



**Office for People With
Developmental Disabilities**

Assuring Quality and Performance in DISCO Managed Care

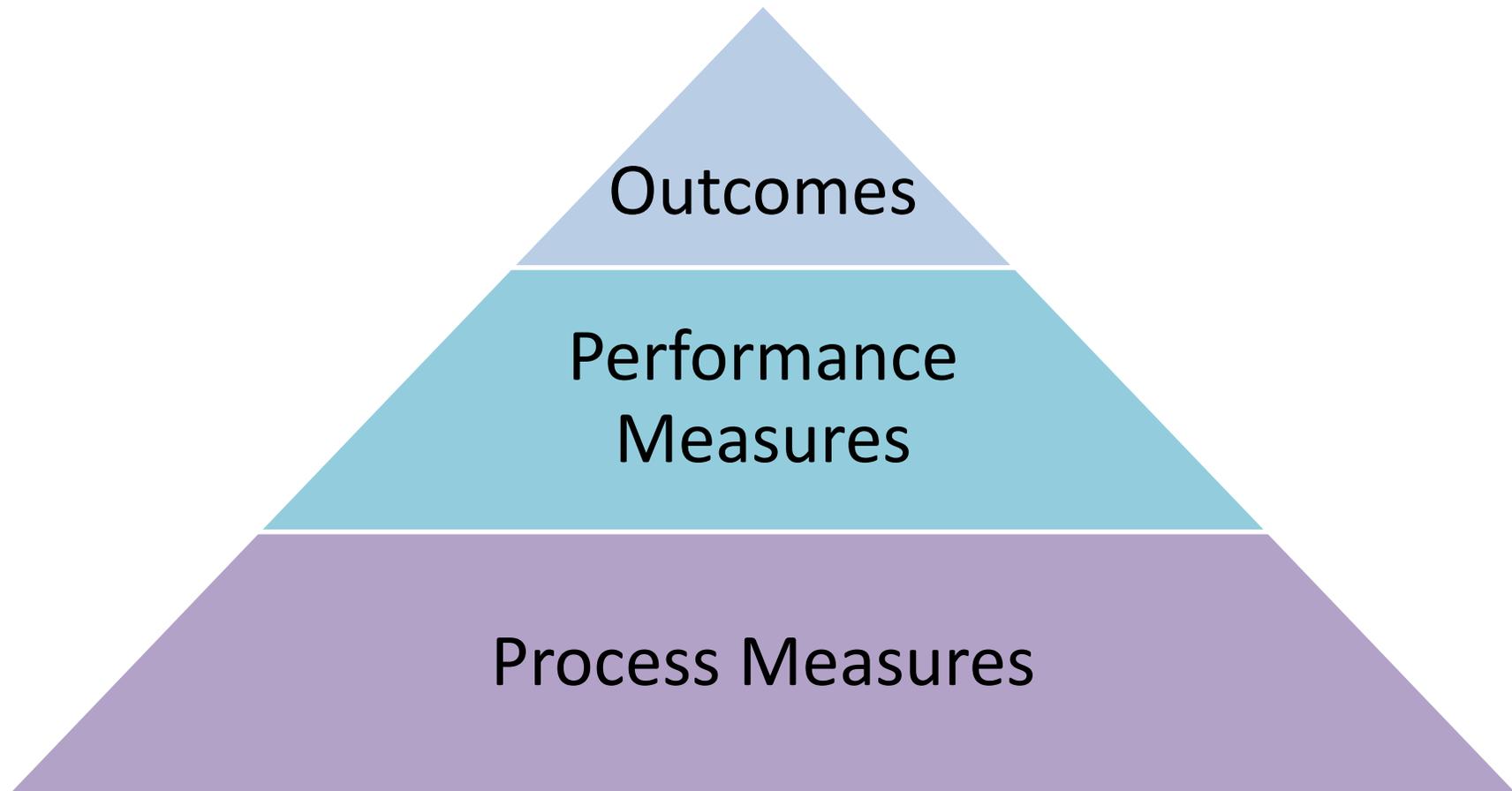
May 21, 2015

Agency Approach

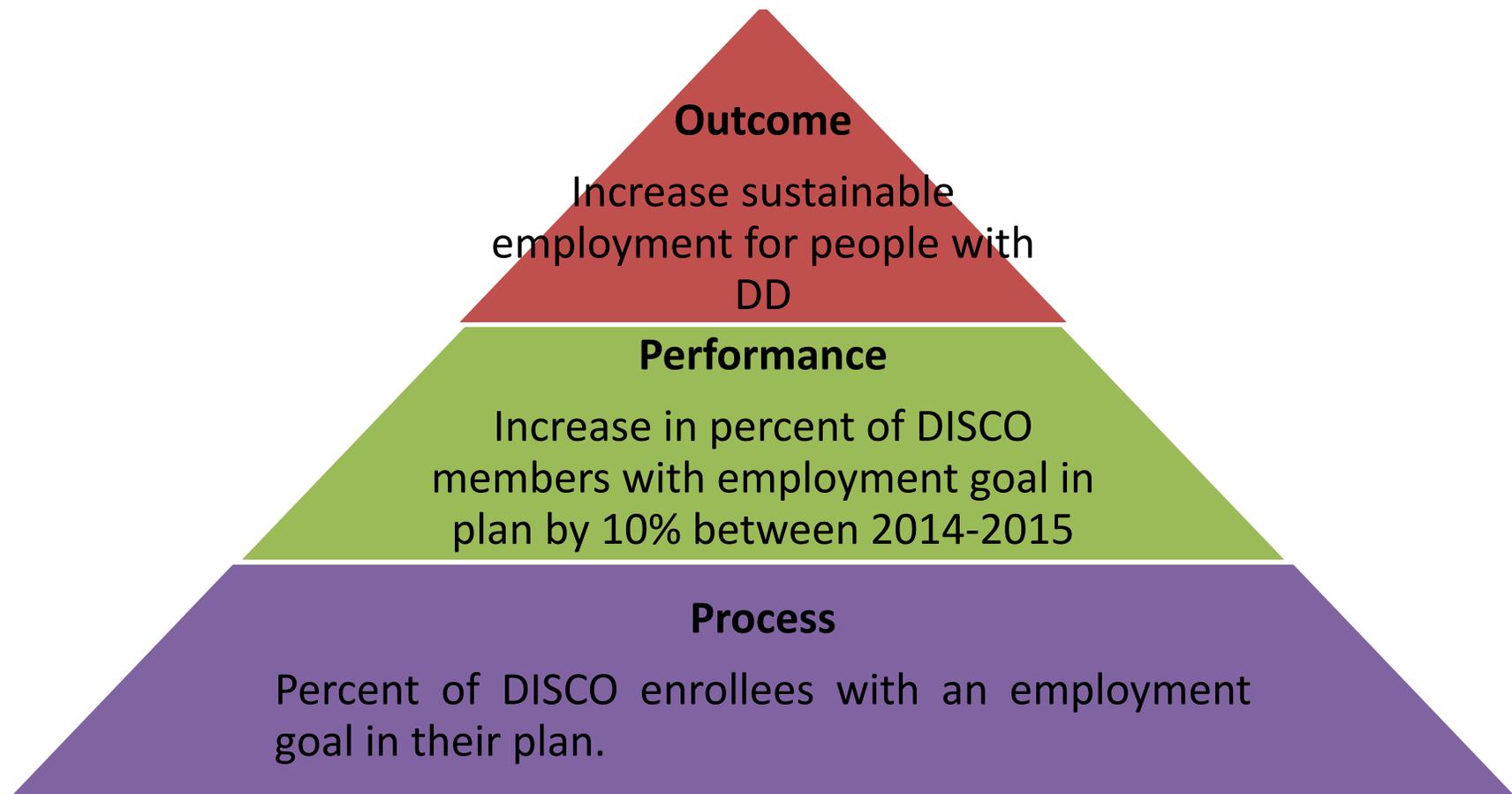
- ❑ Overall Objective: Improve quality of life for individuals with developmental disabilities and their families through improved system performance
- ❑ Adopt perspectives recommended by National Council on Disabilities (NCD) and measures used by NYSDOH and other states' Medicaid programs (specialized for vulnerable populations)
- ❑ Use standardized tools to improve care coordination and measure system performance and individuals' outcomes
- ❑ Assure robust monitoring and prompt resolution of problems or deficiencies
- ❑ Collect and analyze encounter data for covered services
- ❑ DISCO responsible for quality management across all contractual responsibilities, with special focus on network management, utilization management and enrollee and provider services



Measurement Components



Quality Measurement Example – Employment

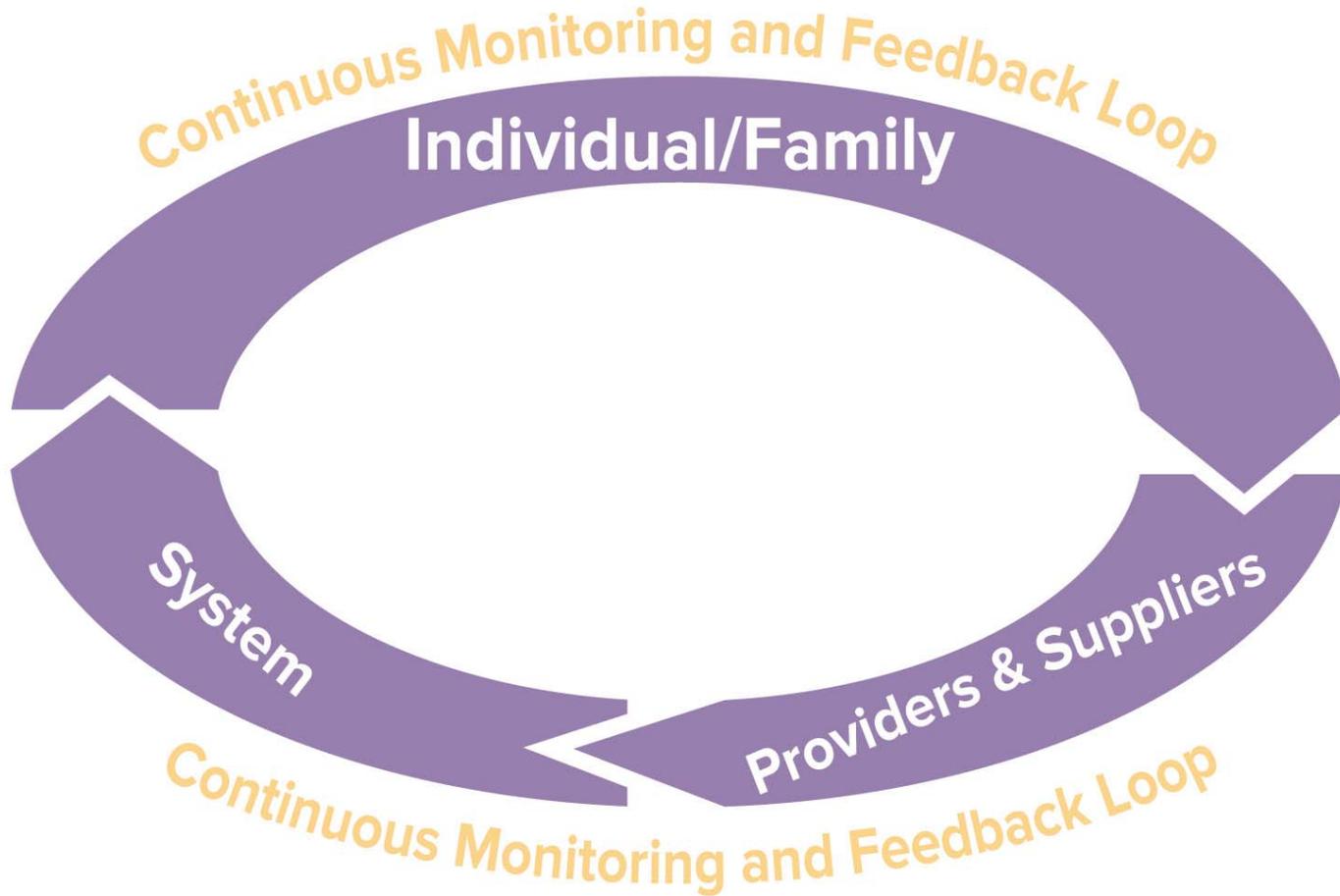


Multiple Avenues for Reporting Quality

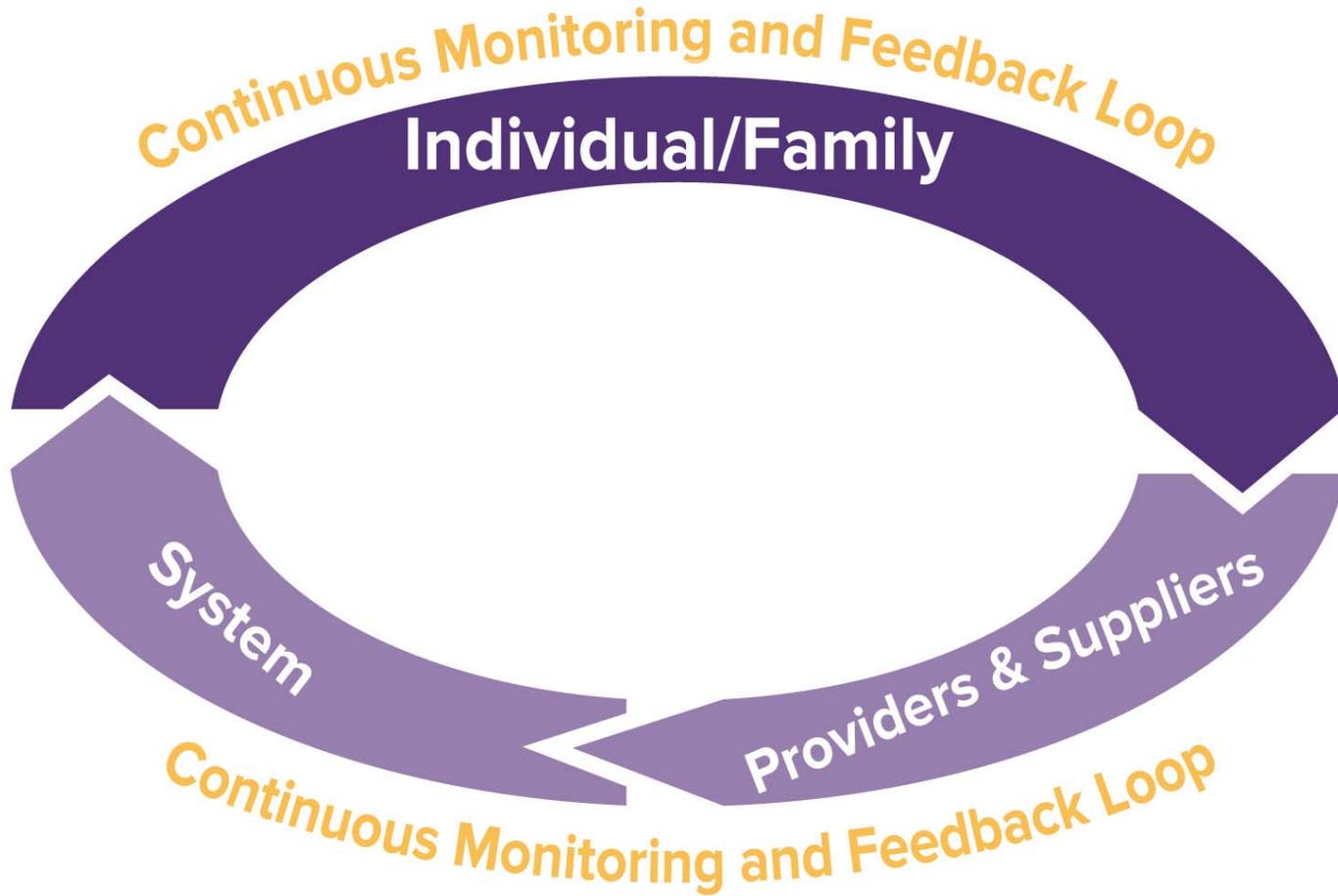
- DISCO Report Cards
 - Use National Core Indicators (NCI) to evaluate DISCO performance at systems level
- Satisfaction Survey administered by OPWDD
- Annual Care Coordination Reviews
 - Use statistically valid sample of DISCO's members
- EQRO Quality Improvement Projects
- Grievance and Complaint Analysis
- Public Reporting (CMS)
- Other



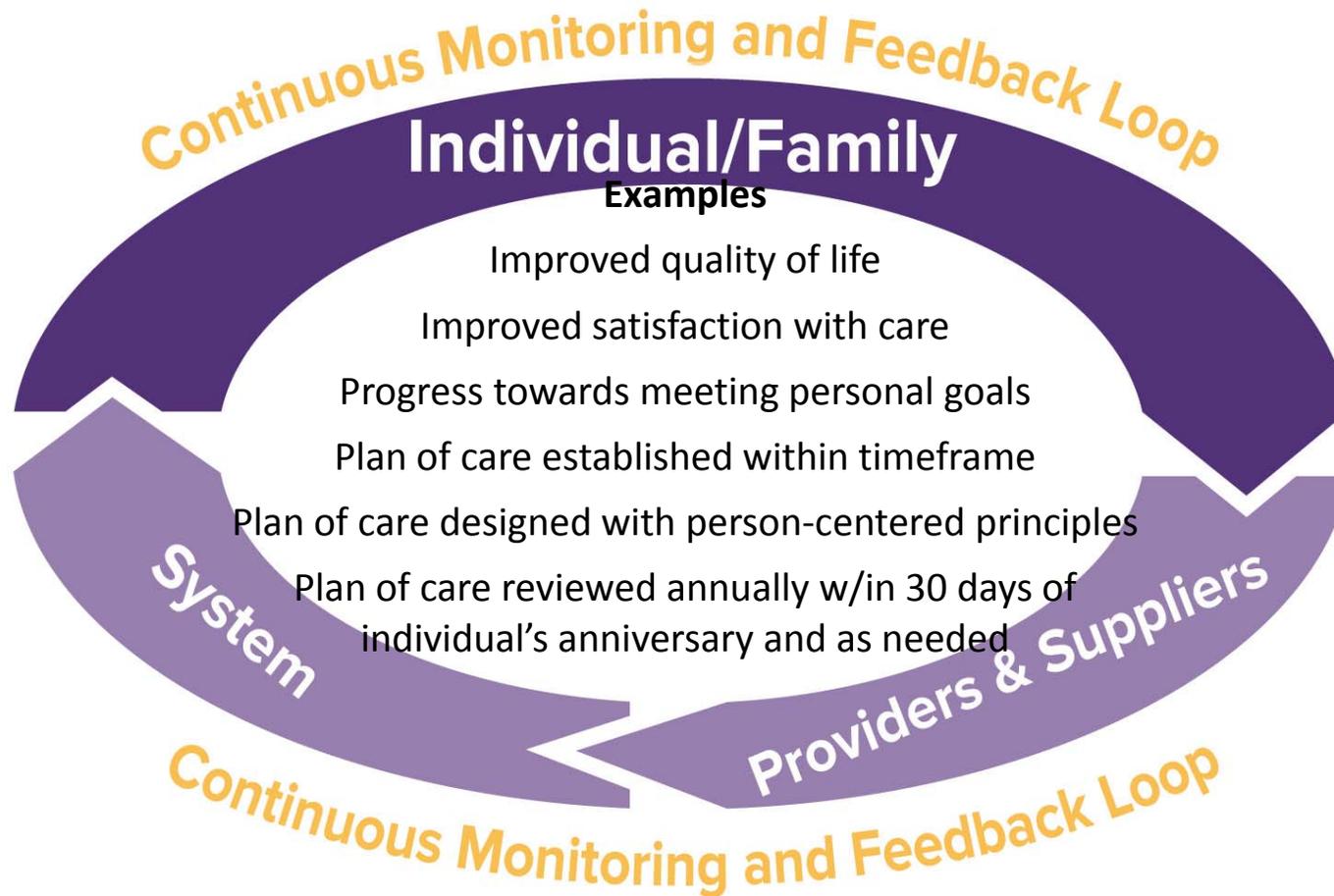
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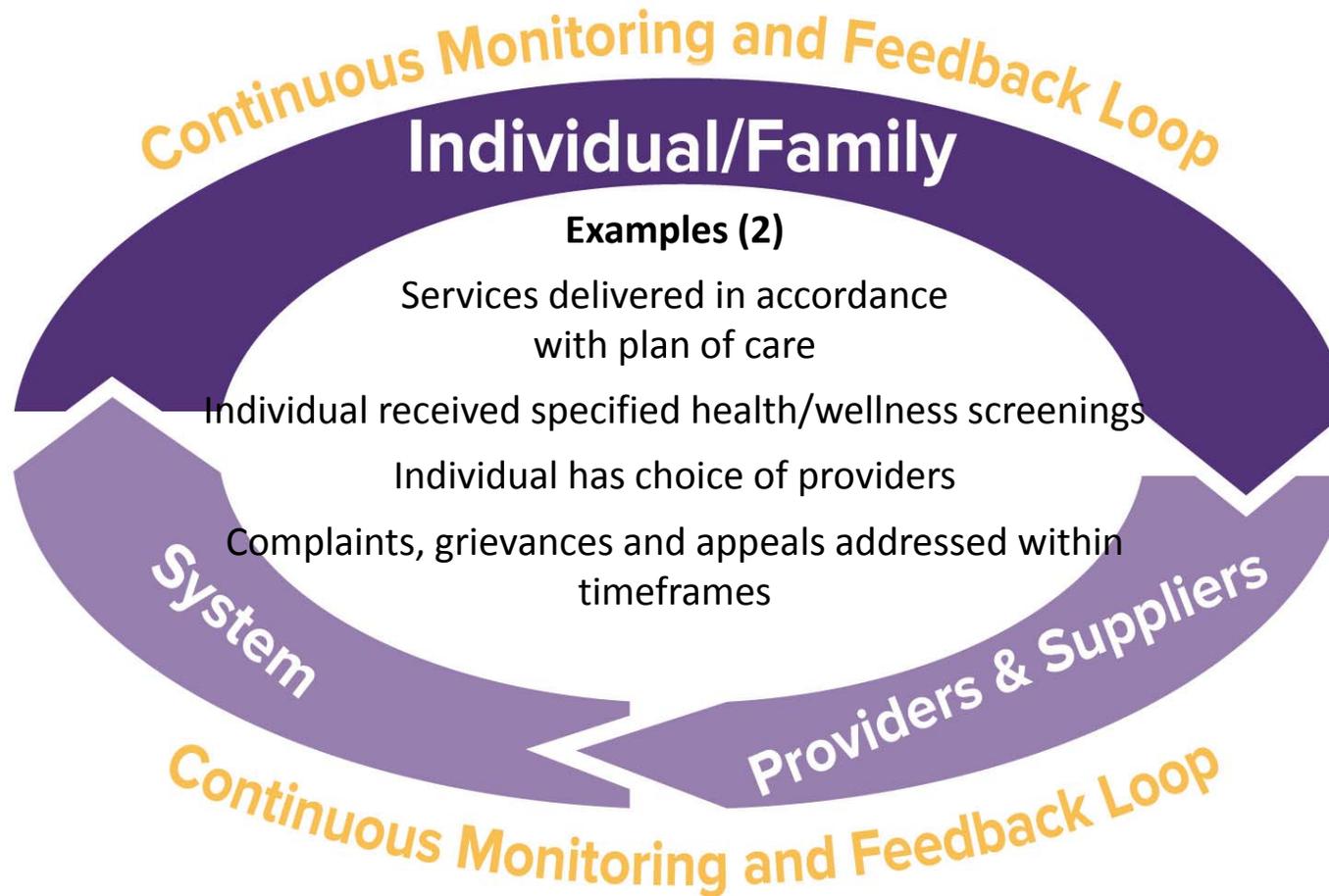
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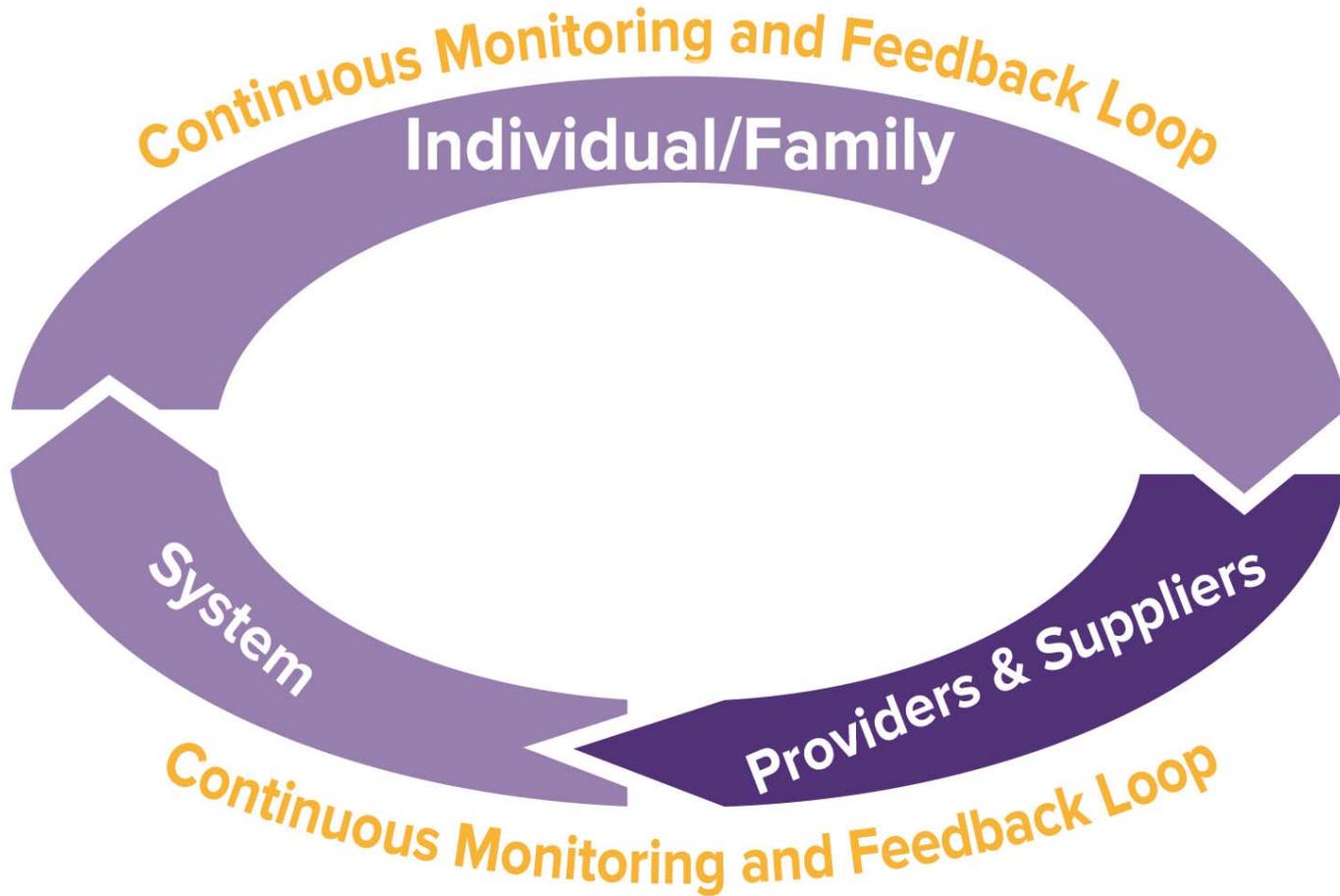
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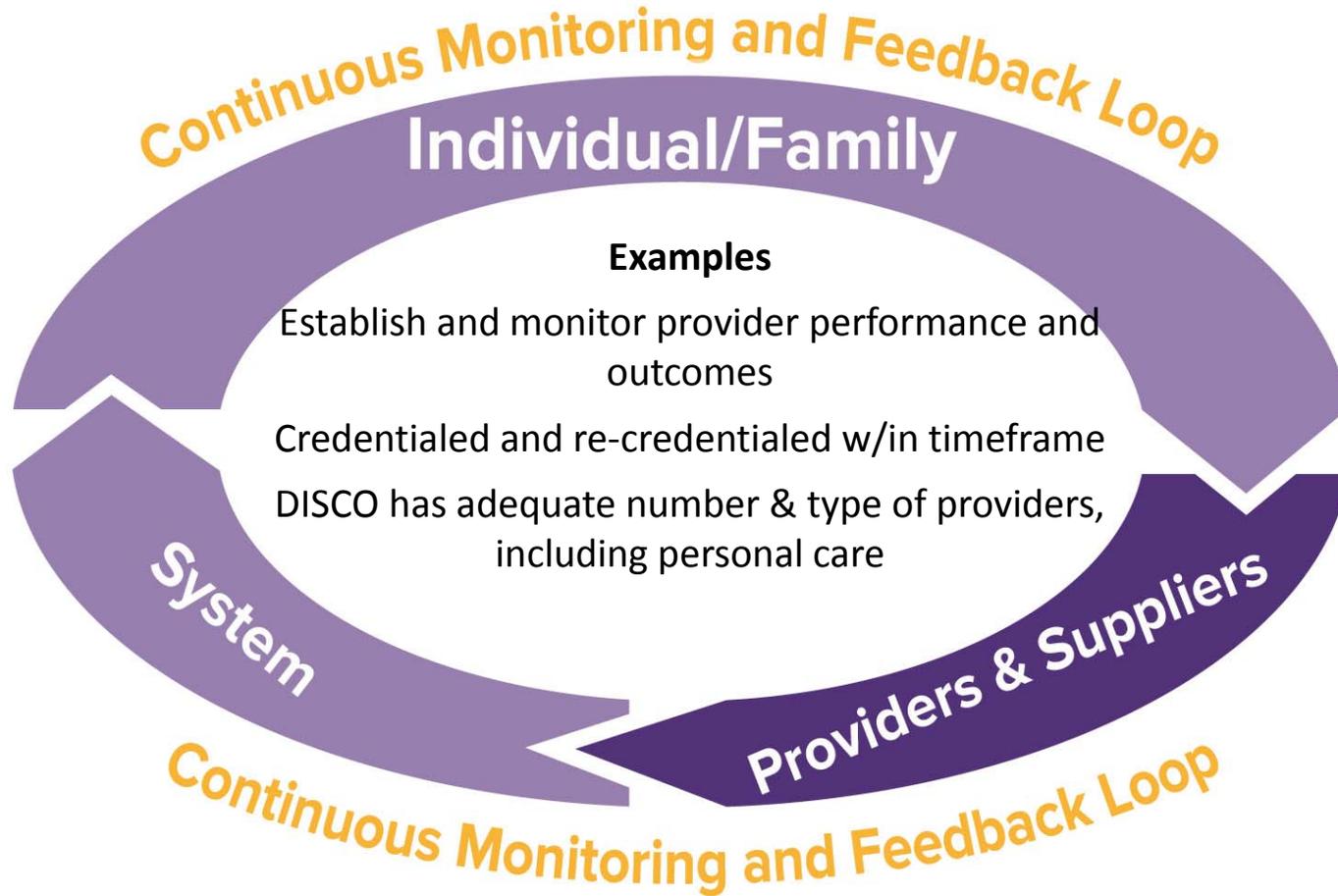
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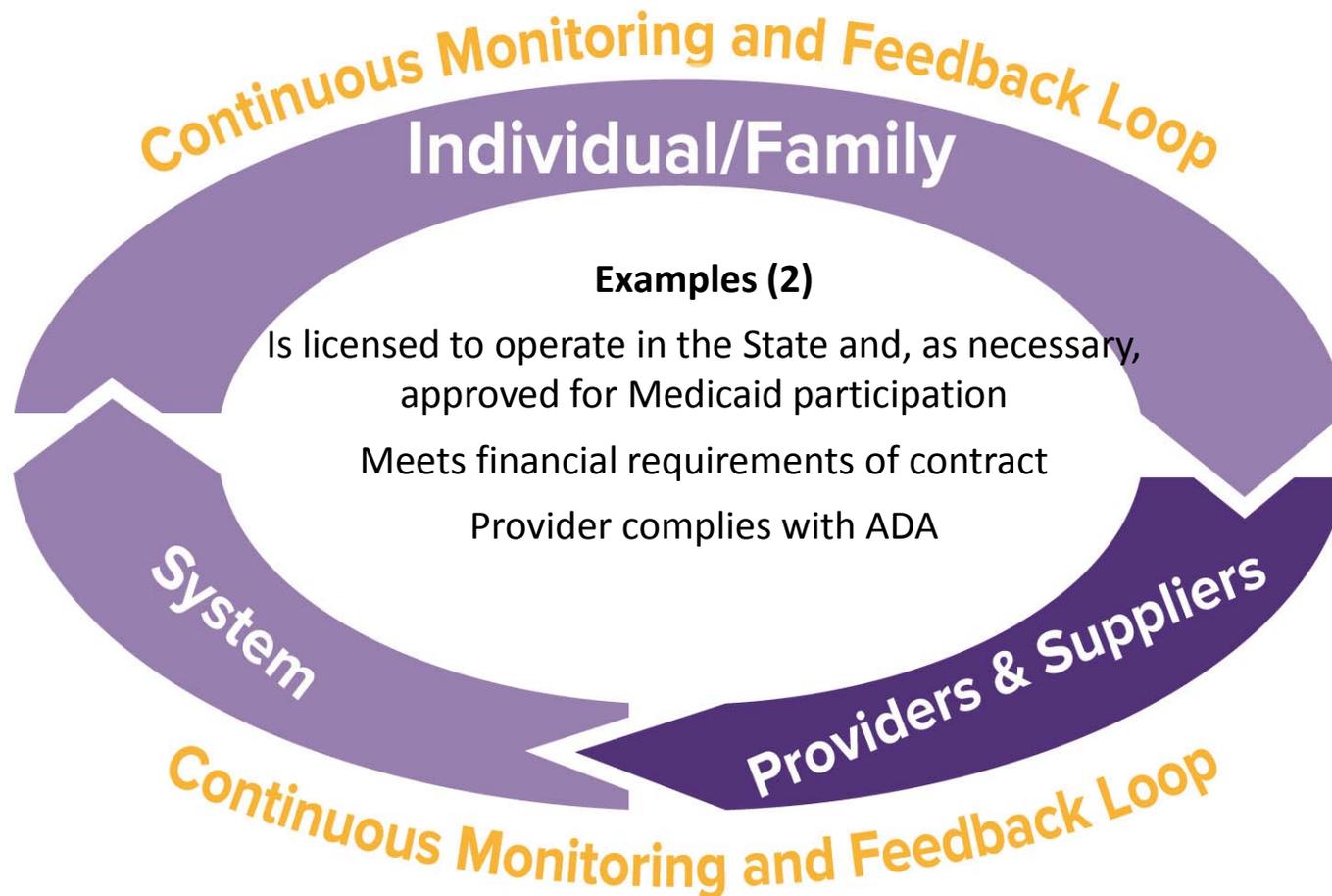
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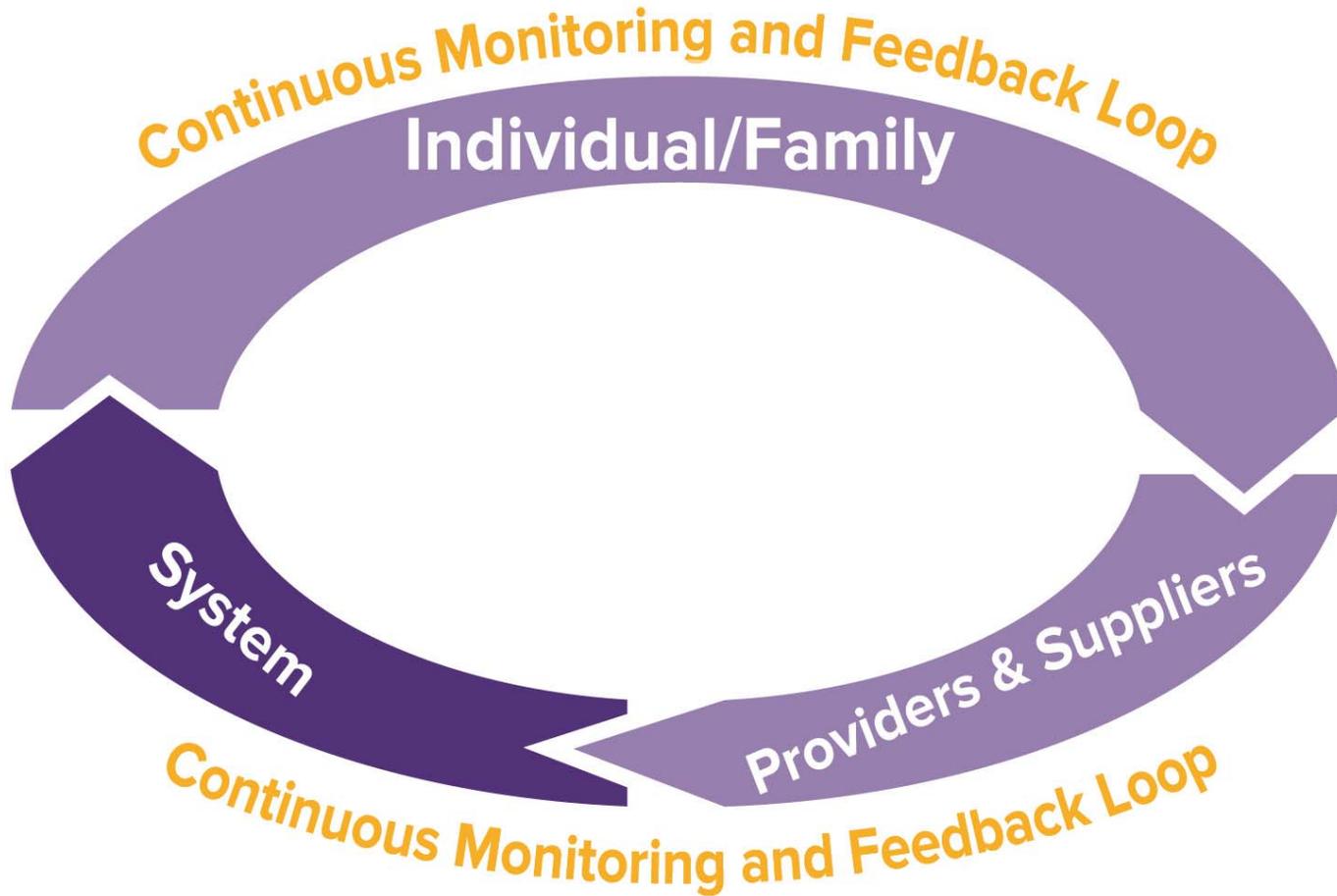
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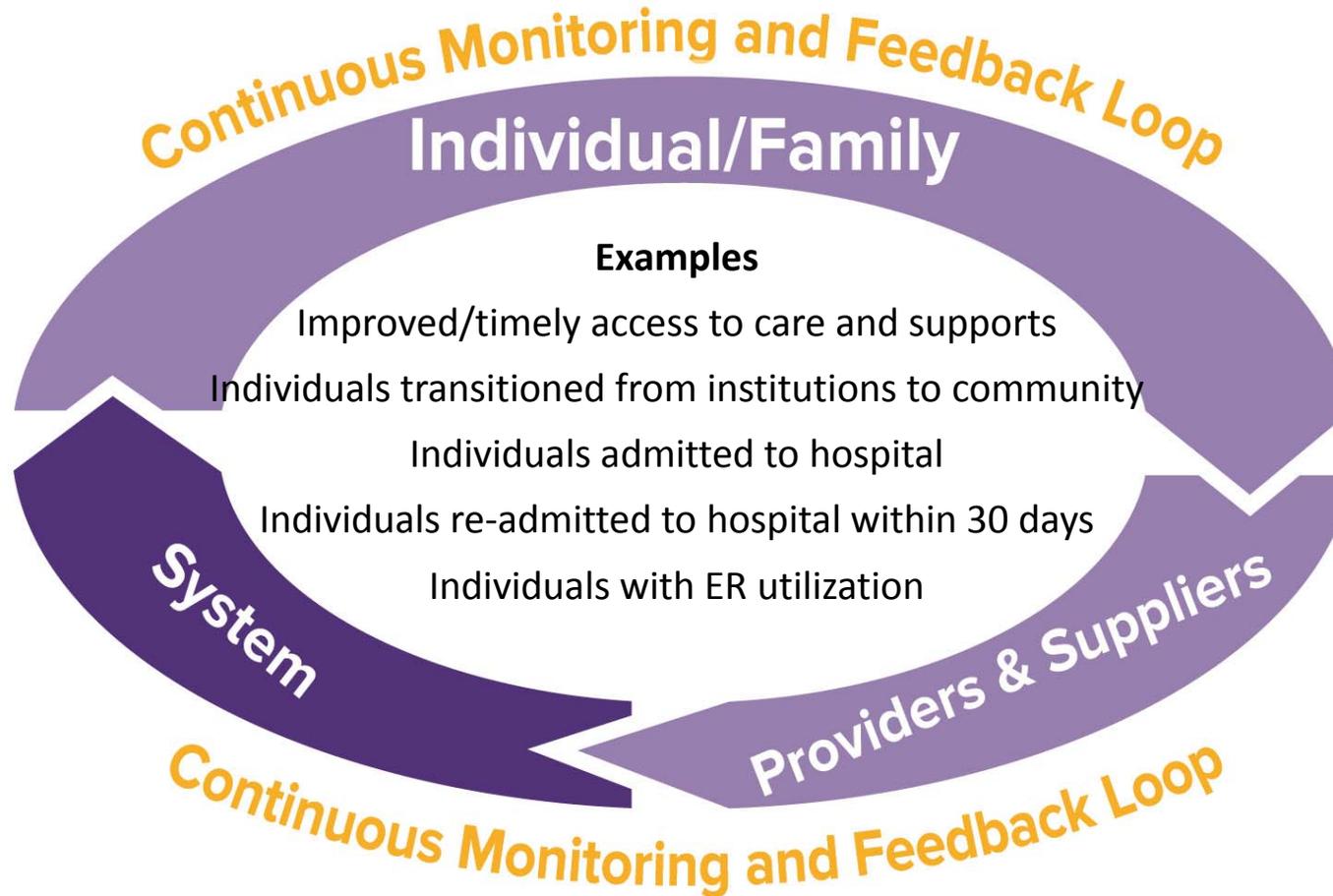
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