

# Overview of National Core Indicators and Performance Metrics

## NYS Participation

- Joined initiative during 2007/2008 data cycle
- Measure progress in meeting mission & vision
- Share information with the public on the quality of OPWDD services and supports
- Make the QM process more person-centered
- Utilize the data for strategic planning decisions, program evaluation, and quality management

## Data Collection Dichotomy

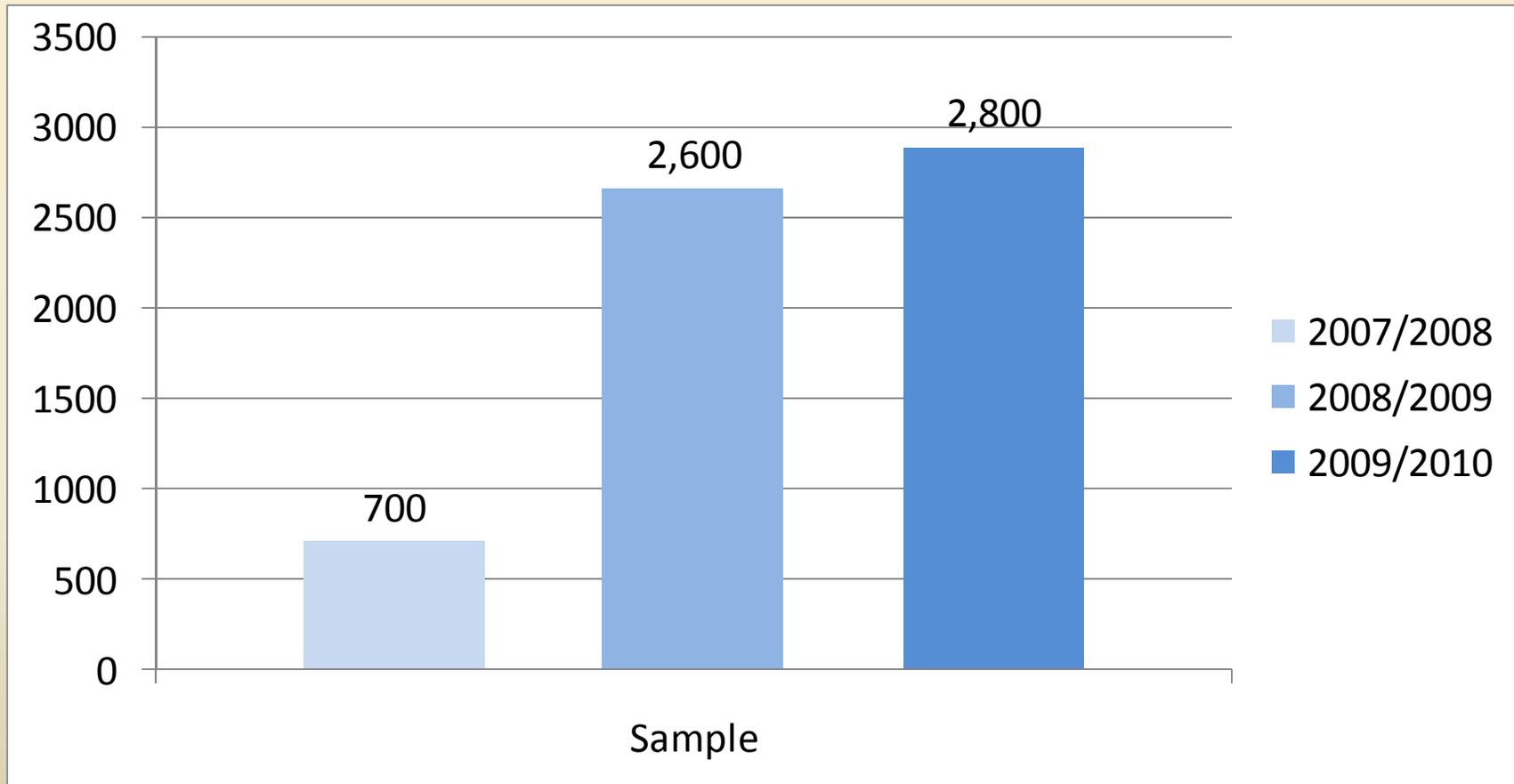
### **DDSO Data Collection**

- Stratified Random Sample based on Service Type
  - Day
  - FSS
  - FC/DC
  - ISS/CSS
- 1,900 Interviews
- Independent Contractors
- Paper surveys

### **DQM Data Collection**

- Convenience Sample (DQM Recertification Schedule)
  - ICF/ID, IRAs, CRs
  - No Secure Facilities
- Random Selection of Individuals within the Residence
- 800-900 Interviews
- DQM Surveyors
- Laptop Surveys

## Consumer Survey Sample Size



## Number of Surveys Required in Each Service Type by DDSO

DDSO	Number of Surveys Required by Service Type and DDSO					Total
	Family Care / DC	Day Services	Supported at Home	ISS	DQM RES	
Sunmount	2	15	2	1	24	43
Long Island	6	54	9	2	81	153
B. Fineson (Queens)	5	35	8	0	34	82
Broome	9	14	2	0	19	45
Brooklyn	3	54	11	1	51	120
Capital District	2	29	6	1	53	92
Central NY	5	36	9	2	43	96
Hudson Valley	2	31	8	3	74	118
Finger Lakes	5	36	14	2	63	119
Western NY	5	44	9	2	67	127
Metro NYC	1	57	9	1	49	117
Taconic	6	14	2	0	34	56
Staten Island	1	9	2	0	18	31
<b>Total</b>	<b>52</b>	<b>428</b>	<b>91</b>	<b>17</b>	<b>611</b>	<b>1200</b>

## NCI Items Organized by People First Area (cont.)

### **Employment/Day**

- Do you have a job in the community?  
If no, would you like one?
- Do you like working/going there?
- Are staff nice and polite?
- Would you rather do something else during the day?
- Do you do any volunteer work?

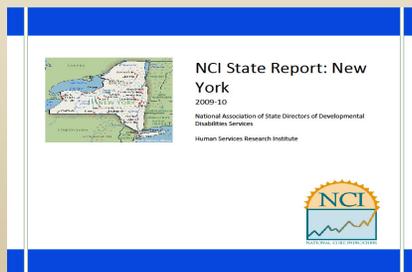
### **Health**

- Received a routine physical exam in the last year?
- Received a gynecological exam in the last year?
- Received a dental exam in the last six months?
- Is weight a concern for this person?
- Does this person smoke or chew tobacco?
- Is this person physically inactive?
- BMI

# NCI Items Organized by People First Area

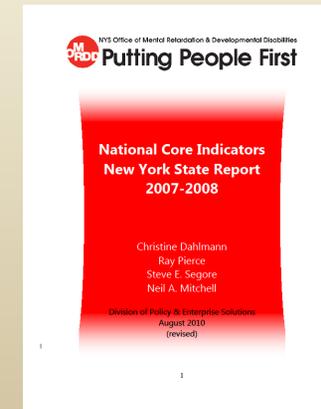
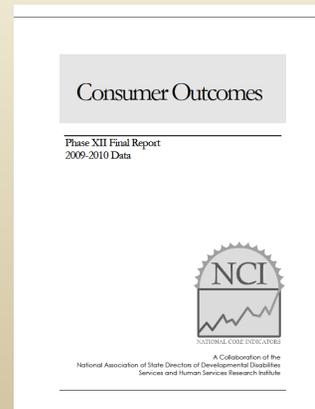
## Home

- Do you like where you live?
- Can you be alone when you want to?
- Do you feel safe in your home?
- Do you feel safe in your neighborhood?
- Is the staff respectful?
- Do people enter your home without permission?
- Do people enter your bedroom without permission?



## Relationships

- Do you have a best friend or someone you are really close to?
- Do you have friends you like to talk to or do things with?
- Can you see your friends when you want to see them?
- Do you ever feel lonely?
- Can you see your family when you want to?



# Bernard Fineson

## NCI Indicators of Community Inclusion

Legend for  
Comparison  
columns:

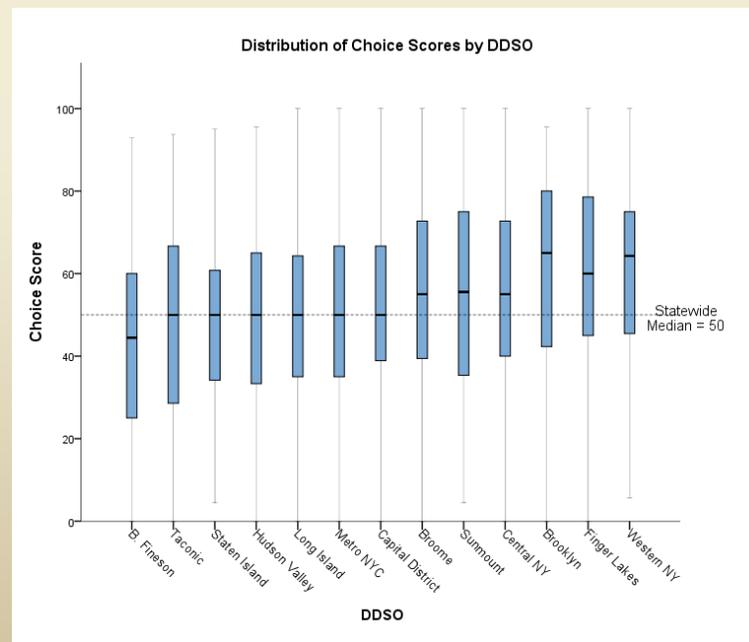
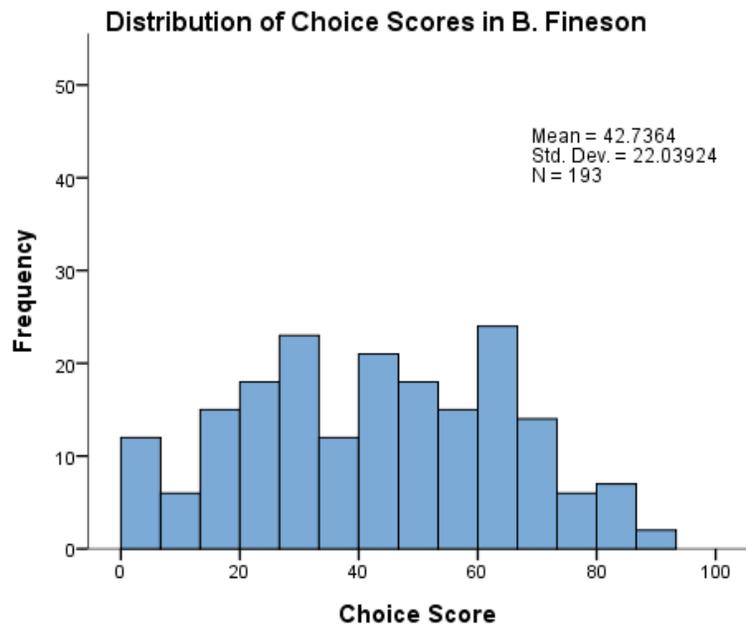
⊙ Below State Avg.    
 ● No Difference from State Avg.    
 ○ Above State Avg.

Community Inclusion Indicators	Percent (%)			Avg. number of times per month went	Monthly Average (#)		
	BF	NYS	Comp		BF	NYS	Comp
Went shopping in the past month	93.6	91.2	●	<i>shopping</i>	4.0	4.4	●
Went out on errands and appointments in the past month	69.3	84.2	⊙	<i>on errands</i>	2.7	3.0	●
Went out for entertainment in the past month	70.8	68.7	●	<i>out for entertainment</i>	1.9	2.3	●
Went out to a restaurant or coffee shop in the past month	83.2	81.2	●	<i>to a restaurant</i>	3.6	3.5	●
Went to a religious service or spiritual practice in the past month	49.7	36.2	○	<i>to a religious service</i>	1.6	1.4	●
Went out to exercise in the past month	55.3	46.7	○	<i>out to exercise</i>	4.2	4.9	●
	Percent (%)			Avg. number of times per year went	Yearly Average (#)		
Went on a vacation in the past year	62.5	50.6	○	<i>on vacation</i>	1.3	0.8	●

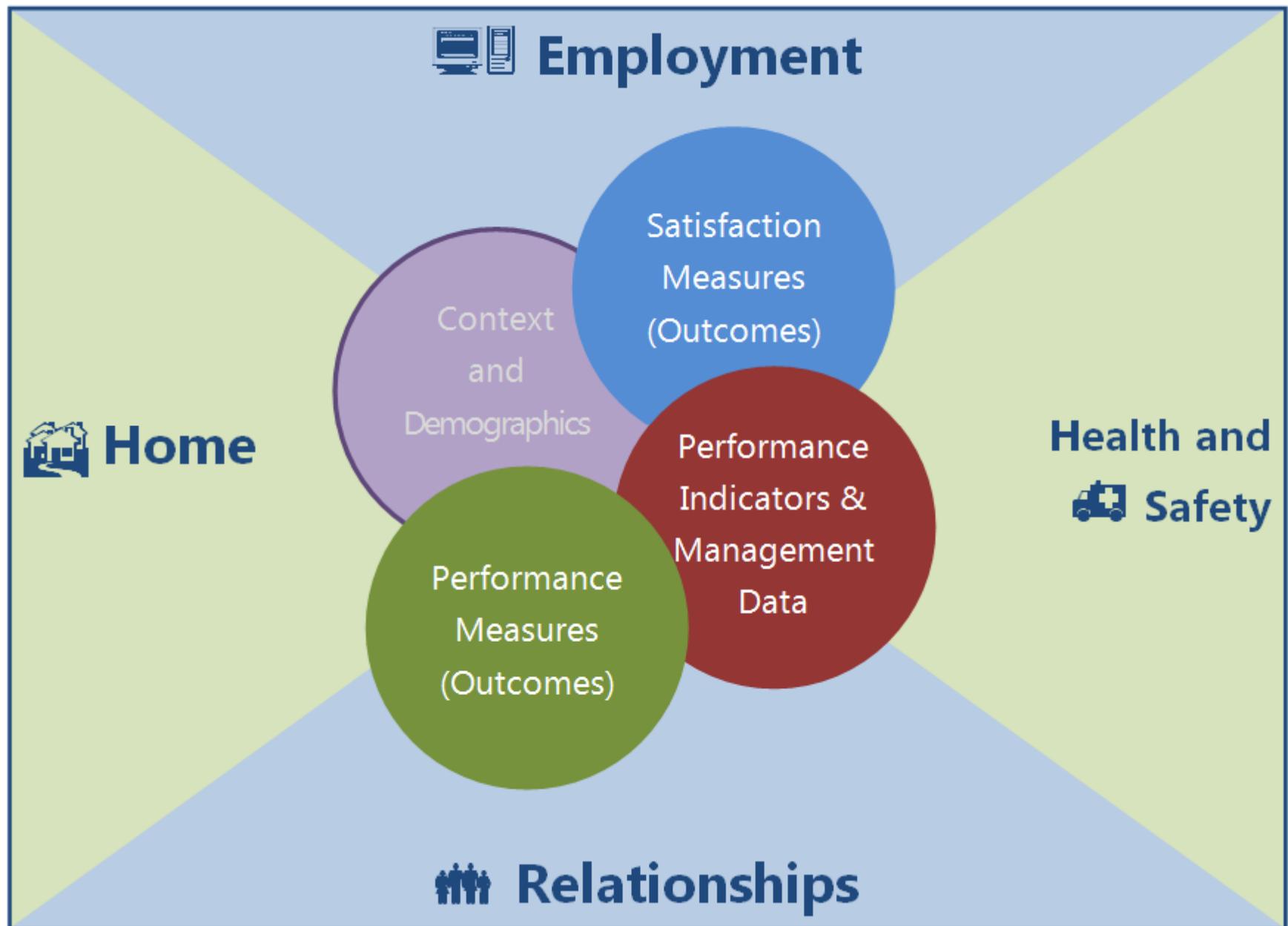
# Bernard Fineson

## NCI Indicators of Choice

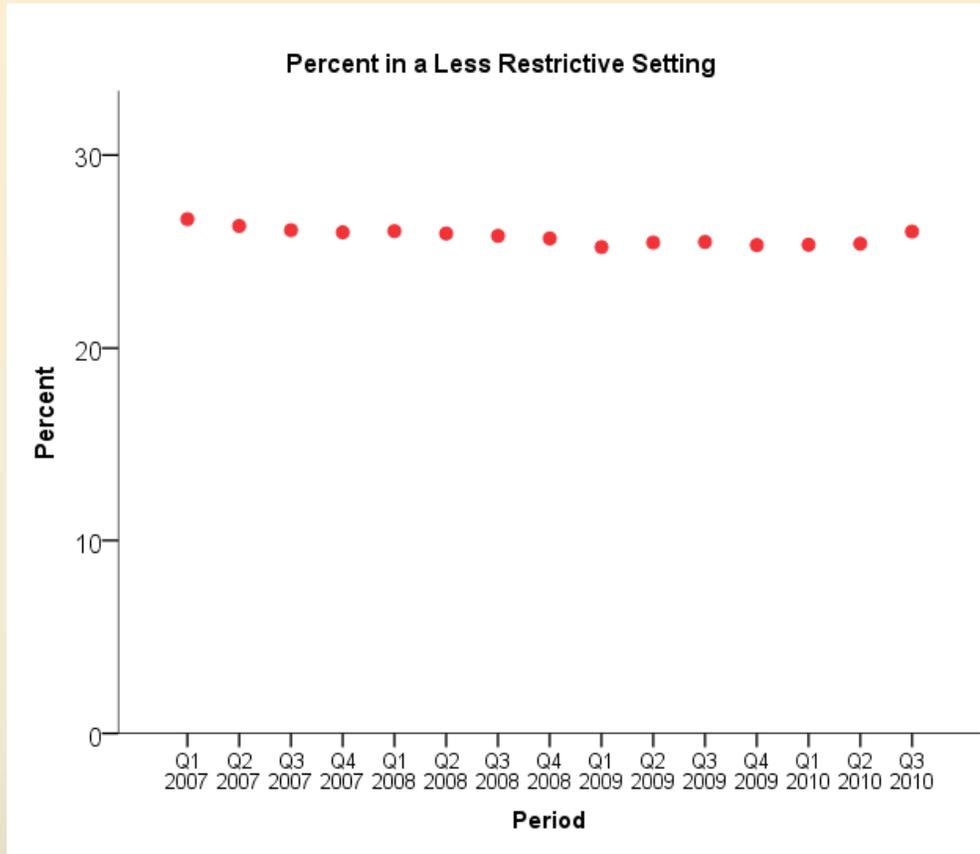
Choice Indicators	Person Chose or Had Input		
	BF	NYS	Comparison
Who chose the place where you live?	31.4	46	🔴
Did you choose the people you live with (or to live by yourself)?	44.9	36	🟢
Did you choose who helps you at home?	67.4	70	🟢
Who decides your daily schedule?	71.4	82	🔴
Who decides how you spend your free time?	76.1	89	🔴
Who chose the place where you work?	81.3	87	🟢
Who chose the place where you go during the day?	36.3	59	🔴
Do you choose who helps you at your job?	66.7	74	🟢
Do you choose who helps you during the day?	67.4	66	🟢
Do you choose what you buy with your spending money?	76.6	89	🔴
Did you choose your case manager/service coordinator?	75.6	74	🟢



# FOUR TYPES OF INDICATORS



## Home – Outcomes Measuring Service System Performance



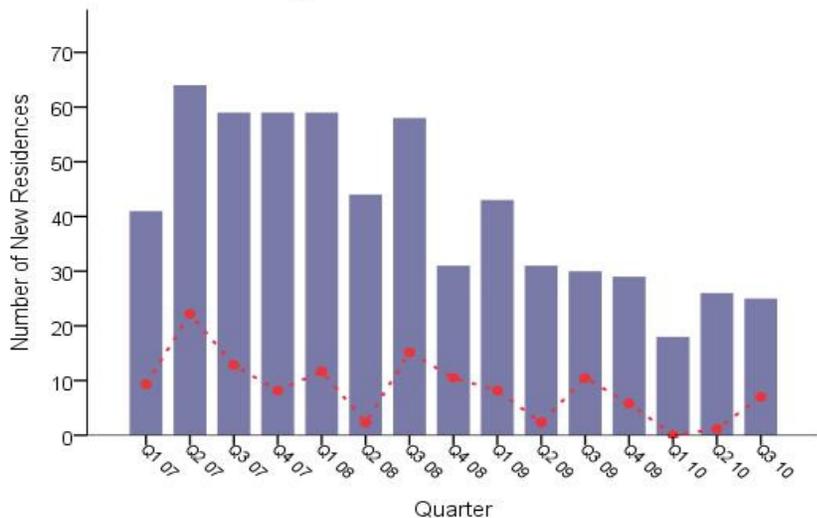
### Less Restrictive Settings (LRS):

- Supportive IRAs
- Supportive CRs
- Family Care
- ISS
- At Home Res Hab and no ISS

Satisfaction Outcome (NCI 09-10)	Nat'l Avg.	NYS
Percentage of people who prefer to live somewhere else	27%	23%

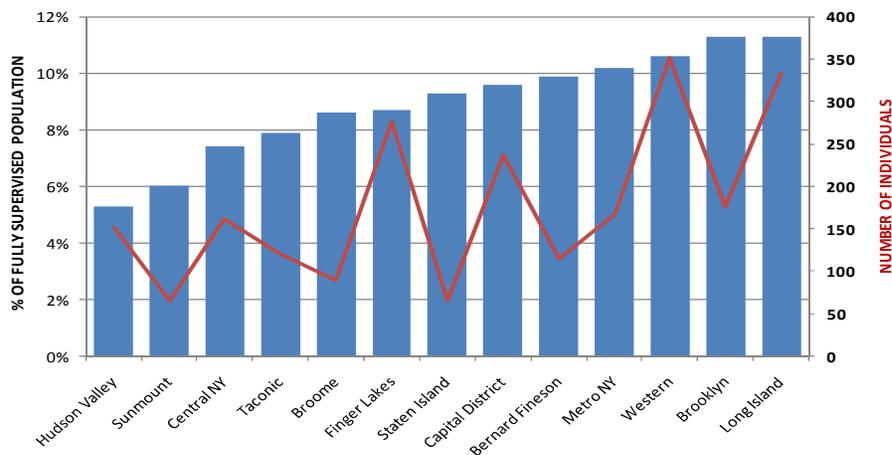
# Home – Performance Indicators and Management Data

Quarterly Trend in Newly Certified Community Programs, 2007 through the Third Quarter of 2010

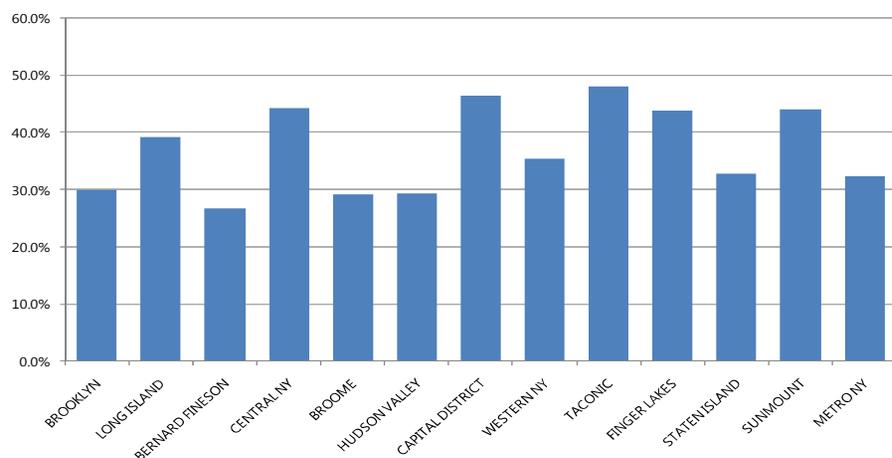


Note: red line trends the number of new supportive residences

PEOPLE LIVING IN FULLY-SUPERVISED SETTINGS (25,629)  
WHO RESEMBLE SUPPORTIVE-LEVEL CANDIDATES  
BY DDSO  
N=2,309



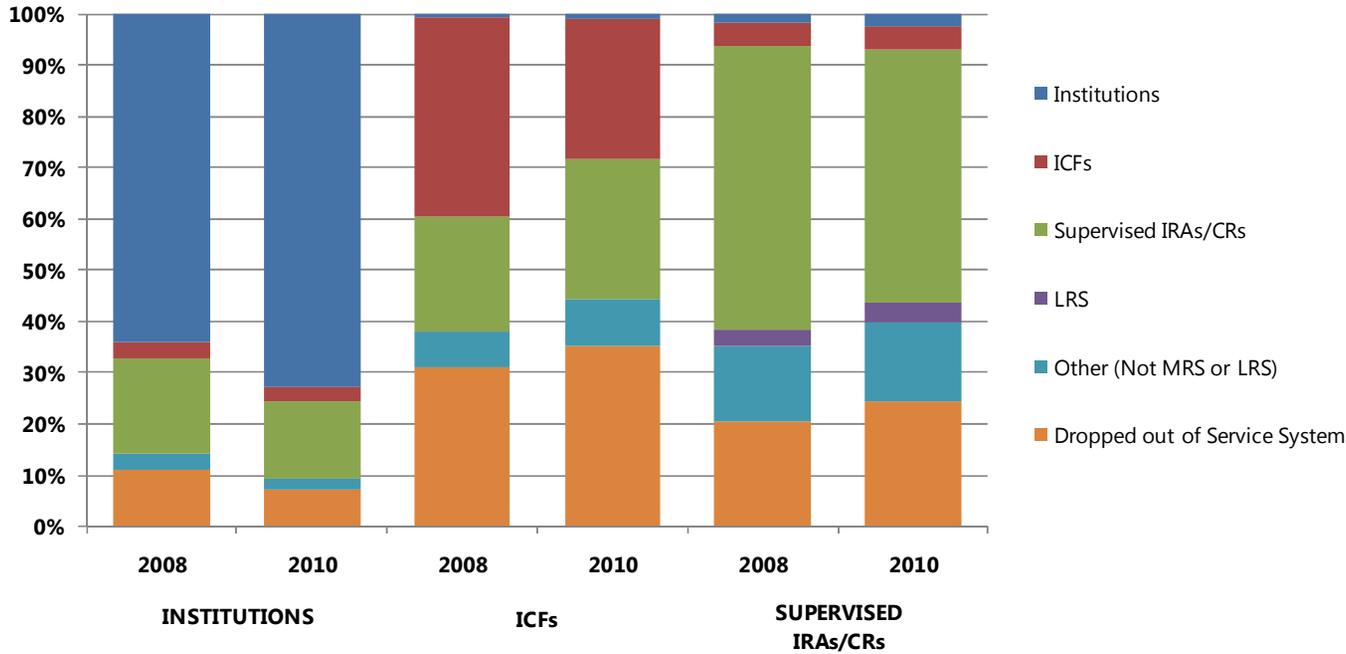
PROPORTION OF PEOPLE ON WAIT LIST  
WHO RESEMBLE\* SUPPORTIVE RESIDENTS (P > .75)  
BY DDSO



\*According to Jan, 2011 Update of 'Rebalancing the Portfolio Analysis' (Craig Brown, 2009). Key resident characteristics/abilities include: telling time, simple math, phone use, stove use, public transportation, health and behavioral status (top third with the least health concerns and does not require a behavioral plan or physical intervention to cope with behavioral issues).

# Home – Performance Indicators

**MOVEMENTS FROM MOST RESTRICTIVE SETTINGS  
BY DESTINATION  
2008 vs 2010**



## Less Restrictive Settings

### (LRS):

- Supportive IRAs
- Supportive CRs
- Family Care
- ISS
- At Home Res Hab and no ISS

## More Restrictive Settings

### (MRS):

- Supervised IRAs
- Supportive CRs
- ICFs
- SRUs
- DCs
- Special Pops

Big Initiative Scorecard - Dashboard			
	THIS QUARTER	PREVIOUS QUARTER	ONE YEAR AGO
	1/1→3/31/11	10/1→12/31/10	1/1→3/31/10
New housing subsidy payments	55	68	113

## Health and Safety – Performance **Outcomes**

Statistics on Body Mass Index (BMI)		
BMI Categories	OPWDD (Source: NCI 2009-2010)	NYS General population (Source: CDC)
Underweight	4.3	39.9 (pct. that are neither obese nor overweight)
Normal	32.6	
Overweight	30.0	35.6
Obese	33.1	24.2

Satisfaction Outcome	NCI 09-10
Percentage of people who report satisfaction with health care professionals	95%

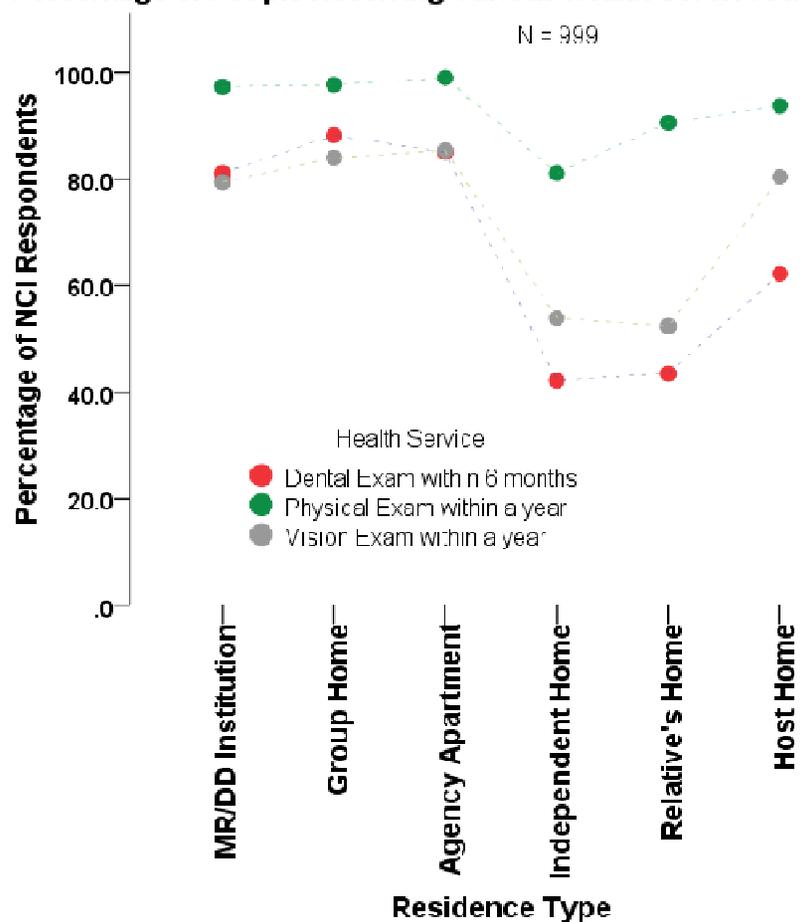
Other Available Information:

- Tobacco usage
- Engagement in physical activity

Source: NCI

## Health and Safety Performance Indicators – Utilization of Preventative Health Services

Percentage of People Receiving Various Health Services by Residence (NCI '09 -'10)



### Other Available Information

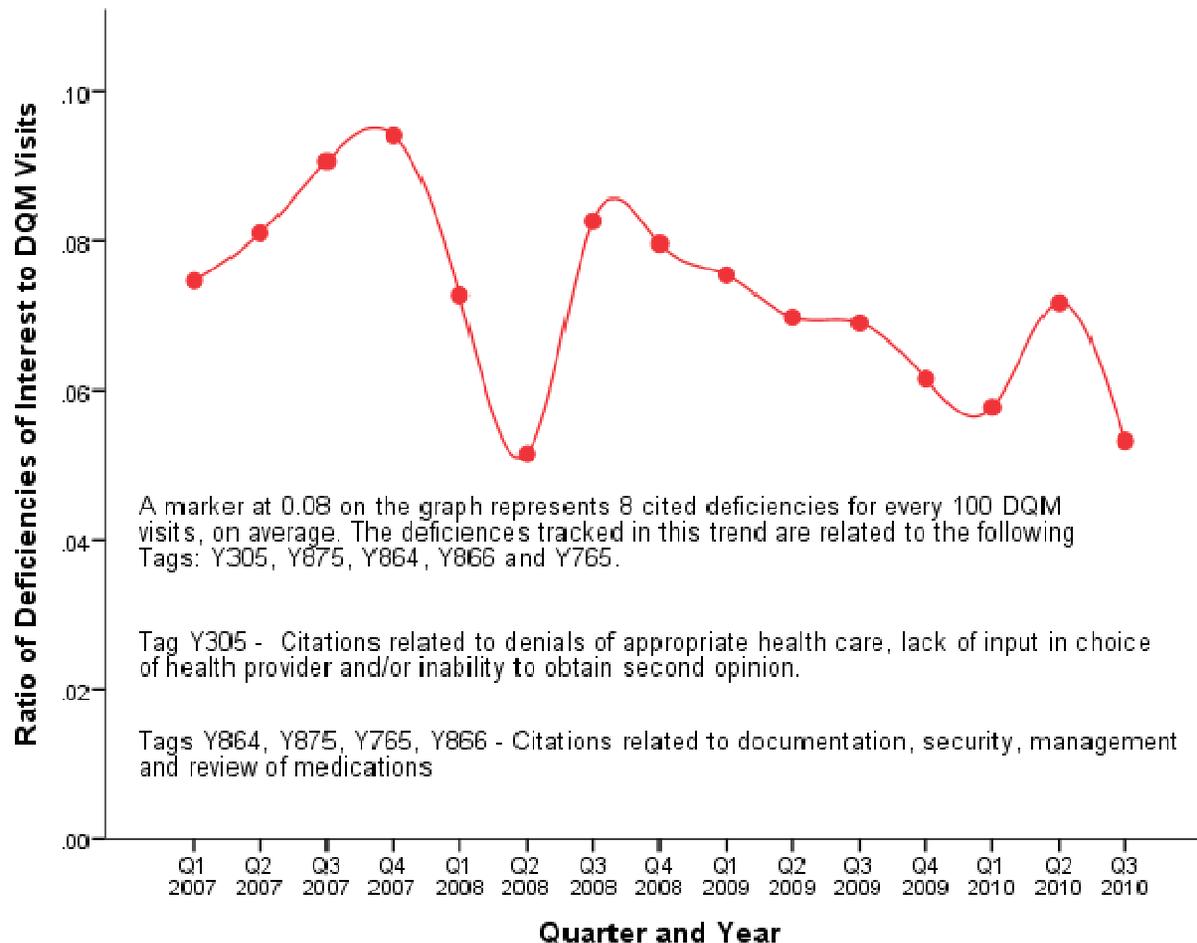
*Whether the person had following:*

- Mammography
- Pap Test
- PSA
- Colorectal
- Pneumonia Vaccination
- Flu Vaccination
- Dental Examination
- Primary Care Doctor

*Source: NCI*

## Health and Safety Related Deficiencies – Management Indicator

Trend in Deficiencies of Interest



Sample Universal Protocol Question:

Does the person receive all meds as prescribed to him or her?

(Tag# Y864, Reg Reference # 633.17(b) (6))

Source: DQM Application



## Status of Metrics Development

Metrics Process				
Metric Type	Identified	Operationalized	Presented	Adopted
Outcomes (Guidepost)				HOME HEALTH & SAFETY RELATIONSHIPS WORK
Indicators	MEANINGFUL DAY/WORK	HEALTH&SAFETY RELATIONSHIPS	HOME	
Context			ALL PEOPLE 1st AREAS ON DASHBOARD	

### Decisions and Next Steps

1. Expansion of Broad System Outcomes?
2. Development of Indicators to Support Current and Any Newly Identified Outcomes?
3. Project Specific Outcomes and Indicators (e.g. agency reform metrics)?