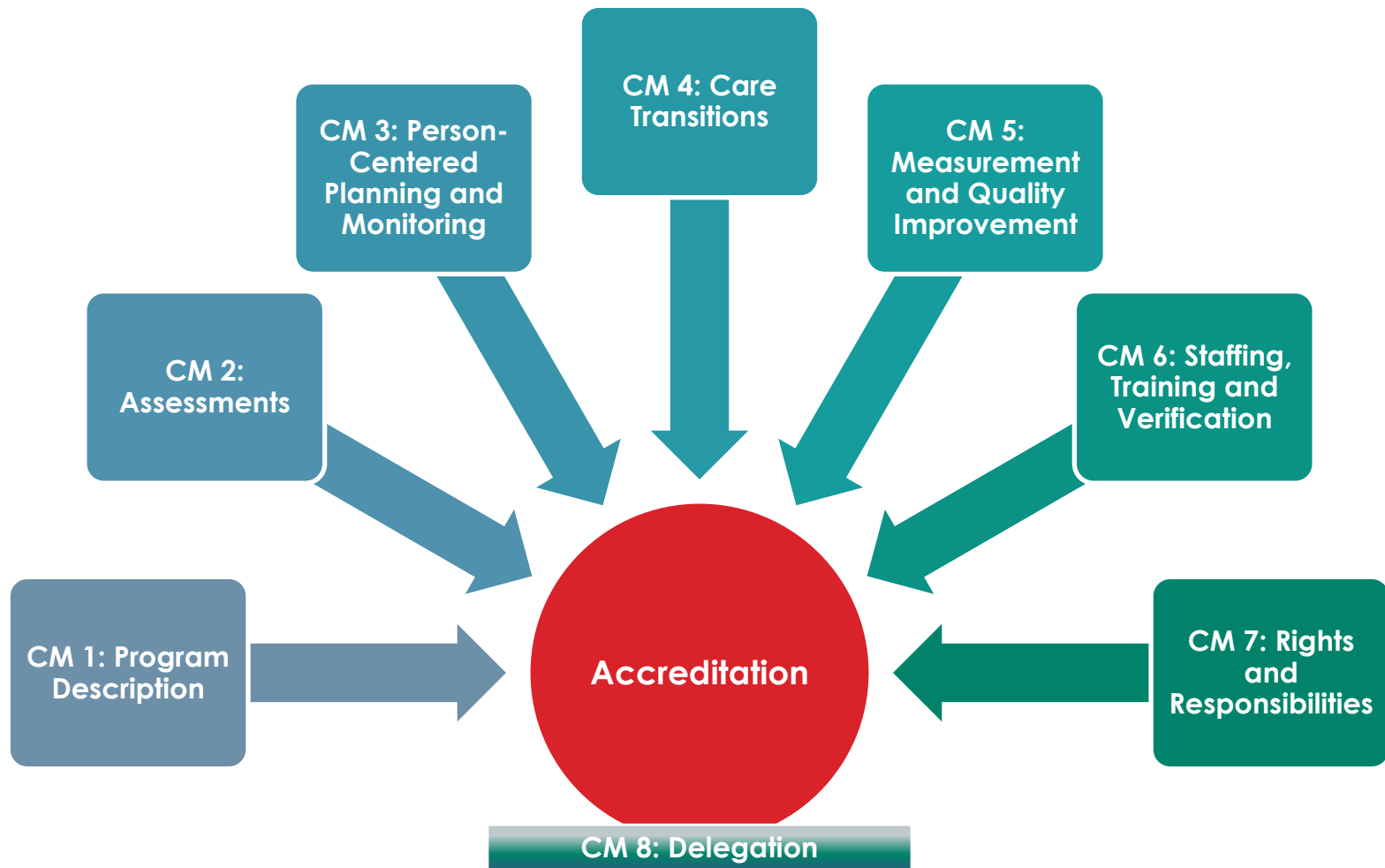
- Module for comprehensive MLTSS plans
- May be completed as part of Accreditation Survey

## MBHO Accreditation w/ LTSS Distinction

- Aligned with framework for HPA

# Case Management-LTSS Accreditation

NEW



# Program Description

## LTSS 1

- Requires organizations to use current and emerging evidence in development, ongoing review and updating of their programs.



**Element A**  
Program Description



**Element B**  
Systematic Review of  
Evidence and Professional  
Standards



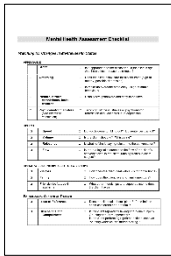
**Element C**  
Program Content Consistent  
With Evidence and  
Professional Standards



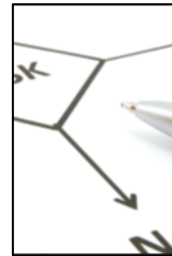
# Assessment Process

## LTSS 2

- Requires organizations to have a systematic process for assessing the needs of the population it serves, and performs assessments relevant to the individuals served.



**Element A**  
Population Assessment



**Element B**  
Assessment of Health,  
Functioning and  
Communication Needs



**Element C**  
Resource Assessments



**Element D**  
Comprehensive Assessment  
Implementation

# Person-Centered Care Planning and Monitoring

## LTSS 3

- Requires organizations to coordinate person-centered services for individuals through the development and individualized case management plans and monitors progress against those plans.



### Element A

Person-Centered Assessments



### Element B

Person-Centered Care Planning Process



### Element C

Implementing the Care Planning Process

# Care Transitions

## LTSS 4

- Requires organizations to have a process for managing care transitions, identifying problems that could cause unplanned transitions and preventing unplanned transitions, when possible.



### **Element A**

Process for Transitions



### **Element B**

Reducing Unplanned Transitions for Individuals



### **Element C**

Reducing Unplanned Transitions for the Population

# Measurement and Quality Improvement

## LTSS 5

- Requires organizations to measure and work to improve individual experience, program effectiveness and active participation rates.



### Element A

Experience With Case Management



### Element B

Track and Analyze the First Measure of Effectiveness



### Element C

Track and Analyze the Second Measure of Effectiveness



### Element D

Track and Analyze the Third Measure of Effectiveness



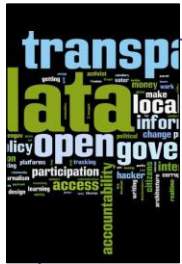
### Element E

Action and Remeasurement

# Measurement and Quality Improvement (cont'd)

## LTSS 5

- Requires organizations to measure and work to improve individual experience, program effectiveness and active participation rates.



### Element F

Transparency in Reporting Outcomes



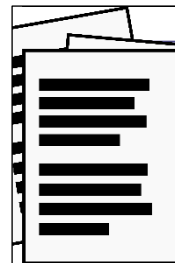
### Element G

Active Participation



### Element H

Improving Participation Rates



### Element I

Transparency in Reporting Participation

# Staffing, Training and Verification

## LTSS 6

- Requires organizations to define staffing needs, provide staff with ongoing training and oversight and verify health care staff credentials, where applicable.



### Element A

Defining Staffing Needs



### Element B

Qualifications and Assistance for LTSS Providers



### Element C

Process for Staff Interactions



### Element D

Initial Training for Staff



### Element E

Monitoring and Training for Staff

# Rights and Responsibilities

## LTSS 7

- Requires organizations to communicate their commitment to their rights of individuals and their expectations of individuals' responsibilities.



### Element A

Critical Incident Management System



### Element B

Individuals' Rights



### Element C

Expectations of Individuals



### Element D

Handling Complaints from Individuals



### Element E

Resolving Complaints

# Delegation

## LTSS 8

- Requires organizations to carefully monitor functions performed by other organizations.



### **Element A**

Written Delegation Agreement



### **Element B**

Provisions for PHI



### **Element C**

Pre-delegation Evaluation



### **Element D**

Review of Case Management Program



### **Element E**

Opportunities for Improvement



# Implementation Guide

- **Supports improvement**
- **Aid to accreditation**
- **Examples, tools and resources drawn from 10 Learning Collaborative sites**
- **Available March 2017**

# LTSS Best Practices Academy



**Forum to discuss challenges and shared best practices with participating organizations**

**Inclusive of 7 live 90-minute webinars led by NCQA staff**

**Opportunity to learn and provide feedback to NCQA**

# Accreditation Launch

- **Standards released July 25**
- **33 Early Adopters have signed up**
- **Evaluations begin January 2017**
- **Best Practices Academy launches January 2017**

<http://www.ncqa.org/newsroom/details/ncqa-s-new-accreditation-and-distinction-programs-improve-quality-of-long-term-services-and-supports>

# Becoming Accredited



**Purchase Standards & Guidelines:** The Case Management for LTSS standards and guidelines detail program requirements and the documentation required to become accredited.



**Download Application Pack, Complete & Send to NCQA:** NCQA reviews application, approves eligibility and schedules survey dates.



**Purchase Survey Tool:** Complete readiness evaluation using online survey tool.



**Submit Completed Survey Tool:** Use the survey tool to submit the completed survey and documentation on the date survey is scheduled to start.



**Offsite Review:** NCQA evaluates non-file review elements off-site via survey tool.

# Becoming Accredited (cont'd)



**Onsite Survey & Preliminary Report:** NCQA conducts an onsite survey to evaluate the file review elements and complete the preliminary report. At the completion of the evaluation, **NCQA performs a closing presentation with staff** that identifies overall strengths and opportunities found in the review.



**Review Preliminary Report:** In general, the organization receives the preliminary report in two weeks at which time they have an opportunity to review and may provide comments to NCQA.



**Review Oversight Committee:** NCQA's Review Oversight Committee reviews report and makes accreditation decision.



**Receive Decision:** In general, you will receive your final report within 34 days of the closing presentation and learn whether you are the newest NCQA-Case Management for LTSS accredited organization.



**Thank you**