Quality Issues and Monitoring for LTSS within Medi-Cal Managed Care

1. We have less information about LTSS delivered in the community than that delivered in institutions.

2. Home and community based services are the greatest challenge in quality assessment and oversight.

3. We essentially have 430,000 locations or facilities where IHSS services are delivered, so how can we design a data collection mechanism or verify information?

4. We have far less information about LTSS than we do about other parts of the service spectrum.

5. We also need to have a degree of separation in our quality monitoring between clients and caregivers to avoid conflicts of interest.
6. We should start with “process” indicators that may be drawn from external sources, for example:

   a. Has a caregiver completed training on key topics?
   b. Do the caregiver and client participate in a care mgmt team?
   c. What is the experience of avoidable ER visits?
   d. Have we been able to reduce the length of time in homecare (where appropriate)?
   e. Can we develop assessments that are administered by CBAS or MSSP providers?
7. Can we create processes in which consumers establish goals for themselves and we measure attainment of those goals?

8. Can we have consumers report hours of mobility or hours/days of community engagement?

9. Can we develop standards of consumer satisfaction and collect information in a conflict free manner?

10. Can health care providers track certain health-related indicators that reflect quality long-term care?
   a. Weight management
   b. Medication compliance
   c. Minor wound care
   d. Malnutrition/dehydration
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11. Can we use some of the metrics used for SNFs (Medicare’s star rating)?

12. Can we create useful sampling of the population?

13. Who will pay for this system and is it part of the “Administration” expense that is restricted by Medical Loss Ratio standards?

14. We must all agree that client direction is not a substitute for quality.

15. How do we measure progress in the quality of LTSS and not just high performance, especially in making financial awards such as pay-for-performance bonuses?