

Review of Potential Indicators for a Statewide Outcome-Based Assessment of the Quality of Services Received by Minnesotans with Disabilities

To: QA Panel Members
From: Charlie Lakin
Re: Review and Rate Potential Indicators for Regional and Statewide Quality Assessment

We've discussed the expressed intention of the Centers for Medicare and Medicaid Services (CMS) to hold states to higher levels of accountability for performance in achieving quality in Medicaid home and community services. The focus of these expectations has been most directly outlined by the CMS Quality Framework. According to the Quality framework states will be held accountable to establish and manage programs information gathering, analysis and use that contribute to the quality of services through processes of "Discovery" (knowing what is being accomplished, identifying problems, determining opportunities for improvement, and finding sources of effective practice), "Remediation" (responding to problems on a individual, agency and system-wide basis), and "Improvement" (improving the quality of services and supports, promoting the understanding of/demand for higher quality).

The CMS Quality Framework has identified 7 focus areas of attention for states in their implementation of programs of discovery, remediation and improvement. These 7 focus areas include:

- Participant Access: access to community supports; information and referral; timely intake and eligibility determination; reasonable promptness
- Person-Centered Service Planning and Delivery: individually-oriented needs assessment and service plans; implementation and monitoring and service as planned; responses to changing needs/choices and to participant direction
- Provider Capacity: organizational licensure and certification; sufficient providers (agencies and staff); sufficient staff training; provider monitoring
- Participant Safeguards: incident reporting/response; risk assessment/balance with choice; monitoring of behavioral/pharmacological interventions; medication administration; emergency/disaster preparation/response; health monitoring
- Rights and Responsibilities: protection of rights and decision-making authority; due process and grievance procedures
- Outcomes and Satisfaction: surveys show satisfaction with quality of services lives and service outcomes; data used to find and respond to dissatisfaction and unmet goals
- System Performance: systematic gathering and analysis of performance data; community participation in designing and appraising system performance and improvement activities; financial accountability; system strives to improve quality

Table 1 presents these 7 focus areas with a bit more detail on the sub-components and desired outcomes as detailed by CMS.

At the August meeting QA Panel members were introduced to and provided with some of the existing sets of quality indicators. We agreed that the University of Minnesota would organize these by Quality framework focus areas and provide them back to the group in a format that allowed them to be reviewed and rated. In this

activity QA Panel members are asked to review and make recommendations regarding the adopting, modifying and/or developing new outcome indicators for Minnesota to gather information from service recipients that will establish the status and limitations in quality in service delivery, support responses to problems and assist in implementing programs of quality improvement. Specifically, Panel members are asked to review the attached indicators and to identify those indicators that would be important in understanding the quality of services in Minnesota (as well as meeting the expectations of the Quality Framework).

Please open the attachment to this e-mail (Quality Outcome Indicators rating scale). It is in Excel (if you can't open it let me know and I'll get it to you in a form you can use). If you look at the attached rating scale, you'll see it includes items from 9 different instruments. Some of these were in the booklets I handed out last week; some are "new." Based on the detail provided by CMS on the focus areas of the Quality Framework, I (re-)categorized items within the focus areas of the Quality Framework.

So, please review each indicator. There is nothing to do with the information to the left of the indicator. It just keeps track of where the item came from and what was its original target population(s). To the right of each indicator is the heading "Use in MN" and below it, "yes," "no," and "?" (maybe). In that spot, please indicate whether you think the indicator should be used for quality assessment in Minnesota. (Don't worry too much about redundancy; we first want to focus on what is important. But if you want to indicate a preference between items that seem quite similar that would be helpful, too.) To the right of "Use in MN" is the heading "If, yes", "Sub-group or All. Here we would like you to indicate whether you think the indicators would be good to ask of all people receiving DSD support or would be a good item, but just for a sub-group. If you think it is good just for a subgroup(s), please indicate which one(s): DD, A/D, MI, or other.

At the end of each Focus Area, there is also a place to supply indicators of quality in the focus area that were missing that you think would be important.

Please feel free to suggest that I have placed certain indicators in the wrong focus area. We can certainly rearrange those. But most important is that we end up with valid indicators of the key aspects of quality as experienced by people with disabilities.

I have also put together a list of background characteristics on respondents. These are items that could be used in breaking down the quality of services by the characteristics and circumstances of service recipients. For example, do certain groups experience better community inclusion outcomes than others or do people living in certain circumstances. I have included these descriptive items in the formats of the draft Universal Assessment (where they exist).

If you have any questions about the task, please let me know via e-mail or by phone (612-624-5005). It would be great to receive your reviews by September 5 in advance of our next meeting on September 7. However, if that is not possible, please just bring them to the meeting. If you cannot do the full review, please try to read through the indicators to get a sense of what they are and how they might be

useful/used in a regionally based effort to improve quality (and to be summarized at the state level to better understand and report on the status of service delivery).

Thanks you very much.

Table 1. CMS Quality Framework Domains & Desired Outcomes

DOMAIN I: Participant Access

Desired Outcome: *Individuals have ready access to home and community-based services and supports in their communities.*

I.A Information/Referral

Desired Outcome: *Individuals and families can readily obtain information concerning the availability of HCBS, how to apply and, if desired, offered a referral.*

I.B. Intake and Eligibility

I.B.1 User-Friendly Processes

Desired Outcome: *Intake and eligibility determination processes are understandable and user-friendly to individuals and families and there is assistance available in applying for HCBS.*

I.B.2 Eligibility Determination

Desired Outcome: *Each individual's need and eligibility for HCBS are assessed and determined promptly.*

I.B.3. Referral to Community Resources

Desired outcome: *Individuals who need services but are not eligible for HCBS are linked to other community resources.*

I.B.4. Individual Choice of HCBS

Desired Outcome: *Each individual is given timely information about available services to exercise his or her choice in selecting between HCBS and institutional services.*

I.B.5 Prompt Initiation

Desired Outcome: *Services are initiated promptly when the individual is determined eligible and selects HCBS.*

Domain II: Participant-Centered Service Planning and Delivery

Desired Outcome: *Services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/her life in the community*

II.A Participant-Centered Service Planning

II.A.1 Assessment

Desired Outcome: *Comprehensive information concerning each participant's preferences and personal goals, needs and abilities, health status and other available supports is gathered and used in developing a personalized service plan.*

II.A.2 Participant Decision Making

Desired Outcome: *Information and support is available to help participants make informed selections among service options.*

II.A.3 Free Choice of Providers

Desired Outcome: *Information and support is available to assist participants to freely choose among qualified providers.*

II.A.4 Service Plan

Desired Outcome: *Each participant's plan comprehensively addresses his or her identified need for HCBS, health care and other services in accordance with his or her expressed personal preferences and goals.*

II.A.5 Participant Direction

Desired Outcome: *Participants have the authority and are supported to direct and manage their own services to the extent they wish.*

II.B Service Delivery

II.B.1 Ongoing Service and Support Coordination

Desired Outcome: *Participants have continuous access to assistance as needed to obtain and coordinate services and promptly address issues encountered in community living.*

II.B.2 Service Provision

Desired Outcome: *Services are furnished in accordance with the participant's plan.*

II.B.3 Ongoing Monitoring

Desired Outcome: *Regular, systematic and objective methods — including obtaining the participant's feedback — are used to monitor the individual's well being, health status, and the effectiveness of HCBS in enabling the individual to achieve his or her personal goals.*

II.B.4 Responsiveness to Changing Needs

Desired Outcome: *Significant changes in the participant's needs or circumstances promptly trigger consideration of modifications in his or her plan.*

Domain III: Provider Capacity and Capabilities

Desired Outcome: *There are sufficient HCBS providers and they possess and demonstrate the capability to effectively serve participants.*

III.A Provider Networks and Availability

Desired Outcome: *There are sufficient qualified agency and individual providers to meet the needs of participants in their communities.*

III.B Provider Qualifications

Desired Outcome: *All HCBS agency and individual providers possess the requisite skills, competencies and qualifications to support participants effectively.*

III.C Provider Performance

Desired Outcome: *All HCBS providers demonstrate the ability to provide services and supports in an effective and efficient manner consistent with the individual's plan.*

Domain IV: Participant Safeguards

Desired Outcome: *Participants are safe and secure in their homes and communities, taking into account their informed and expressed choices.*

IV. A Risk and Safety Planning

Desired Outcome: *Participant risk and safety considerations are identified and potential interventions considered that promote independence and safety with the informed involvement of the participant.*

IV.B Critical Incident Management

Desired Outcome: *There are systematic safeguards in place to protect participants from critical incidents and other life-endangering situations.*

IV.C Housing and Environment

Desired Outcome: *The safety and security of the participant's living arrangement is assessed, risk factors are identified and modifications are offered to promote independence and safety in the home.*

IV.D Behavior Interventions

Desired Outcome: *Behavior interventions — including chemical and physical restraints — are only used as a last resort and subject to rigorous oversight.*

IV.E Medication Management

Desired Outcome: *Medications are managed effectively and appropriately.*

IV.F Natural Disasters and Other Public Emergencies

Desired Outcome: *There are safeguards in place to protect and support participants in the event of natural disasters or other public emergencies.*

Domain V. Participant Rights and Responsibilities

Desired Outcome: *Participants receive support to exercise their rights and in accepting personal responsibilities.*

V.A Civic and Human Rights

Desired Outcome: *Participants are informed of and supported to freely exercise their fundamental constitutional and federal or state statutory rights.*

V.B Participant Decision Making Authority

Desired Outcome: *Participants receive training and support to exercise and maintain their own decision-making authority.*

V.C Alternate Decision Making

Desired Outcome: *Decisions to seek guardianship, surrogates or other mechanisms that take*

authority away from participants are considered only after a determination is made that no less intrusive measures are or could be available to meet the participant's needs.

V.D Due Process

Desired Outcome: *Participants are informed of and supported to freely exercise their Medicaid due process rights.*

V.E Grievances

Desired Outcome: *Participants are informed of how to register grievances and complaints and supported in seeking their resolution. Grievances and complaints are resolved in a timely fashion.*

Domain VI Participant Outcomes & Satisfaction

Desired Outcome: *Participants are satisfied with their services and achieve desired outcomes.*

VIA Participant Satisfaction

Desired Outcome: *Participants and family members, as appropriate, express satisfaction with their services and supports.*

VIB Participant Outcomes

Desired Outcome: *Services and supports lead to positive outcomes for each participant.*

Domain VII. System Performance

Desired Outcome: *The system supports participants efficiently and effectively and constantly strives to improve quality.*

VILA System Performance Appraisal

Desired Outcome: *The service system promotes the effective and efficient provision of services and supports by engaging in systematic data collection and analysis of program performance and impact.*

VILB Quality Improvement

Desired Outcome: *There is a systemic approach to the continuous improvement of quality in the provision of HCBS.*

VILC Cultural Competency

Desired Outcome: *The HCBS system effectively supports participants of diverse cultural and ethnic backgrounds.*

VILD Participant and Stakeholder Involvement

Desired Outcome: *Participants and other stakeholders have an active role in program design, performance appraisal, and quality improvement activities.*

VILE Financial Integrity

Desired Outcome: *Payments are made promptly in accordance with program requirements.*

Quality Outcome Indicators Categorized by the CMS Quality Framework Areas and the Originally Intended Target Populations)										
Area 1: Participant Access										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of service recipients who report they are informed about existing and potential resources (including information services, choices and supports, and available public benefits), in a way that is easy to understand.					
NCI	?				The proportion of people reporting they get the services they need.					
—	?				The proportion of people who report that they did not have to wait too long before receiving services.					
—	?				The proportion of people reporting that their case manager kept in touch with them while they were waiting for services (2 items)					
Area 2: Participant-Centered Service Planning and Delivery										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people who report having chosen or participated in choosing where to live.					
NCI	?				The proportion of people who report they control their own budgets.					
NCI	?				The proportion of people reporting that their case managers/ service coordinators help them get what they need.					
NCI	?				The proportion of people who know their service coordinators.					
NCI	?				The proportion of people who report that their service coordinators asked about their preferences.					
NCI	?				The proportion of people who report that they can contact their case manager if they need to.					
NCI	?				The proportion of individuals who report they direct their own services.					

Area 2: Participant-Centered Service Planning and Delivery										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people who report that they received support to learn or do something new in the past year.					
NCI	?				The proportion of people who report that services they needed were not available to them.					
NCI	?				The proportion of people who had a physical exam in the past year.					
NCI	?				The proportion of women who had an OB/GYN exam in the past year.					
NCI	?				The proportion of people who had a dental exam within the past 6 months					
NCI	?				The proportion of families reporting that their support plan includes or reflects things that are important to them.					
NCI	?				The proportion of people who report having been provided options about where to work or go for other day services.					
NCI	?				The proportion of people living in other than their own or family home who reported visiting more than one place before coming to live in their current setting.					
NCI	?				The proportion of families who report that staff who assist with planning are knowledgeable and respectful.					
NCI	?				The proportion of families reporting that they control their own budgets/supports (i.e. they choose what supports/goods to purchase.					
NCI	?				The proportion of people who report that staff are respectful of their choices and decisions.					
NCI	?				The proportion of families who indicate that services/supports are flexible to meet their changing needs.					
NCI	?				The proportion of people who report they are supported in utilizing natural supports in their communities (e.g. family, friends, neighbors, churches, colleges, recreational services).					
NCI	?				The proportion of people reporting that they chose (or picked) who works with them in their work or day activity					
NCI	?				The proportion of people reporting that they chose (or picked) their case manager/service coordinator/care coordinator?					
NCI	?				The proportion of people (living with non-family members) reporting that they chose the people they live with.					
NCI	?				The proportion of people (living with non-family members) reporting that they chose the place they live.					

Area 2: Participant-Centered Service Planning and Delivery										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people who report they have people who help them do or learn new things.					
NCI	?				The proportion of people who report they want some/more help to do or learn new things.					
BU-HC		?			The proportion of people who report my case manager ignores what I tell her about what things I need.					
BU-HC		?			The proportion of people who report they need more help from my case manager than they get.					
BU-HC		?			The proportion of people who report that their case manager is very knowledgeable about the services that are available.					
BU-HC		?			The proportion of people who report their case manager has failed to get me the services I need.					
BU-HC		?			The proportion of people who report I would like more choices about the types of services I get.					
BU-HC		?			The proportion of people who report on the whole, my case manager does a good job setting up care for me.					
BU-HC		?			The proportion of people who report it would be a waste of time to call my case manager if I had a problem.					
BU-HC		?			The proportion of people who report I need help more times each week than I get it now.					
BU-HC		?			The proportion of people who report the person(s) who come to my home to help me ignores what I tell her about how I like things done.					
Maine		?			Proportion of people reporting that they participated as much as they wanted in developing their plan of care/ service plan (rev) -Followed by, if not, why? _____					
Maine		?			Proportion of people reporting that people explained what they can do if they disagree with or want to change their plan of care/service plan. (rev)					
Maine		?			Proportion of people reporting that they chose the person/people who come to the home to help them from more than one applicant.(rev)					
Maine		?			Proportion of people reporting that their direct support staff treat them respectfully in their home. (rev)					
CHSRA/ CMS	?				Proportion of people reporting that they do fun things outside the home where they live at least once a week					
CHSRA/ CMS					Proportion of people reporting they do fun things with people they don't live with at least once a week (2 items)					

Area 2: Participant-Centered Service Planning and Delivery										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that "I like the services I get [from my service provider]"					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that "If I had other choices, I would still get services from [my current service provider(s)]"					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that, "I would recommend [service provider(s)] to a friend or family member."					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that, "[When I contact my service provider] they return my call within 24 hours."					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that the service provided to me "were available at times that were good for me."					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that they were able to get all the services they thought they needed					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that they were able to see a doctor or psychiatrist when they wanted to					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that their staff believe they can grow and change (rev.).					
MHSIP			?		Proportion of people agreeing [strongly agree or agree] that they feel comfortable asking staff about their treatment and medications					
MHSIP			?		Proportion of people agreeing that staff are sensitive to religious and cultural things that are important to me (rev.).					
—					Proportion of people agreeing that staff show me appropriate respect for my age.					
MHSIP			?		Proportion of people agreeing that staff encourage me to take responsibility for how I live my life.					
MHSIP			?		Proportion of people agreeing that I and people I choose, not staff, decide about my goals.					
MHSIP			?		Proportion of people agreeing that staff help me get the information I need so that I can take charge of managing my disability					
MHSIP			?		Proportion of people agreeing that staff encourage me to use services and programs run by people with disabilities- like self-advocacy, centers for independent living, support groups, etc.					

Area 2: Participant-Centered Service Planning and Delivery													
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,				
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL			
MLS	?				Proportion of people reporting that they participate in _____ activities in the past month in which they like to participate.								
MLS	?				Proportion of people reporting that they participate in _____ activities in the past month in which they like to participate with people other than staff.								
MLS	?				Type of activity	Like to Do?			Times in Past	With Whom?			
						Yes	No	So-So		Alone	Staff	Family/Friends	
					Went grocery shopping								
					Went to game or sport activity								
					Went to a health club, gym or swimming								
					Went out to eat or get a drink								
					Went to a movie, play or concert								
					Went shopping for clothes or other things								
					Went to a club or group meeting								
					Went to a religious service meeting								
					Went to a walk or to a park								
					Went some place to do volunteer work								
					Went to a class								
					Went somewhere else I didn't mention								

Area 3: Provider Capacity and Capabilities										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people who report having adequate transportation when they want to go somewhere					
NCI	?				The proportion of people indication that most support staff treat them with respect.					
NCI	?				The crude separation rate, defined as the proportion of direct contact staff separated in the past year.					
NCI	?				Average length of service for all direct contact staff who separated in the past year, and for all currently employed direct contact staff					
NCI	?				The proportion of direct support staff feeling confident and well-trained in basic competences of direct support.					
NCI	?				The proportion of eligible families who report having access to an adequate array of services and supports.					
NCI	?				The proportion of families who report that services/supports are available when needed, even in a crisis					
NCI	?				The proportion of families who report that service and support staff/providers are available and capable of meeting family member's needs.					
BU-HC		?			The home delivered meal service has a poor selection of meals.					
MEDSTAT	?				Proportion of people that cannot name their case manager/ support coordinator.					
MEDSTAT	?				Proportion that report that they cannot talk to their case manager/support coordinator when they needed to.					
MEDSTAT	?				Proportion of people reporting that case manager helps when asked for something.					
MEDSTAT	?	?			Proportion reporting that support staff respect them.					
MEDSTAT	?				Proportion reporting that support staff listen carefully to what they are asked to do.					
MEDSTAT	?				Proportion reporting that support staff are "mean" of yell at them.					
MEDSTAT	?				Proportion reporting that support staff do not say "please" and "thank you" when they ask for something. Proportion reporting that staff take things with out asking					
MEDSTAT	?				Proportion reporting that the people paid to help them at their day program outside the home (if any) listen carefully to what they ask them to do.					
MEDSTAT	?				Proportion reporting the people take their things without asking first.					
Maine		?			Proportion of people reporting that they had been injured in their home by a direct support worker (rev) - If yes, what, when, would you like help with this problem?					

Area 3: Provider Capacity and Capabilities										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
Maine		?			Proportion of people reporting that a direct support staff member had taken things with out asking? Followed by- What happened, when, would you like help with this problem?					
MEDSTAT	?				Proportion reporting that people come into their room when they don't want them to.					
Maine		?			Proportion of people reporting that in the past year they found it difficult to keep support staff. (rev)					
Maine		?			Proportion or people reporting that they received training on how to train direct support staff. (rev)					
Maine		?			Proportion of people reporting that they received training on how to train direct support staff who reported they received enough training (2 items, Rev.)					
Maine		?			Proportion of people reporting that in the past year they have ever been unhappy with how their direct support staff did their jobs (rev)- Followed by, in what way?					
MEDSTAT	?	?			Proportion who like to go shopping who do go shopping (2 items).					
MEDSTAT	?	?			Proportion who like to go shopping and do go shopping who help pick where they go (3 items).					
MEDSTAT	?	?			Proportion reporting that housework does not get done sometimes because there is no one there to help (2 items).					
MEDSTAT	?	?			Proportion reporting that laundry does not get done sometimes because there is no one there to help (2 items).					
MEDSTAT	?	?			Proportion reporting that they sometimes go without groceries because there is no one there to help them (2 items).					
MEDSTAT	?	?			Proportion of people reporting they like to go out to eat who say they do go out to eat (2 items).					
MEDSTAT	?	?			Proportion of people reporting they go out to eat who help pick where they eat out (2 items).					
CISNA CMS	?				Proportion reporting that their direct support staff...					
					a) listen to you when you are upset					
					b) help fund ways to fix problems					
					c) listen to what you want					
					d) treat you nicely					
					e) get so angry that you are afraid					
					f) ask you before using your things					
					g) treat you with respect					

Area 3: Provider Capacity and Capabilities										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
Area 4: Participant Safeguards										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of serious injuries reported among people receiving services.					
NCI	?				The proportion of people who report they feel safe in their neighborhood.					
NCI	?				The proportion of people who were victims of selected crimes reported to a law enforcement agency during the past year.					
NCI	?				The proportion of people who report that they feel safe in their home.					
NCI	?				The proportion of people taking psychotropic medications.					
NCI	?				The incidence of restraints reported in the past year, by type of restraint and by living arrangement.					
NCI	?				The incidence of serious injuries resulting from the use of restraints					
NCI	?				The proportion of families who indicate that services/supports provided outside of the home (e.g., day/employment, residential services) are done so in a safe and healthy environment.					
MEDSTAT	?				Proportion of people who say other people sometimes hit or hurt their body (further inquiry).					
MEDSTAT	?				Proportion of people who say staff members sometimes hit or hurt their body (further inquiry).					
MEDSTAT	?				Proportion reporting having talked to case manager/ service coordinator about special equipment or changes to the home.					
MEDSTAT	?				Proportion reporting having talk to case manager about equipment or changes to the home who did not make them. (2 items)					

Area 4: Participant Safeguards										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
MEDSTAT	?	?			Proportion saying they have gone without medicine when they need it because no one is there to help them (2 items).					
MEDSTAT	?	?			Proportion saying they have been unable to get to the bathroom when they need to because no one is there to help them (2 items)					
MEDSTAT	?	?			Proportion saying they have gone without eating when they need to because no one was there to help them (2 items).					
CHSRA/ CMS	?				Proportion of people reporting that if they sometimes need help reading mail or writing letters to other people (rev). If yes, do staff members help you when you ask?					
CHSRA/ CMS	?				Proportion of people reporting that if you want to vote in an election, someone would help them					
CHSRA/ CMS	?				Proportion reporting that they take medicine or pills everyday? If yes, has someone explained the good things the medicine can do? Has someone explained the bad things the medicine might do? (rev). (3 items) Proportion saying yes or sometimes to the question is there anything new you would like to learn who say that their staff people help them learn these things					
CHSRA/ CMS	?				Proportion saying yes or sometimes to the question is there anything new you would like to learn who say that their staff people help them learn these things					
CHSRA/CMS	?				Proportion of people reporting that they know how much money they have to spend each week on personal items or activities					
Area 5: Participant Rights & Responsibilities										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people who reportedly have an "advocate" or someone who speaks on their behalf					
NCI	?				The proportion of people who reportedly have an "advocate" or someone who speaks on their behalf					
NCI	?				The proportion of people who have participated in activities of (a self-advocacy groups or other groups, meetings, conferences, or events.)					

Area 5: Participant Rights & Responsibilities										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people who report satisfaction with their opportunity to be alone if they want to.					
NCI	?				The proportion of families who report they choose, hire and manage their service/support providers.					
NCI	?				The proportion of people reporting that others read their mail without asking first.					
NCI	?				The proportion of people reporting that they are not allowed to use the phone when they want to.					
MEDSTAT	?				Proportion reporting that they did not pick where they live.					
MEDSTAT	?				Proportion reporting they did not choose to live alone.					
MEDSTAT	?				Proportion reporting they would like to live with other people.					
MEDSTAT	?				Proportion reporting they do not like the people they live with.					
MEDSTAT	?				Proportion reporting they did not choose their roommate (shared bedroom)					
MEDSTAT	?	?			Proportion reporting they did not help pick their staff, but would like to (2 items).					
Maine		?			Participant received information on how to appeal assessment decisions.					
Maine		?			Proportion of program participants who know they can change paid workers.					
Maine		?			Proportion of program participants who know where to complain about services.					
MEDSTAT	?				Proportion reporting they know you can change their support staff if they want to.					
MEDSTAT	?				Proportion reporting that they eat when they want to.					
MEDSTAT	?				Proportion reporting that they watch TV when they want to.					
MEDSTAT	?				Proportion reporting that they go to bed when they want to.					
MEDSTAT	?				Proportion reporting that they can be by themselves when they want to.					
MEDSTAT	?	?			Proportion of people reporting that there are people they like to visit with who report they can see this person/these people when they want (2 items).					
MHSIP			?		Proportion of people agreeing [strongly agreeing or agreeing] that they feel free to complain about their services					
MHSIP			?		Proportion of people agreeing [strongly agreeing or agreeing] that staff respect their wishes about who is and who is not to be given information about their private life and services (rev.)					
MHSIP			?		Proportion of people agreeing [strongly agreeing or agreeing] that they were given information about their rights					

Area 6: Participant outcomes and satisfaction										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of people 18 to 64 years reporting monthly earnings of \$_____.					
NCI	?				The proportion of people under age 65 with jobs in the community.					
NCI	?				The proportion of people who participate in integrated activities in their communities.					
NCI	?				The proportion of people who have friends other than support staff and family members.					
NCI	?				The proportion of people who have a close friend, someone they can talk to about personal things.					
NCI	?				The proportion of people who decide their own daily schedule (when to get up, when to eat, when to sleep).					
NCI	?				The proportion of people who decided how to spend their free time when not working or in a day program.					
NCI	?				The proportion who report that they can see their friends when they want to.					
NCI	?				The proportion of people who report that they are able to see family members when they want.					
NCI	?				The proportion of people who report that they are able to see their friends when they want.					
NCI	?				The proportion of people who report they feel lonely.					
NCI	?				The proportion of people who are satisfied with where they live.					
NCI	?				The proportion of people who report they like their job or day program.					
NCI	?				The proportion of people who report they are happy with their personal life.					
NCI	?				The proportion of service/recipients who receive supports in a home of their own.					
NCI	?				The proportion of individuals who report active participation in integrated activities in their communities.					
NCI	?				The proportion of families/guardians of individuals not living at home who report the extent to which the system supports continuing family involvement.					
NCI	?				The proportion of families who report satisfaction with the information and supports they receive with the planning, decision-making, and grievance process.					

Area 6: Participant outcomes and satisfaction										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of families who feel that services and supports have helped them to better care for their family member living at home.					
NCI	?				The proportion of people in vocational or other day programs who report that most of the staff are nice and polite.					
NCI	?				The proportion of people who "have staff who help them where they live" supports who report staff to be "nice and polite" to them.					
BU-HC		?			Proportion of people reporting that my case manager has become a friend.					
BU-HC		?			Proportion of people reporting that my case manager is kind to me.					
BU-HC		?			Proportion of people reporting that my case manager is rude to me.					
BU-HC		?			Proportion of people reporting that my case manager does extra things for me.					
BU-HC		?			Proportion of people reporting that I wish my case manager could do more things for me that I need to have done.					
BU-HC		?			Proportion of people reporting that I wish the people who help me at home could do more things for me that I need to have done (rev).					
BU-HC		?			Proportion of people reporting that the person/people who help me at home is/ are rude to me.					
BU-HC		?			Proportion of people reporting that the person/ people who help me at home has/ have become my friend(s) (rev).					
BU-HC		?			Proportion of people reporting the person/ people who help me at home is assigned enough time to do all the jobs I need to have done. (rev)					
BU-HC		?			Proportion of people reporting the person/people who help me at home take(s) an interest in me as a person.					
BU-HC		?			The proportion of people who report they would like more choice about the foods I get.					
BU-HC		?			The proportion of people who report it is easy for me to place orders for my groceries (the foods I want to eat)					
BU-HC		?			Proportion of people reporting generally, the person/people who help me at home knows					
BU-HC		?			Proportion of people reporting that the person/people who come to my home to help me do/does extra things for me.					
BU-HC		?			Proportion of people reporting that they wish the person/people who come to my home to help me could do more things that I need to have done.					
BU-HC		?			Proportion of people reporting most of the meals are great.					
BU-HC		?			Proportion of people reporting my meals come too early in the day.					

Area 6: Participant outcomes and satisfaction										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
BU-HC		?			Proportion of people reporting that the meals cooked for me are cooked the way I want them cooked.					
BU-HC		?			Proportion of people reporting the food is so bad I don't eat it.					
BU-HC		?			Proportion of people reporting that the person/people who help me in my home arrive(s) late.					
BU-HC		?			Proportion of people reporting that the person/people who help me in my home leave(s) early.					
—	?	?	?		Proportion of people reporting that the person/people who help me in the home have asked me not to tell anyone about something that happened. Following what?					
Area 7: System performance										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of voting members on provider agency boards of directors who are primary consumers.					
NCI	?				The proportion of voting members on provider agency boards of directors who are family members of primary consumers.					
NCI	?				The proportion of individuals age 18 and over who are supported to live in a home of their own compared to the total number of persons who receive residential services.					
NCI	?				The proportion of individuals age 18 and over who receive residential services in living arrangements that serve three or fewer persons with disabilities.					
NCI	?				The proportion of individuals age 18 to 64 and over who are supported in community integrated employment compared to the total number of adults who receive day services.					

Area 7: System performance										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
NCI	?				The proportion of individuals supported with home and community supports program compared to the total number of persons who receive Medicaid long-term services (rev.).					
NCI	?				Proportion of expenditures devoted to community services compared to total expenditures.					
NCI	?				Proportion of Medicaid expenditures devoted to Medicaid HCBS and in-home supports compared to total Medicaid long-term services expenditures.					
NCI	?				Total Medicaid long term services expenditures adjusted for state population size and economic variables.					
NCI	?				Expenditures per person for Medicaid long-term services, adjusted for economic and other variables.					
NCI	?				The proportion of people served, by race and ethnicity, relative to their proportions in the general population.					
NCI	?				The number of persons age 18 and over who receive services per 100,000 adults in the population.					
NCI	?				The number of persons age 18 and over who live with their families and receive in-home supports per 100,000 adults in the population.					
NCI	?				The proportion of persons age 18 and over who receive community services compared to the number who need such services.					
NCI	?				The number of individuals age 18 and over who receive day services per 100,000 adults in the population.					
NCI	?				The number of children and youth who receive residential services or are in households who benefit from family support per 100,000 children and youth in the population.					
NCI	?				The number of children in households who benefit from family support per 100,000 children and youth in the population.					
NCI	?				The number of individuals overall and by program who receive Medicaid long-term services per 100,000 persons in the population.					
NCI	?				The proportion of families reporting that staff or translators are available to provide					

Area 7: System performance										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
DHS/CES		?			Proportion of people providing a "generally yes" response to: I am going to ask you					
					1. In general, do you like where you are living now?					
					2. In general, is your room/apartment/home how you like it to be?					
					3. In general, is the place in good condition?					
					4. Can you get around inside your (room/apartment/home) as much as you need to?					
					5. Are you satisfied with how you spend your free time?					
					6. Can you usually get to the places where you want or need to go, like shopping, for a visit, to church, to get your hair done, to play cards, or to a ball game?					
					7. Generally, are you satisfied with the amount of contact you have with your family?					
					8. Generally, are you satisfied with the amount of contact you have with friends?					
					9. Is there someone you can count on in an emergency?					
					10. Are you as socially active as you'd like to be -- like participating in community					
DHS/CES		?			Proportion of people providing an "always" or and "always" or "usually" response to: I'd					
					1. Do the people who are paid to help spend enough time with you -- when helping you					
					2. Do the people who are paid to help you come when they are supposed to?					
					3. Do the people who are paid to help you come when they are supposed to?					
					4. Do they do the things that you want them to do?					
					5. Do they treat you respectfully?					
					6. Do they [ever] do things that you don't want them to do? If yes, what? _____ (rev.)					
DHS/CES		?			Proportion of people saying that help you have received [in the past year] has made their life better/worse.					
DHS/CES		?			Proportion of people reporting that they are getting services or help that they want or that they don't need (rev). Follow-up- Can you tell me more about that?					

Area 7: System performance										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
DHS/CES		?			Proportion of people reporting that there is something else they would like help with? If yes, can you tell me about it? _____ Follow-up- Would you like to tell your case manager about this? _____					
DHS/CES		?			I'd like to ask you something about how your family and friends help you with different things. Do you ever get help from your family or friends who are not paid to do things in your home or in the community? (rev.)					
					1. Housework/cleaning					
					2. Taking care of the yard, shoveling snow, painting, etc.					
					3. Taking care of money or paying bills					
					4. Making or going to appointments					
					5. Shopping for food or clothing					
					6. Making meals					
					7. Using the bathroom or taking a shower or bath					
					8. Getting out of bed					
					9. Going to meetings or church					
					10. Going to movies or other places you go for fun					
					Who are the people who help you do these things? [Spouse (or equivalent, child or child in-law, grandchildren, grandchild in-law, sibling, neighbor, other friend, other _____]					
MHSIP			?		Proportion of people agreeing that because of the services I receive I am getting better at (rev.)...					
					1. Dealing effectively with daily problems					
					2. Taking control of my own life					
					3. Dealing with a crisis					
					4. Getting along with my family and friends					
					5. Participating with others in social situations					
					6. Doing a good job at work (or my day program)					
					7. Enjoying the place where I am living					

Area 7: System performance										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Group	ALL
					8. Feeling good about my life					
—					[For people living in groups of 3 or more] Proportion of people saying "about right" to:					
					1. How noisy the home is?					
					2. The temperature inside the home?					
					3. The rules the home has?					
					4. How clean the home is?					
Interviewer Debrief Summary										
Origin of Indicator	Population(s)				Outcome Indicators Generated	Use in MN			If Yes,	
	DD	A/D	MI	Other		Yes	No	?	Sub Group	ALL
DHS/CES		?			Proportion of interviewers reporting that there is something in the participant's physical environment that could compromise his/her health or safety? Follow-up, what? _____					
					Is direct follow-up needed? _____					
DHS/CES		?			Proportion of interviewers reporting that there is evidence that the individual is receiving POOR quality of care, for example sores, very poor hygiene, very dirty clothing? Follow-up, what? _____					
					Is direct follow-up needed? _____					

Origin of Indicator Codes:
BU-HC= Boston University Home Care Satisfaction Measure
CHSRA/CMS= Center on Health Systems Research and Analysis - Quality Indicators Performance Measures for Medicaid Services to Persons with Mental
DHS/CES= Minnesota DHS, Aging and Adult Services, Consumer Experience Survey
Maine= Maine Experience Survey- Elderly/Disability
MEDSTAT= Participant Experience Survey Performance Indicators (with overlapping MR-DD and Elderly/Disability versions)
MHSIP= Mental Health Statistics Improvement Program Consumer Survey
MLS= Minnesota Longitudinal Study (of persons with Developmental Disability), University of Minnesota
NCI= National Core Indicators