DIY QI: HOME AND COMMUNITY BASED SERVICES PERFORMANCE-BASED INCENTIVE PAYMENT PROGRAM (HCBS PIPP)

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Questions During Webinar

- You can submit questions throughout webinar, there will be breaks where questions will be answered.
- To ask a question by chat, type your question in the chat box in the GoToWebinar Control Panel and hit enter.

If we don’t get to your question we will email you and post Q&A on our website.
HCBS PIPP BASICS

- Any MHCP provider that serves people with disabilities and/or older adults through at least one of the MA HCBS Waiver Programs, the Alternative Care Program, intermediate care facilities for persons with developmental disabilities, and/or MA State Plan-funded Home Care Services.

- Responders design Quality Improvement projects to link to one or more goals stated in the RFP:
  - Improve the quality of life of HCBS participants in a measurable way.
  - Improve the quality of services in a measurable way
  - Deliver good quality service more efficiently

- Anticipated 12 to 15 month project time frame with the last payment by June 30th 2015
TODAY’S FOCUS IS ON THE PLANNING STAGE

Quality Improvement

Plan

Do

Act

Study

PDSA Cycle
AGENDA

- Walk-through looking at data and performing root cause analysis, and the connection to developing quality improvement projects.
FIND YOUR DATA

- Existing data
- Complaint feedback
- Customer satisfaction surveys
- Interviews
- Patterns with:
  - Complaints
  - VA Situations
  - Code Violations
  - Incident Reports
  - Care Plans
  - Policies
  - Trainings
  - Media Coverage
FIND THE STORY OF YOUR DATA

- What is happening?
- What is the extent of this problem?
- How is it happening?
- Why does it matter?
WHAT IS ROOT CAUSE ANALYSIS?

- Systematic process for identifying the most basic causal factor or factors for an undesirable incident or problem
- Focus is on process and systems, not individuals
- Discussed in Section 5 of the Application
ROOT CAUSE ANALYSIS

- Ask: what is the root cause of this problem?
- Many times there are multiple causes to a problem, if this is the case, ask if the causes have a relationship
- Keep asking “why?” until you and your team agree you have found the root cause
KEY ELEMENTS OF ROOT CAUSE ANALYSIS

- Human factors
- Staffing
- Communication
- Education
- Equipment
- Environmental
- Uncontrollable external factors
- Other factors
QUESTIONS?

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FROM DATA TO QUALITY IMPROVEMENT

**Aim**
- What are we trying to accomplish?

**Measure**
- How will we know that a change is an improvement?

**Change**
- What is the project going to do?
AIM

What are we trying to accomplish?

- The answer should be based on the problem and be SMART
  - Specific
  - Measureable
  - Attainable
  - Relevant
  - Time Bound

Aim Statement:
“The aim of ________ (name of project) is to increase/reduce ________ (problem), from _____ (baseline) to _____ (target) frequency/persons/percent by ____ (date).”
**Measure**

How will we know that a change is an improvement?

- Should be directly linked to Aim statement
- Tells you whether the changes you make are actually leading to tangible improvements
- Creates concrete evidence to support the success of your project
- Discussed in Section 8 of the Application
Measures Reflect Problems

Choose a measure that makes sense for the problem you are addressing

- Does the problem impact quality of life? *How can you see the problem’s impact on the consumer?*

- Does the problem impact the quality of services and how efficiently they are delivered? *How can you see the problem’s impact on how consumers are receiving services?*

HCBS PIPP Goals

- Improve the quality of life of home and community-based services participants in a measurable way.
- Improve the quality of services in a measurable way.
- Deliver good quality service more efficiently.
Now that we have...
- Identified data showing a problem;
- Illustrated the extent and figured out the root cause of the problem;
- Created the Aim statement that says what we want to change about the problem; and
- Found a measure(s) to track the problem;

...what is the project going to do?

Remember!
- Talk to your customers and co-workers
- Keep it simple- use your experience and the data to focus your project
- Read trade journals, search the web, and talk with other providers about what they have done to address a similar problem
RESOURCES: DHS DATA

- Elderly Waiver Consumer Experience Survey
- Gaps Analysis Surveys
- Public Planning and Performance Reporting
  - County-level Demographic Data
  - Continuing Care Performance Reports
- DHS Dashboard
- Measures that Matter: The status of Children and Youth with Special Health Care Needs
- 2012 Statewide Minnesota Participant Experience Survey
RESOURCES: QUALITY IMPROVEMENT TOOLS

- Minnesota Department of Health
- American Society for Quality
- Health Quality Ontario’s Quality Compass
- Six Sigma
REMINDERS

- Proposals are due January 13th, 2014 prior to 4:00pm Central Time
- The **2014 HCBS PIPP Application Form** and **2014 HCBS PIPP Budget Worksheet** should be emailed together as attachments to: [DHS.hcbspipp@state.mn.us](mailto:DHS.hcbspipp@state.mn.us)
- The Question and Answer period for the HCBS PIPP RFP is closed. Check our Question and Answer document for past Q&A and Q&A from this webinar.
- You can find these materials and more information at our website: [http://www.dhs.state.mn.us/hcbspipp](http://www.dhs.state.mn.us/hcbspipp)
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