Long-term Services and Supports (LTSS) Improvement Tool

Training Webinar
All participants will be muted

Questions can be submitted through the WebEx Q&A panel

Training will be available on the DSD training archive page.
• Overview of the LTSS Improvement Tool
• Implementation
• Data Collection and Reporting
• The Person’s Evaluation of his or her Coordinated Services and Support Plan (CSSP)
• The Person’s Evaluation of his or her Service Provider
• Tools and Resources
• Questions?
Overview of the LTSS Improvement Tool
Overview of the LTSS Improvement Tool

What is this New Initiative?

• A set of questions built into the MnCHOICES Support Plan application

• Created to evaluate the person’s experience with services and service delivery

• Based on National Quality Forums (NQF’s) quality domains, primarily:
  • Service Delivery and Effectiveness
  • Person-Centered Planning and Coordination
  • Choice and Control
  • Community Inclusion
• Questions asked of the person receiving services.

• Based upon conversations case managers are already having with the people they serve - the Tool documents the answers.

• Implemented into the MnCHOICES Support Plan application in phases.
What Does the Tool Measure?

Quality
Why Measure Quality?

• Home and Community Based Services (HCBS) play a vital role by supporting individuals with disabilities and older adults to live in their own homes and communities.

• Needs have increased as more people with disabilities live at home, and more are living longer lives and preferring to remain at home.

• As needs have increased, costs have also increased.
Why Measure Quality? Cont.

With the new Improvement Tool, we aim to:

• Understand peoples’ experience with services
• Improve service responsiveness
• Standardize data sources for federal reporting
• Inform measures for other evaluation efforts
• Evaluate lead agency performance
• Review organizational performance
Questions
Implementation
All tools in one place!

- Support planning, rates and review of the person’s service experience
- Captures the planners’ visit and conversation during the person’s semi annual or annual visit.
- Enhances planning by providing a tool for the planner to document and make changes to the plan
• The LTSS Improvement Tool is available in the MnCHOICES Support Plan Application on October 30th.

• Case managers and assessors document the person’s responses through the MnCHOICES Support Plan application.
• **How to access the tool:** MnCHOICES Support Plan from a closed CSSP

• **When to complete:** Semi-annual visit for case managers and annual visit for assessors
LTSS Improvement Tool Roll Out, continued

**Timing:** approximately 6-7 months after your Support Plan Launch date

**Example:**

- Brown County launched April 3, 2017
- Completed assessment, May 3, 2017
- LTSS Improvement Tool, part of semi-annual visit or November 2017
Implementation; Waiver and State Plan

Waiver-based Services with required case management...

- Initial MnCHOICES assessment
- Create/Update CSP and CSSP
- Annual Reassessment
- LTSS Improvement Tool (approx. 6 months)
- Follow-up

State Plan Services only with no required case management...

- Initial MnCHOICES assessment
- Create/Update CSP and CSSP
- Annual Reassessment
- LTSS Improvement Tool**

** Case management is not required for PCA-only. Therefore, this activity will mostly be done by a certified assessor at the annual reassessment visit.
The LTSS Improvement Tool questions are asked at the six-month visit for those who have HCBS Waiver services.

The case manager will ask these questions.
The LTSS Improvement Tool questions are asked at the annual reassessment for those who have State Plan home care services.

The assessor will ask these questions.

** Case management is not required for PCA-only. Therefore, this activity will mostly be done by a certified assessor at the annual reassessment visit.
• Log in to the Support Plan
• Open LTSS Improvement Tool
• Enter the person’s responses
• Click Save
• Prior to the visit, log in to Support Plan

• Open LTSS Improvement Tool

• Open Person’s Evaluation of their CSSP and Person’s Evaluation of their Provider tabs to determine which eDoc to use

• Go to eDocs to pull the appropriate eDocs; one for the Person’s Evaluation of their CSSP, one for the Person’s Evaluation of their Provider

• Save both eDocs to computer
• Use eDocs during visit

• Type in the person’s responses

• Save before closing

• Return to office

• Enter the person’s responses into the LTSS Improvement Tool

• Click Save within the Support Plan
Questions
Data Collection and Reporting
Data Analysis and Reporting

Planner’s Visit
LTSS Improvement Tool questions are asked.

Data Collection
The person’s responses are compiled and aggregated.

Data Reporting
Data can be used for program reporting or redesign.
• Measures can be aggregated at:
  • Program level
  • Lead-Agency level
  • Statewide level
• Certain questions are intended to measure outcomes regarding the HCBS Settings Rule.
• DHS will be reporting this data to CMS.
What is the Value of the LTSS Improvement Tool?

- Gather Feedback
- Guide Discussions
- Provide Insight
- Learn from Each Other
- Inform Federal Programs
- Show and Compare Trends
- Review Organizational Performance
Questions
The Person’s Evaluation of his or her Coordinated Services and Support Plan (CSSP)
Phase One

Phase 1

- Person’s Evaluation of his or her Coordinated Services and Support Plan (CSSP)
- Person’s Evaluation of his or her Service Provider
The Person’s Evaluation of his or her CSSP includes 18 questions

These questions cover the following key areas:

- How the person makes decisions about services received
- How the services affect the person’s daily life
- The person’s living arrangements
- The person’s work opportunities
- How services and supports are working for the person
- Additional comments or concerns
• Additional text boxes may appear depending on the way that the person responds to the question. For example, in this question, if a person answers “Some of the Time” or “Rarely,” an additional text box will appear.

8. Do the services and supports you receive help you try new activities or continue doing activities that you enjoy?

- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

8a. If response was “Some of the time” or "Rarely" to #8: How can I, your case manager, help you try and do more things you want?

[Blank text box for additional text input]
Person’s Evaluation of Coordinated Service and Support Plan (CSSP)

1. Who is responding to these questions? Please check all that apply.
   - [ ] Person
   - [ ] Guardian
   - [ ] Other representative

Comments:
Making Decisions About Services

4. Do you make decisions about the services and supports that you receive?
   - Almost always
   - Most of the time
   - Some of the time
   - Rarely
   - Chose not to answer

5. Do you decide who attends the meetings about your services and supports?
   - Almost always
   - Most of the time
   - Some of the time
   - Rarely
   - Chose not to answer
7. Do the supports and services that you receive help to make your life better?
   - Almost always
   - Most of the time
   - Some of the time
   - Rarely
   - Chose not to answer

8. Do the services and supports you receive help you try new activities or continue doing activities that you enjoy?
   - Almost always
   - Most of the time
   - Some of the time
   - Rarely
   - Chose not to answer
9. Are you currently living where you want to?
   - Yes
   - No, and I want other options
   - No, and I do not want to move
   - Chose not to answer

10. Are you currently living with the people that you want to?
    - Yes
    - No, and I want to live with different people
    - No, and I do not want to move
    - Chose not to answer
12. Is work currently part of your support plan?
   ○ a. Yes: Work is part of my plan
   ○ b. No: Work is not part of my plan, but I am interested in working
   ○ c. No: Work is not part of my plan and I am NOT interested in working (skip to # 13)
   ○ d. Chose not to answer
13. Are the services and supports meeting your needs and expectations?
- Almost always
- Most of the time
- Some of the time
- Rarely
- Chose not to answer

14. Do you feel that there are additional services and supports that would help you? Select any additional categories of services and supports that the person identified would help them.
- Personal supports/skills development
  Specify: 
- Health
  Specify: 
- Safety supports
  Specify: 
The Person’s Evaluation of His or Her Service Provider
Phase One

Phase 1

Person’s Evaluation of his or her Coordinated Services and Support Plan (CSSP)

Person’s Evaluation of his or her Service Provider
The Person’s Evaluation of his or her Service Provider

• Certain fields will pre-populate from the person’s CSSP:
  • Name of the service provider
  • NPI
  • Type of service

(screenshot of first question- include text about eDocs)
In The Person’s Evaluation of his or her Service Provider, there are 9 standard questions.

- If the person only receives PCA Services, they are asked the 9 standard questions.

- Depending on the services the person receives, additional questions may need to be asked.
If the service is:

- Adult Day Services
- Day Training & Habilitation
- Prevocational Services
- Structured Day Program

Then, an additional 4 questions will be required.

- Adult Foster Care
- Child Foster Care
- Customized Living

Then, an additional 12 questions will be required.
The Person’s Evaluation of his or her Provider

• Categories of questions within this section:
  • The staff who come to help in the person’s home
  • The person’s work, community, financial services
  • The person’s living arrangement services
  • The quality of services received by the person
  • Additional questions or concerns
3. Do staff from **SUNNYSIDE DAYTIME SERVICES** treat you with respect?

- Almost always
- Most of the time
- Some of the time *(For case manager: Follow up action needed.)*
- Rarely *(For case manager: Follow up action needed.)*
- Chose not to answer
10. Are you getting the help you need to find a job in the community?
- Yes, I have all the help I need
- Yes, I have some help
- No, I have no help *(For case manager: Follow up action needed.)*
- Not Applicable, I don't want to work
- Chose not to answer

11. Does SUNNYSIDE DAYTIME SERVICES help you participate in community activities that you enjoy as often as you like?
- Almost always
- Most of the time
- Some of the time *(For case manager: Follow up action needed.)*
- Rarely *(For case manager: Follow up action needed.)*
- I am not usually interested in participating
- Chose not to answer
5. Do the staff come when you expect them to?
   - Almost always
   - Most of the time
   - Some of the time
   - Rarely
   - Chose not to answer

6. Do staff from **SUNNYSIDE DAYTIME SERVICES** perform the services the way you like them done?
   - Almost always
   - Most of the time
   - Some of the time
   - Rarely
   - Chose not to answer
13. How would you rate the overall quality of the services you receive from SUNNYSIDE DAYTIME SERVICES?

- Better than I expected
- As I expected
- Worse than I expected
- Chose not to answer
Questions
Tools and Resources
Ensuring that the people we serve are getting what they NEED to live the lives they WANT.
MNSP1000 Modules added to TrainLink:

- LTSS Improvement Tool: Introduction
- Opening the LTSS Evaluations
- Person’s Evaluation of the CSSP
- Person’s Evaluation of Provider
- About Evaluations
MnCHOICES County Link

• MnCHOICES Training
  • Support Plan
  • Using MnCHOICES Support Plan

MnCHOICES Training and Recent Webinars
• **Disability Services Division training archive**
Tools and Resources

• LTSS improvement Tool Q&A document

• MnCHOICES CountyLink
  • Latest News & Updates
    • Memo: Long-Term Services and Supports Improvement Tool

• Lead Agency Review Team website
• **Link to eDocs**

**Evaluation of CSSP**

**Offline use**
If you will not have internet access while conducting the evaluation, open the PDF version of form DHS-7611A from the DHS eDocs site. Click the Save a copy button and save the document on your computer. Use the saved version of the document during your meeting with the person, and
Thank You!

dsd.responsecenter@state.mn.us