

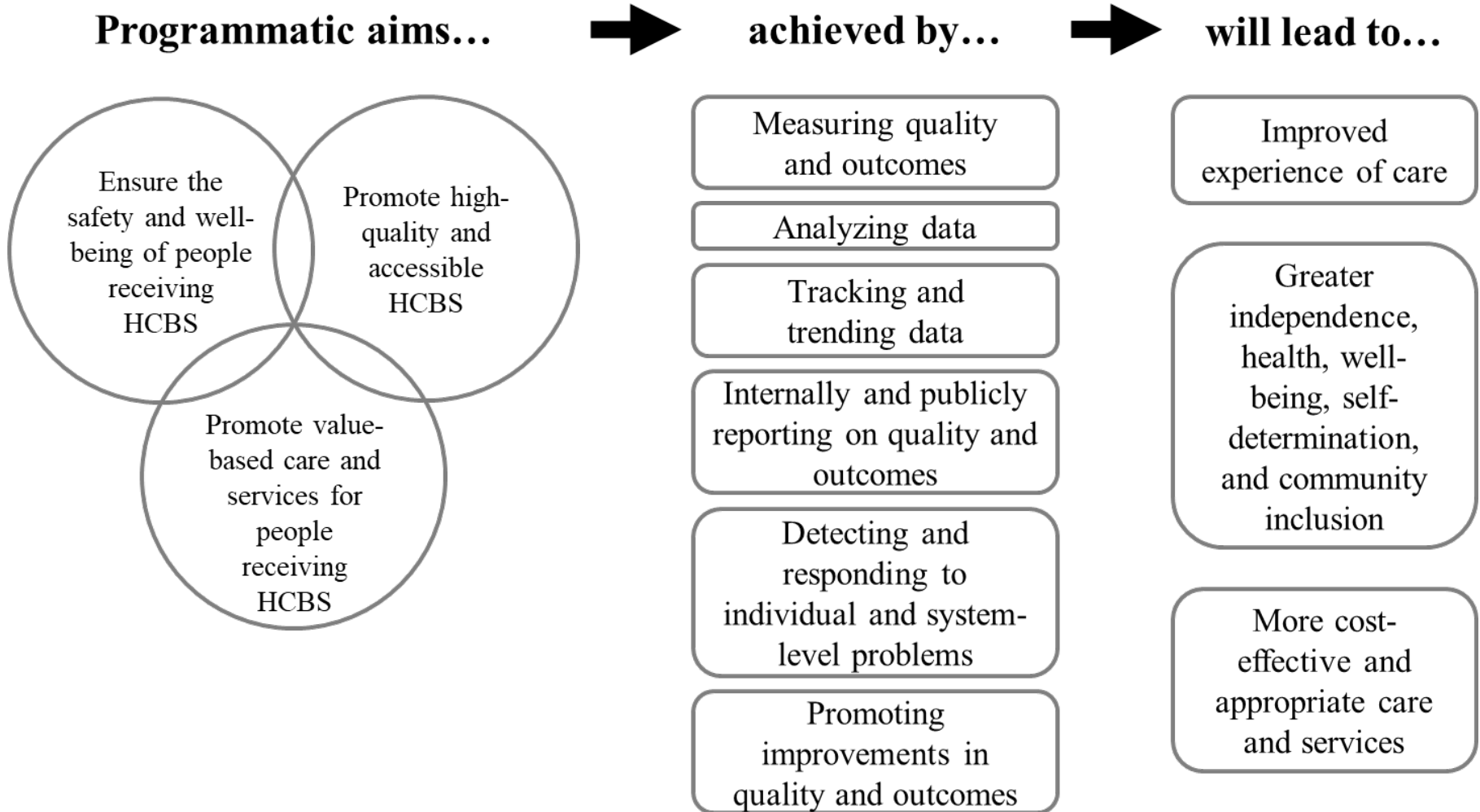
Looking Forward: HCBS Quality Measures Alignment and HCBS CAHPS[®] Survey

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HCBS Quality Framework



CMS HCBS Quality Strategy Elements

1. Promote development and use of standardized, validated, and meaningful quality measures
2. Align, coordinate, and address gaps in federal and state measurement, reporting, and monitoring requirements, activities, and systems
3. Develop, implement, and support use and availability of a comprehensive set of quality improvement, quality assurance, and technical assistance strategies, activities, and tools
4. Improve oversight and enforcement, address gaps in regulations and oversight/enforcement, and better support states to comply with federal regulations, policies, and guidance
5. Support development, testing, and implementation of value-based purchasing and alternative payment models

HCBS Quality Initiatives: HCBS CAHPS Survey

- Cross-disability consumer experience survey for eliciting feedback from participants receiving Medicaid HCBS services and supports
- Allows for comparisons across programs serving different target populations
 - Older adults
 - Individuals with physical disabilities
 - Individuals with developmental or intellectual disabilities
 - Individuals with an acquired brain injury
 - Individuals with mental health or substance use disorders¹
- Focuses on participant experience, not satisfaction

¹The HCBS CAHPS Survey pilot test group included individuals with serious mental illness served by HCBS programs. The Technical Assistance Guide for Administration of HCBS CAHPS Survey expands use of the HCBS CAHPS Survey to individuals with mental health and substance use disorders.

HCBS CAHPS Survey Structure

Designed to be administered by an interviewer (in person or by telephone—participant's choice)

Assistance & proxy respondents allowed (not a paid provider)

Maximum of 69 core items

Includes 9 questions to identify type of services used

Ends with 15 demographic questions

Many items preceded by screener or gate questions

21-item supplemental module on employment support services

HCBS CAHPS Survey Structure (cont.)

Unique feature – two types of response options:

Standard CAHPS Response Options for Behavioral Frequency

- Never
- Sometimes
- Usually
- Always

Alternate Response Options for Behavioral Frequency

- Mostly Yes
- Mostly No

Key Features of HCBS CAHPS Survey

1. Person-centered
2. Cross-disability
3. Development aligned with CAHPS
4. Survey sponsor can determine frequency of use
5. HCBS CAHPS is publicly available for voluntary use in HCBS programs as part of quality assurance and improvement activities and public reporting
6. Applicable in both fee-for-service and managed LTSS environments
7. CMS provides technical assistance to support all users

Sample Design

- Unit of Analysis: the unit for which survey results (scores) will be produced
- Accountable Entity: the operating entity responsible for managing and overseeing a specific HCBS program within a given state
- Unit of analysis can vary
 - State Medicaid agencies
 - County or other non-state governmental entities
 - Managed Care Plans (MCPs) under MLTSS programs

Other Important Considerations

- The National Quality Form (NQF) has endorsed 19 composite measures (NQF 2967) derived from HCBS CAHPS, consisting of:
 - Seven composite measures
 - Three global ratings
 - Three recommendation measures
 - Six single-item measures (On unmet needs and physical safety)
- AHRQ, along with its contractor Westat, manages the HCBS CAHPS Database, which offers free access to aggregated results for analysis and use
- The Lewin Group provides technical assistance to states, MCPs, and groups using or interested in implementing the HCBS CAHPS Survey