



PEOPLE FIRST
1115 DEMONSTRATION WAIVER

Welcome Quality Design Team Members

June 20, 2011



Courtney Burke
Commissioner



Andrew M. Cuomo
Governor



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Commissioner



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Quality Kickoff Meeting PM Meeting Objectives

- Overview of briefing material related to Quality Design Area –ensuring our mutual understanding of where we are today
- Overview of Design Team Charter and guiding principles for this design area
- Brainstorming of Key Questions in Charter as Starting Point for Design Work



Design Team Kick-Off Meeting June 20, PM Agenda

- **Introductions and Go Around** 1:00-1:15
- **Overview of Briefing Material Related to Design Team** 1:15-1:45
- **Guided Brainstorming and Prioritization of Key Design Areas** 1:45-3:30
 - Review of Work of Design Team in Relation to Charter
 - Guided Brainstorming and Prioritization
 - Completion of SWOT analysis
 - (strengths, weaknesses, opportunities and threats)
- **Plan Agenda for Next Design Team Meeting** 3:30-4:00



Snapshot of Program Enrollments

	As of 3/31/2011 Approximate TABS Enrollments
Campus Total	1,313
Community Homes (IRAs/CRs)	34,697
Family Care	2,424
Family Support Services (FSS) and At Home Supports (ISS, Respite, recreation, other FSS supports)	41,844
Community Habilitation (formerly At Home Residential Habilitation)	11,201
Supported Employment	9,012
Day Hab	45,806
Prevocational Services	9,989
Sheltered Workshop	8,500
Clinics (A16, IBR)	41,322



Snapshot of Program Enrollments

	As of 3/31/2011 Approximate TABS Enrollments
Medicaid Service Coordination (MSC)	81,796
Plan of Care Support Services (PCSS) (HCBS waiver service that provides assistance maintaining a service plan)	1,364
Home and Community Based Services (HCBS) Waiver	73,317
Care at Home Waivers	520
Consolidated Supports and Services (CSS) (individualized services)	464



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Quality– OPWDD’s Service System

Where we are today?



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In general, a Quality System of Support Includes:

1. Assessment of need
2. Plan of care development
3. Delivery of supports and services
4. Connections in Community
5. Coordination of supports
6. Evaluation of plan effectiveness
7. Internal quality review of provision of supports
8. External quality oversight



Quality Support Elements

Assessment of Need

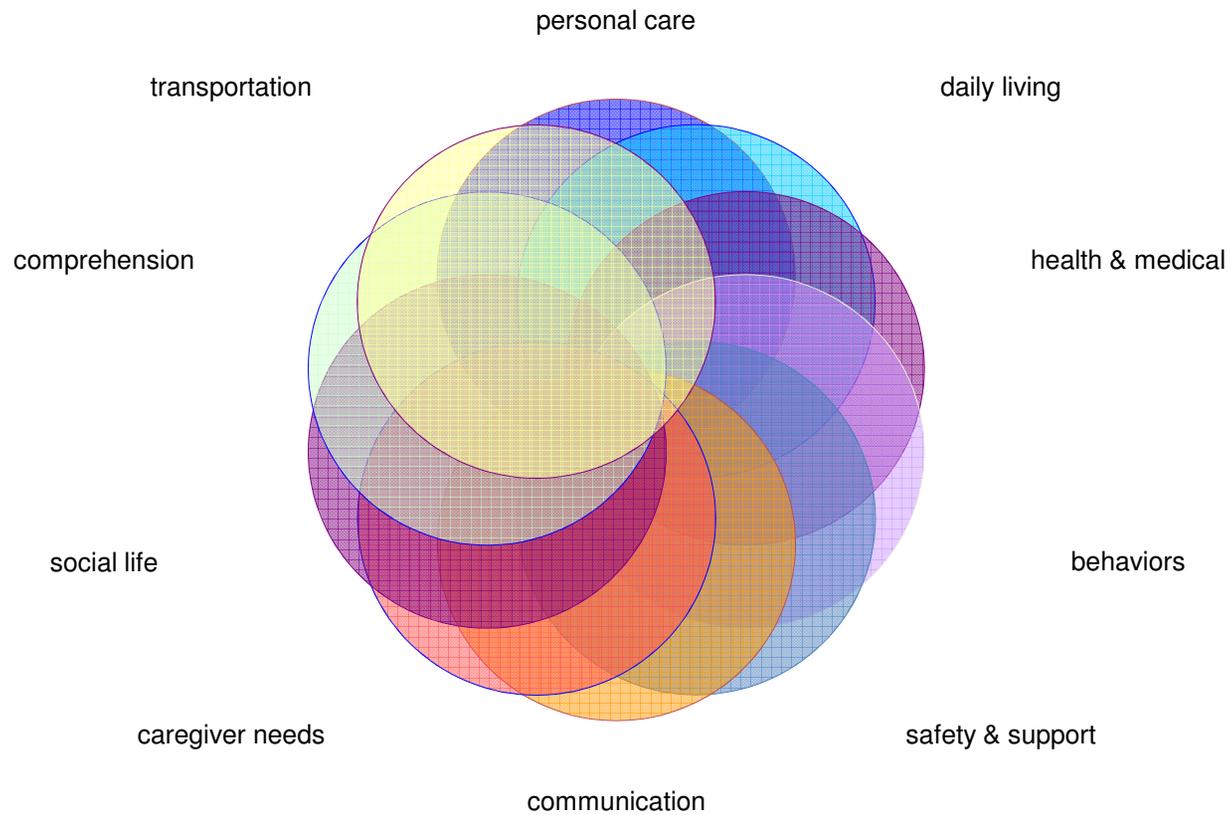
- Clearly defined standards for eligibility
- Due process protections
- Leads to variety of supports
- Currently no consistent, comprehensive assessment tool

Plan of Care Development

- Driven by individual's valued outcomes
- Driven by identified needs
- Health and safety assurances
- Quality depends on skill of plan developer(s)

Supports and Service

- Provided in various settings-certified and uncertified settings
- Delivered as described in plan (ISP) as resources allow
- Success measured based on outcomes and consistency with plan



Note: This slide is from CT pp on level of need



Community Inclusion

- Plans of care identify community activities
- Measures often focus on frequency not relationships

Coordination of supports

- Plans identify providers and natural supports
- Effectiveness of supports discussed at plan reviews

Evaluation of plan of care

- Plan needs to be reviewed and changed if not effective
- Options often limited by living situation



OPWDD Services/Programs and Agencies Engaged in Oversight

Internal OPWDD Oversight

- Developmental Disabilities Services Offices (DDSO) oversee quality of state-operated programs
- OPWDD Division of Quality Management (DQM) monitors all programs/services authorized/funded by OPWDD to ensure that safety and quality standards are met.

External Oversight

- NYS Department of Health
- Office of Fire Prevention and Control (OFPC)
- Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD)
- Mental Hygiene Legal Services
- NYS Office of Medicaid Inspector General
- NYS Office of the State Comptroller and Attorney General
- Center for Medicare and Medicaid Services (CMS)



Examples of Other Aspects of OPWDD Quality Structure

- DQM Review tools and methods
- National Core Indicators (NCI) Survey and national comparisons
- Capabilities of Workforce i.e., Direct Support Professionals and other aspects of a quality workforce
- Quality related committee work
- Quality related Regulations and Policies/Procedures and whether they address the right things
- Adherence to six HCBS Waiver Assurances/Subassurances
 - Level of Care
 - Person-centered planning/service plans
 - Qualified Providers
 - Fiscal Accountability
 - Health and Safety
 - Administrative Oversight



Challenges Faced in Current Quality System

- Applying quality expectations for service delivery approaches in non-certified settings. The design of quality reviews are still in many ways tied to service delivery in certified settings (although current trends are toward service delivery in non-certified settings (e.g., the person's own home).
- Current processes are in a state of flux as DQM has been tasked to revise its certification and surveillance practices to better promote agency self-assessment and to include quality measurement as well as regulatory compliance.
- Ensuring that incidents are uniformly reported statewide through the new Incident Reporting Management Application (IRMA).
- Ensuring that Incident Management practices drive improvements to systems that result in quality outcomes for individual's served.
- Defining quality in a person-centered system and ensuring that quality is measured by appropriate metrics.



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Quality in OPWDD's Service System

Where are we headed?



Vision for the Future System

Minimize reliance on institutional care by enhancing specialized community-based services so that people in institutional settings can successfully transition to the community.

*Provide enhanced care coordination and **person-centered** planning*

Establish valid needs assessment and equitable resource allocation

Create streamlined and flexible service delivery structures

Modernize financial and administrative platform to be more person-centered and encourage efficiency and accountability

Improve access and choice through “No Wrong Door”

Provide enhanced supports for families enabling individuals to reside in less restrictive settings

Measure quality outcomes at the system and individual level





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The People First Waiver will demonstrate that:

Better care coordination for people with complex medical/behavioral needs can be achieved through specialized systems of care management/care coordination.

A transformed long-term care delivery system that places person-centered planning, individual responsibility and self-determination at the forefront can enhance care and individual satisfaction and lower Medicaid costs.

New financial models for institutional and community based care systems can encourage efficiency, improve accountability, and reduce costs.

The continued provision of essential mental hygiene services will provide lower-cost services that meet individuals' needs and defer entry into higher cost Medicaid services.

How will we measure our progress in achieving these goals?



Guiding Principles

Respect for Individuals and Families

- The needs of families will be respected and supported.
- Cultural diversity will be respected and supported.
- Individuals' rights – including the right to live in the least restrictive environment – and opportunities for choice will be safeguarded.
- Fair opportunities for dispute resolution will be available to all individuals, families, and providers.

Care Coordination

- All services provided to individuals, including those funded outside the waiver, will be coordinated.
- Services will be provided pursuant to a comprehensive plan intended to assure the individual's well-being and achieve specific goals.
- Individuals and families will be afforded easy access to needed services.

Realigned Incentives

- Financial support will be directed to individuals, **not** to programs or institutions.
- Predictable funding levels.
- Operational transparency and full disclosure.
- Funding will support program flexibility to reflect individuals' changing service needs.



Quality Design Team Charter

Purpose and Scope

Recommend reforms that will enhance the development of an integrated comprehensive quality structure driven by performance metrics that are linked to both individual outcomes and system performance; related to the key features of quality oversight/quality management/improvement to enhance performance and achieve outcomes.

Key Design Areas

HCBS quality framework and transition to People First

Systems and Individual Outcome Measures

Health and Safety

Assessing quality in a managed care environment

Ideas for measuring research and demonstration goal achievement



Charter could break down into four deliverables

- To recommend an assessment device that will measure individual outcomes and satisfaction for program participants
- To recommend a set of assessments and a process to measure agency outcomes including:
 - Health and Safety
 - Effectiveness, ability to promote desired individual outcomes, etc.
- To recommend a system by which you can compare agencies on a set of measures which is transparent and available to stakeholders
- To recommend incentives for agencies that demonstrate continuous quality improvement and ability to promote desired individual outcomes



Think about OPWDD’s internal oversight structure and other aspects of OPWDD’s quality system:

Strengths:

What is working well that should remain in the People First Quality Structure to achieve our goals and objectives?

Weaknesses:

What is not working well that will impede our ability to achieve the People First goals and objectives?

Prioritize these changes

Opportunities:

What are opportunities that exist in our internal/external environment that we can embrace to help achieve People First Waiver quality goals?

Threats:

What are the barriers/constraints/obstacles in our internal/external environment that could damage our quality strategy?



Initial Design Team Work Schedule

Kickoff Meeting: June 20th

2nd Meeting: Week of July 11th

3rd Meeting: Week of July 26th
(optional meeting)

1st Report to Steering Committee due Aug. 1st

4th Meeting: Week of August 10th

5th Meeting: Prior to Sept. 2nd

2nd Report to Steering Committee due Sept. 5th



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Design Team Reports

Tentatively Due 8/1 and 9/5

- **Status Report Template:**
 - Meetings and Activity During the Reporting Period
 - Progress from the Design Team Charter/Recommendations or Outcomes of Discussions during the Report Period (provide detail)
 - Discussions/Recommendations/Outcomes and/or Deliverables Planned for the Next Reporting Period
 - Design Team Questions and/Issues/Obstacles (note any unanswered questions, issues etc. that are obstructing the ability of the design team to move forward)
- **From the Report Templates, one final summary of the initial design Team work will be prepared that will encompass the work of all five design teams related to the charters—September 2011**



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Public Resources

People First Waiver application Web page:
www.opwdd.ny.gov/2011_waiver

People First email address for comments
and questions: People.First@opwdd.ny.gov

People First comment line:
1-866-946-9733 or TTY: 1-866-933-4889