



Aging and Disability **BUSINESS INSTITUTE**

Connecting Communities and Health Care



advocacy | action | answers on aging



The LTSS Care Management Experience Survey: A Tool to Enhance Contracting between CBOs and health care entities

Part of the Aging and Disability Business
Institute Series- a collaboration of n4a and ASA

The “Business Institute”

The mission of the Aging and Disability Business Institute (Business Institute) is to successfully build and strengthen partnerships between community-based organizations (CBOs) and the health care system so older adults and people with disabilities will have access to services and supports that will enable them to live with dignity and independence in their homes and communities as long as possible.

www.n4a.org/businessinstitute

Partners and Funders

Partners:

- National Association of Area Agencies on Aging
- Independent Living Research Utilization/National Center for Aging and Disability
- American Society on Aging
- Partners in Care Foundation
- Elder Services of the Merrimack Valley/Healthy Living Center of Excellence

Funders:

- Administration for Community Living
- The John A. Hartford Foundation
- The SCAN Foundation

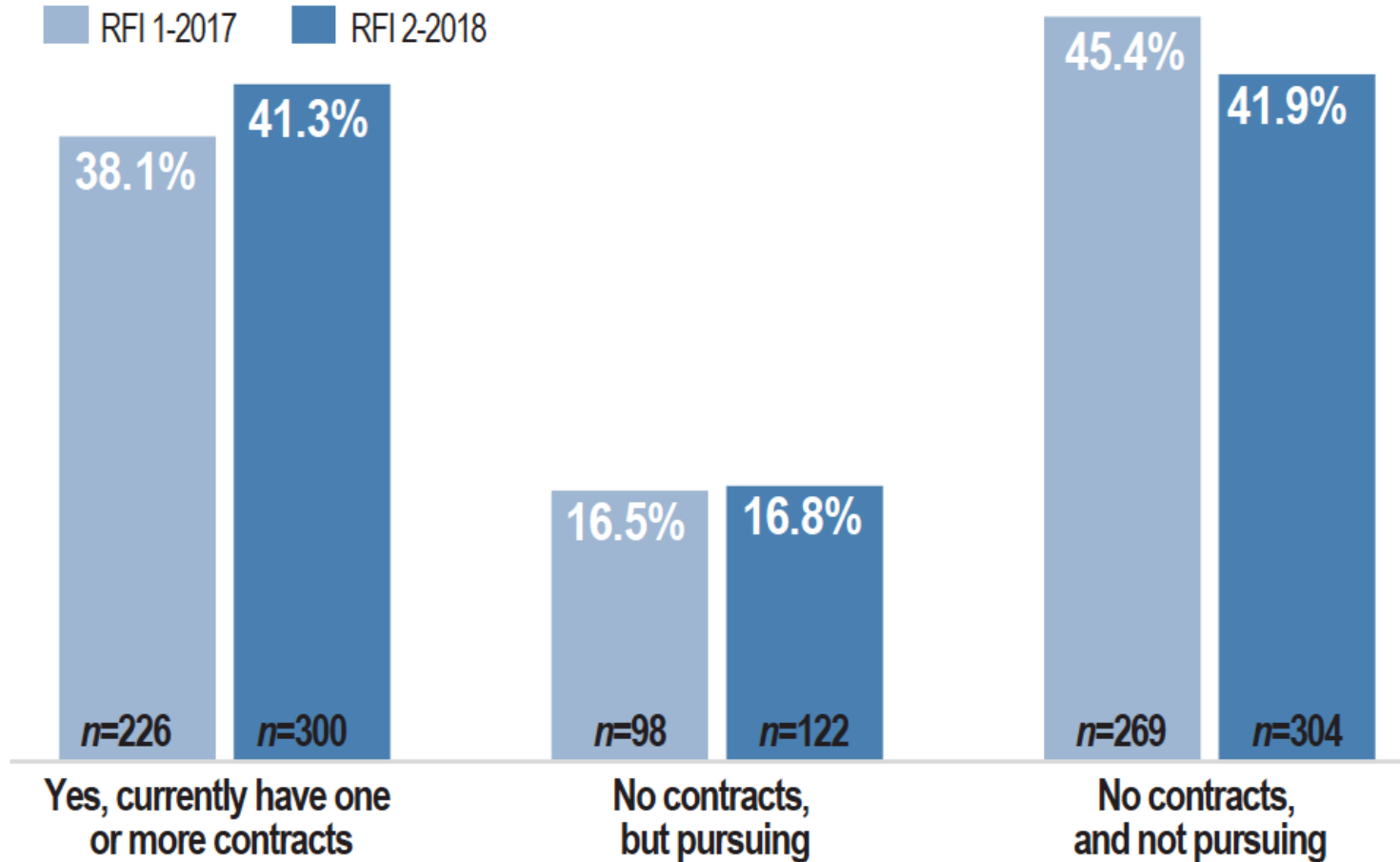
ACL Business Acumen Grants

- Learning Collaboratives for Advanced Business Acumen Skills (n4a)
 - Organize and conduct 3-5 topically-based action learning collaboratives to address “next generation” issues; and to provide targeted technical assistance to networks of community-based aging and disability organizations.
 - Trailblazers Learning Collaborative
 - Health Information Technology Learning Collaborative
 - Medicare Advantage Learning Collaborative
 - Create knowledge and capture insights through these collaboratives to incorporate into future curriculum for national dissemination.

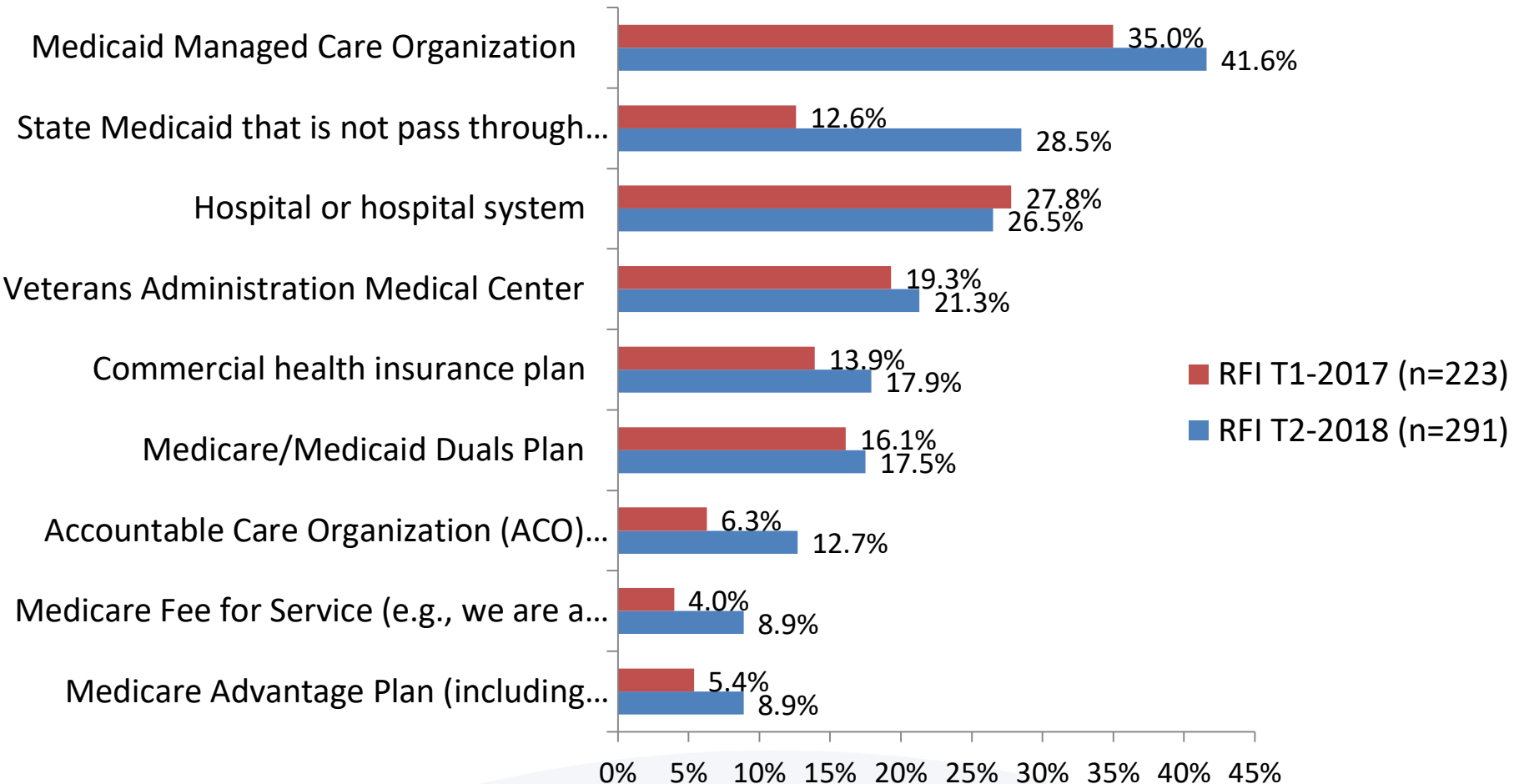
Trailblazers Learning Collaborative

- Purpose:
 - 1) Develop comprehensive strategies for approaching and engaging different health care payers and providers
 - 2) Develop and test “road maps”
- 2 work groups - Health plans and health systems

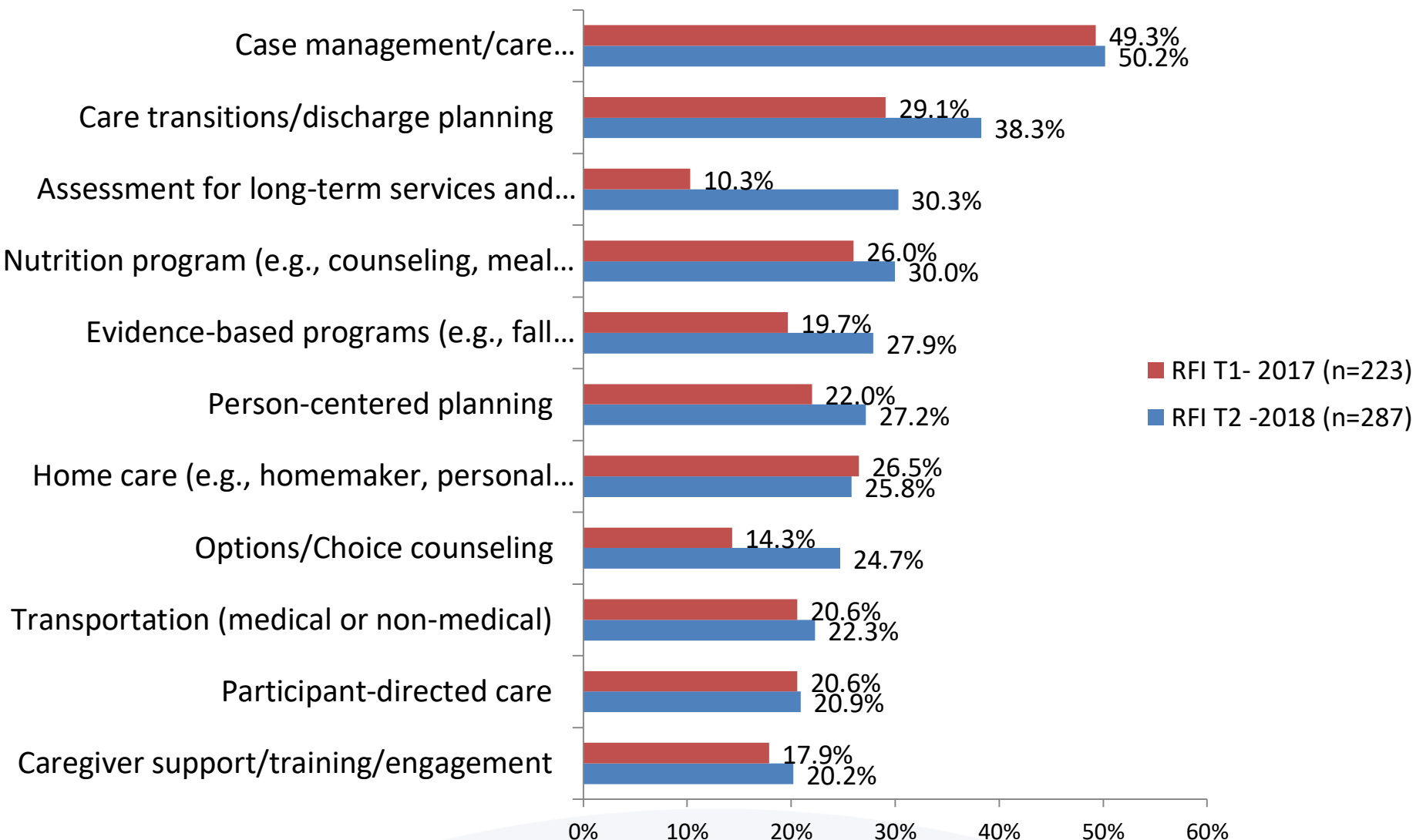
Overall Change in Contracting Status



Most Common Health Care Partners for CBOs Contracting with Health Care Entities T2 and T1



Most Common Services Provided through Contracts by CBOs Contracting with Health Care Entities T2 and T1



First product: LTSS client experience survey

- Methods
 - Collect surveys currently in use within TLC
 - Scan other measures, especially those from authorities (CMS CAHPS) and those recognized in the healthcare sector
 - Map commonalities
 - Eliminate less crucial questions
 - Refine question order, wording and answer sets (Scripps)
 - Pilot & revise
 - Roll out



Why?

- Growth of MLTSS—support “sales” by providing data about quality
- Supports LTSS NCQA accreditation
- Three uses:
 - Internal quality review—drive improvement efforts
 - Benchmark quality—compare with other agencies doing similar work
 - External reporting—provide reports to state LTSS agencies, MLTSS plans, etc.



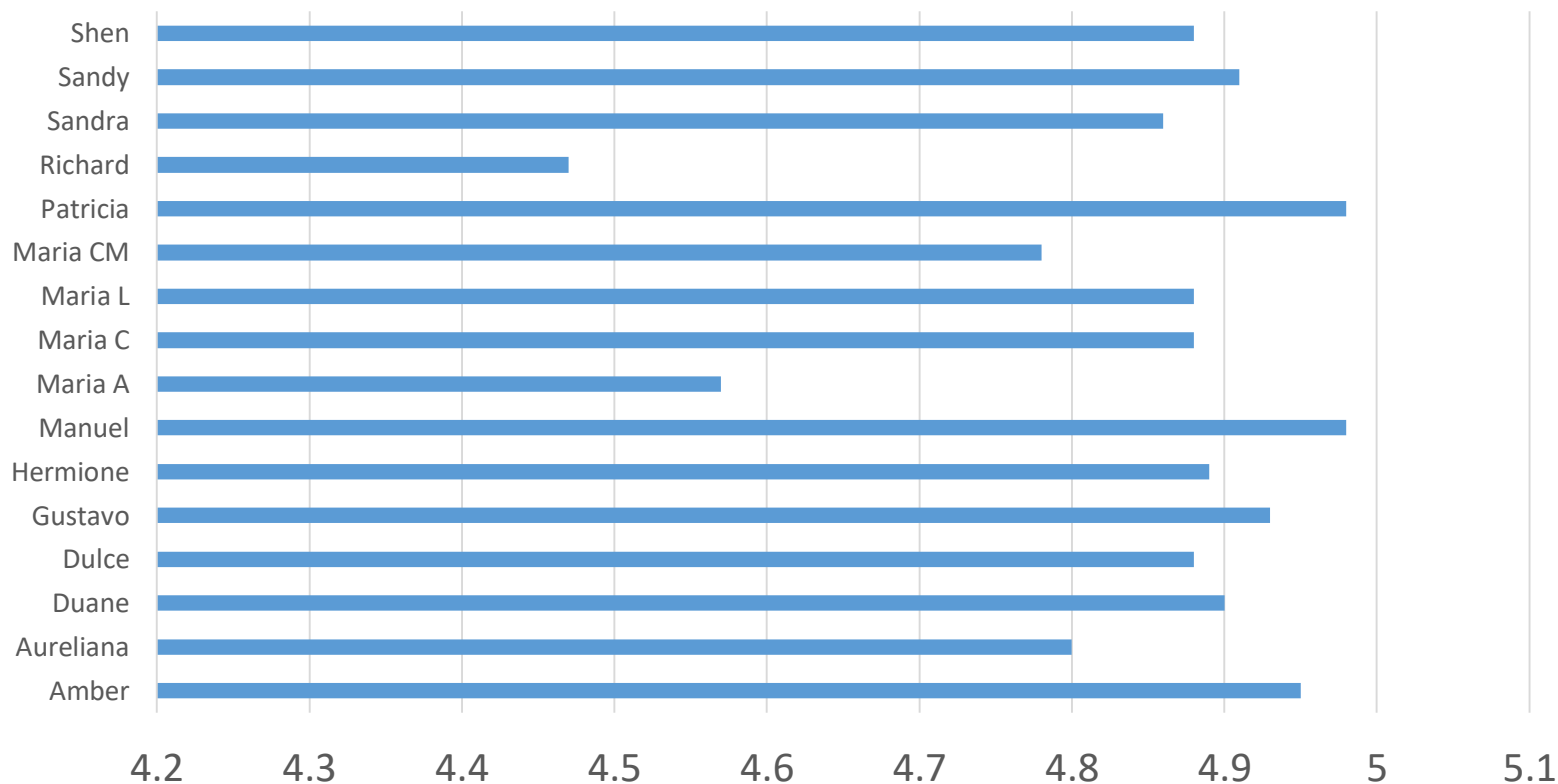
CMS CAHPS CM questions for HCBS

- <https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html>
- Getting needed services for ADLs/IADLs
- Communication/treatment
- Choice
- Individual services like transportation
- Community inclusion/empowerment



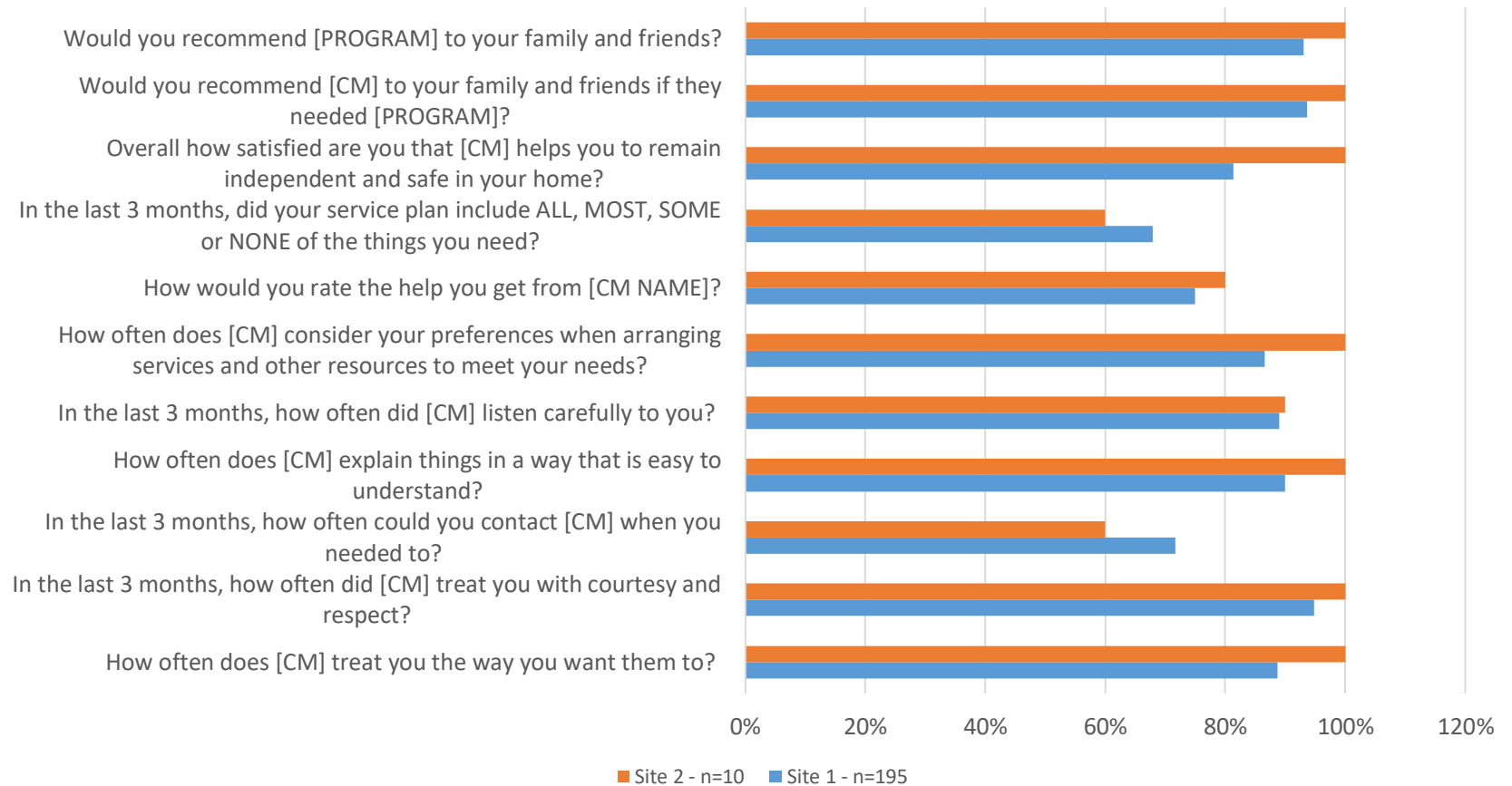
Results to date: LTSS – internal view

Overall Scores by CM

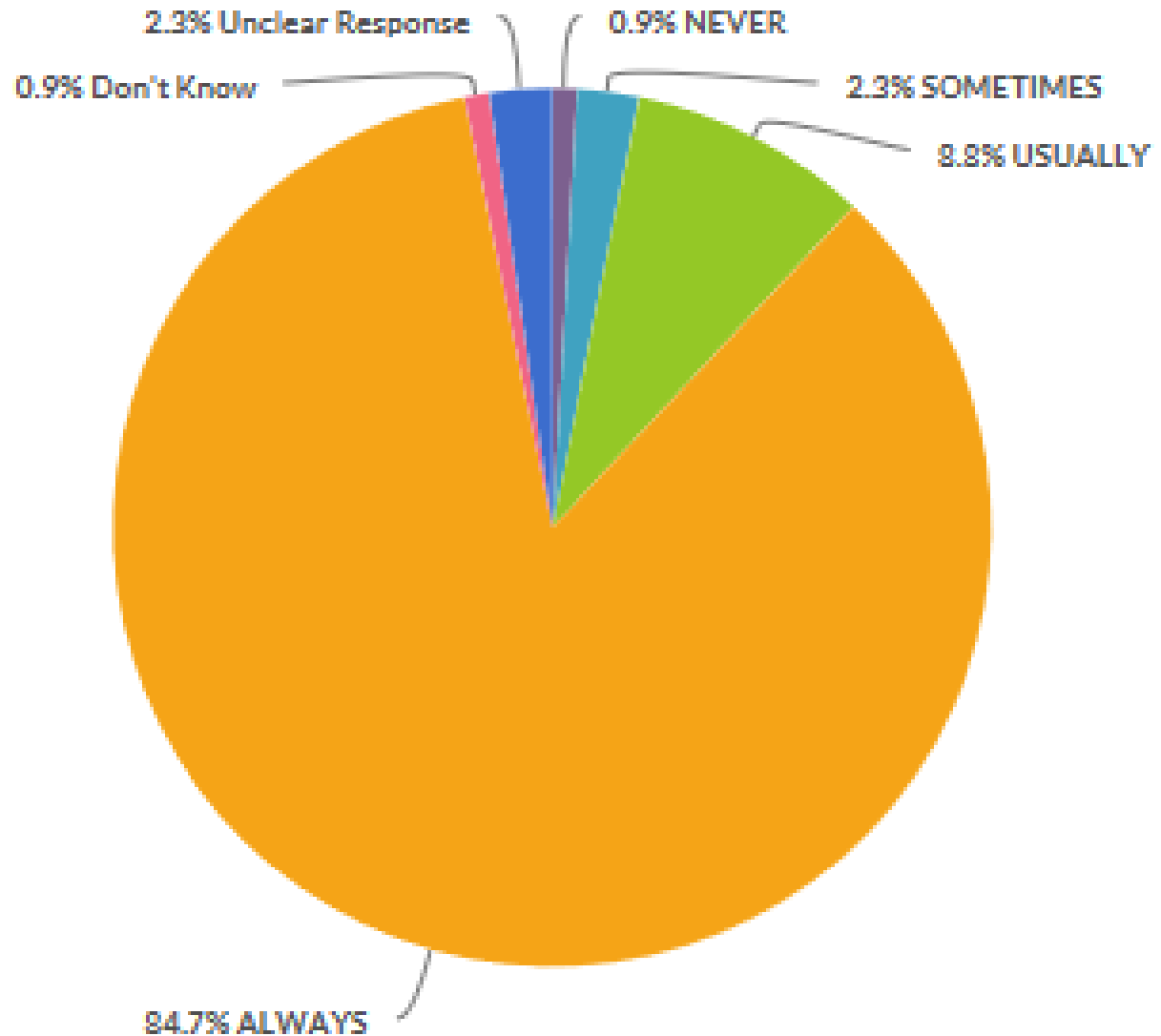


Results to date: LTSS comparative view

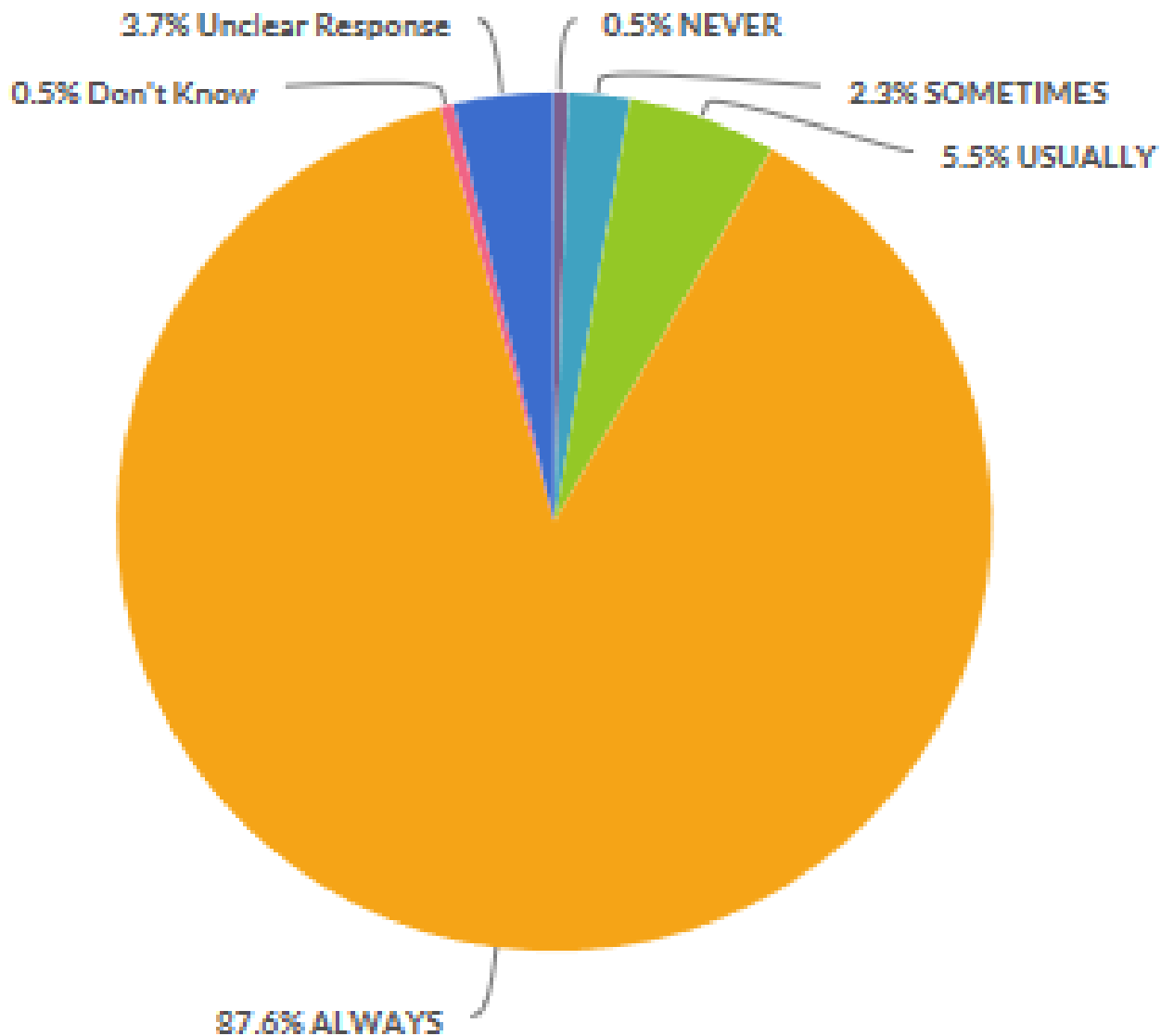
Percent of clients giving top rating; comparison of 2 sites



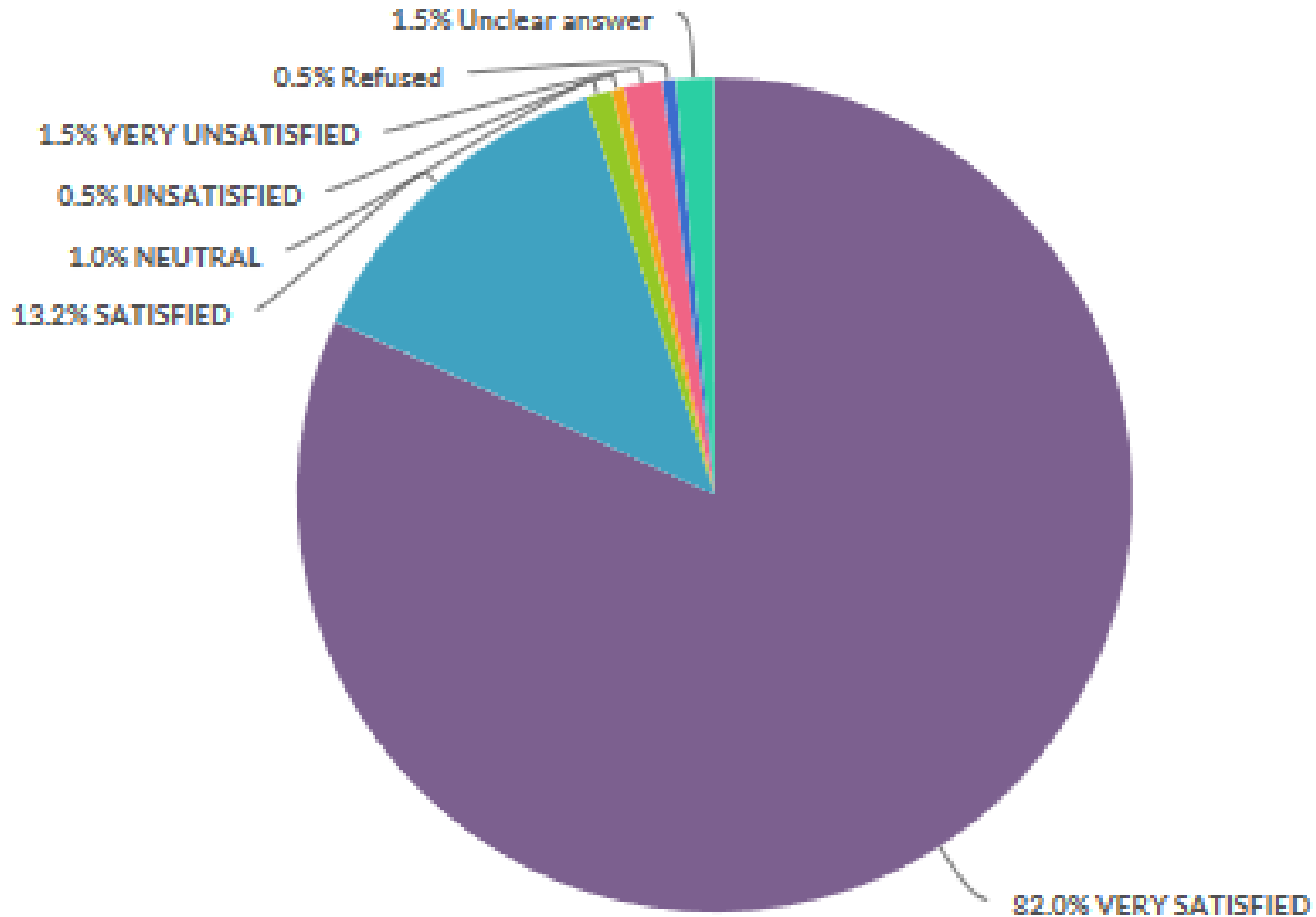
How often did CM consider your preferences?



How often does CM treat you as you want?



How satisfied that pgm keeps you safe and independent at home?



Comments in word cloud by frequency



Results to date: LTSS Overall

- Net promoter score for LTSS Medicaid waiver programs run by CBOs
 - 93%
 - 7% neutral; no negatives
- Would you recommend the program to a friend or relative?
- Would you recommend your care manager to a friend or relative
 - 93% provide the top answer - Definitely Yes!



Small print

- Currently hosted in secure, HIPAA-compliant SurveyGizmo
- Currently hosted by Partners in Care Foundation
- Request data export/reports at frequency of no more than monthly
- Request benchmark report comparing your data with others' outcomes no more than monthly
 - Note: Surveys are usually done in quarterly or annual batches, so comparative data may not change frequently



How you can use the tool

- TEST LINK:
 - <https://www.surveygizmo.com/collab/4414506/TLC-CM-Satisfaction-Survey>
- Request to use the full survey:
 - eblair@n4a.org
 - Send names of case managers and name of program to customize
 - Send questions/response sets you would like to have ADDED
 - Beth will send the link to the live survey



Other products

- Care transitions outcomes and patient experience survey in final stage of word-smithing
 - Includes outcomes
 - Readmissions
 - ED use
 - Behavior change
 - Medications
 - Confidence in ability to self-manage chronic illness
- Care transitions standard “product” description for those just getting started



Questions & Answers: Please Submit Using the “Questions” Box



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Please join us for future webinars in the Aging and Disability Business Institute Series

“Tools to Accelerate Cross-Sector Partnership Development” - Sept. 19

Learn more and pre-register here:

<http://www.asaging.org/series/109/aging-and-disability-business-institute-series>



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Questions about the Aging and Disability Business Institute?

Email us:

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