

# Strengthening the Aging Network

## Long-Term Services and Supports Performance Measurement & Standards

### Annotated Bibliography

June 15, 2012

This annotated bibliography provides a comprehensive list of existing performance measures on long-term services and supports (LTSS) systems in the United States. As a part of Strengthening the Aging Network initiative, this bibliography was put together to improve awareness of SUA directors about LTSS performance standards available from federal and state initiatives, as well as valuable projects undergone in private sector and academia. It also covers measurement tools targeting specific beneficiary groups and programs, including Medicare-Medicaid dual eligible beneficiaries, adults with disabilities, ADRC, PACE, and Ombudsman.

### Section 1

#### Resources from Federal Quality Initiatives

1. National Quality Measures Clearinghouse (NQMC)  
*Available at: <http://www.qualitymeasures.ahrq.gov/index.aspx>*
  - Department of Health and Human Services (HHS) Measure Inventory allows users to search measures based on HHS division, topic or condition, domain, care setting, and public availability.
  - As of March 2012, there are 33 HHS measures under long-term care setting.
2. Environmental Scan of Measures for Medicaid Title XIX Home and Community-Based Services. AHRQ Publication No. 10-0042-EF, June 2010. Agency for Healthcare Research and Quality, Rockville, MD. *Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/index.html>*
  - Appendix III contains a comprehensive list of measures and tools identified as of July 2007.  
*Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapiii.htm>*
    - Federally Sponsored Tools and Measures  
*Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapiii.htm#federally>*
    - Tools and Measures Developed by and for Individual States  
*Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapiiid.htm#states>*
    - Tools and Measures Developed in Academic and Research Settings  
*Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapiiib.htm>*
    - Tools and Measures Developed or Endorsed by Associations and Accrediting Bodies  
*Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapiiic.htm#bodies>*
  - Appendix V contains lists of tested program performance measures.  
*Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapv.htm>*

3. National Quality Forum. Measure Applications Partnership (MAP) Coordination Strategy for Post-Acute Care (PAC) and Long-Term Care (LTC) Performance Measurement. February 2012.  
*Available at: [http://www.qualityforum.org/Publications/2012/02/MAP\\_Coordination\\_Strategy\\_for\\_Post-Acute\\_Care\\_and\\_Long-Term\\_Care\\_Performance\\_Measurement.aspx](http://www.qualityforum.org/Publications/2012/02/MAP_Coordination_Strategy_for_Post-Acute_Care_and_Long-Term_Care_Performance_Measurement.aspx)*
  - The report outlines a performance measurement coordination strategy for a subset of post-acute care and long-term care providers, including home health care, short- and long-stay nursing facilities, inpatient rehabilitation facilities (IRFs), and long-term care hospitals (LTCHs).
  - Appendix D: Overview of Post-Acute Care and Long-Term Care Performance Measurement Programs
  - Appendix G: Nursing Home Compare Measures  
*CMS website: [www.cms.gov/NursingHomeQualityInits/10\\_NHQIQualityMeasures.asp](http://www.cms.gov/NursingHomeQualityInits/10_NHQIQualityMeasures.asp)*
  - Appendix H: Home Health Compare Measures  
*CMS website: [www.cms.hhs.gov/HomeHealthQualityInits](http://www.cms.hhs.gov/HomeHealthQualityInits)*
  - Table 3: Alignment of Nursing Home Compare Measures and Home Health Compare Measures with the Core Measure Concepts
4. Centers for Medicare and Medicaid Services (CMS) Quality Indicator Survey (QIS)
  - QIS is a computer assisted long-term care survey process developed by CMS for the surveying of federally certified nursing homes.
  - Overview of QIS can be found in a report by the U.S. Government Accountability Office (GAO). Government Accountability Office. Nursing Home Quality: CMS Should Improve Efforts to Monitor Implementation of the Quality Indicator Survey. February 2012.  
*Available at: <http://www.gao.gov/assets/590/588155.pdf>*
5. Thomson Medstat. Thirteen State Medicaid Core Performance Measure Reporting Summary: Highlighting Model Practices. September 30, 2006.  
*Available at: <http://www.cms.gov/MedicaidCHIPQualPrac/Downloads/13.pdf>*  
*(Please contact NASUAD at [gcho@nasuad.org](mailto:gcho@nasuad.org) for a copy of PDF)*
  - CMS contracted with Thomson Medstat (now Thomson Reuters) to undertake several performance measurement activities. As one of these activities, Medstat identified states with leading quality measurement activities and gathered publicly available information on these quality programs.
6. Administration on Aging (AoA)
  - Program Evaluations and Related Reports  
*Available at: [http://www.aoa.gov/aoaroot/program\\_results/Program\\_Evaluation.aspx](http://www.aoa.gov/aoaroot/program_results/Program_Evaluation.aspx)*
  - The POMP V Caregiver Support and Assessment Survey instrument (2004)  
*Available at: <http://www.gpra.net>*
    - AoA-sponsored project for developing and field-testing performance measures for state and community programs operating under the Older Americans Act.

## Section 2

### Resources from State Quality Initiatives

1. Environmental Scan of Measures for Medicaid Title XIX Home and Community-Based Services. AHRQ Publication No. 10-0042-EF, June 2010. Agency for Healthcare Research and Quality, Rockville, MD. Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/index.html>
  - Tools and Measures Developed by and for Individual States  
Available at: <http://www.ahrq.gov/research/ltc/hcbsreport/hcbsapiiid.htm#states>
2. National Association of State Directors of Developmental Disabilities Services (NASDDDS). State HCBS Waiver Quality Management Strategies. [HCBS-specific]  
Available at: <http://www.nasddds.org/StateHCBSWaiverQualityManagementStrategies.shtml>
  - The website provides quality management strategies submitted by 16 states in connection with recent waiver requests targeted to individuals with developmental disabilities. States include CT, GA, IA, KY, LA, MI, MO, NE, NC, OH, OK, OR, PA, SC, VT, and WA.
3. Texas Department of Aging and Disability Services. Long-term Services and Supports Quality Review 2010. January 2011.  
Available at: [http://www.dads.state.tx.us/news\\_info/publications/legislative/ltssqr2010/ltssqr-2010.pdf](http://www.dads.state.tx.us/news_info/publications/legislative/ltssqr2010/ltssqr-2010.pdf)
  - Survey instruments and performance indicators used are National Core Indicators (NCI) Consumer Survey and Participant Experience Survey (PES). Whereas the NCI Consumer Survey was designed to assess participant experiences of people who have intellectual and developmental disabilities, the PES was designed to assess participant experiences of adults with physical disabilities and seniors.
4. State of Tennessee Bureau of TennCare. 2011 Quality Assessment and Performance Improvement Strategy and Quality Strategy: Annual Update Report.  
Available at: <http://www.tn.gov/tenncare/forms/qualitystrategy2011.pdf>
5. Allen, S. Quality Indicators for Nursing Home and Community-Based Long Term Care: Current Systems and Trends in Indicator Development (Prepared For the RI Executive Office of Health and Human Services). February 2009.  
[http://www.dhs.ri.gov/Portals/0/Uploads/Documents/Public/Reports/Quality\\_Indicators\\_for\\_NH\\_and\\_Comm\\_Based\\_Feb\\_2009.pdf](http://www.dhs.ri.gov/Portals/0/Uploads/Documents/Public/Reports/Quality_Indicators_for_NH_and_Comm_Based_Feb_2009.pdf)
6. Morris, J., Jones, R. and James, M. Final Report: Tools for Continuous Quality Improvement in Detroit Nursing Homes. Prepared for Detroit Area Agency on Aging. January 2010.  
<http://www.daaa1a.org/DAAA/media/Tools%20for%20Continuous%20Quality%20Improvement%20in%20Detroit%20Nursing%20Homes.pdf>
  - Tools were developed based on quality indicators constructed from the Minimum Data Set (MDS) Resident Assessment Instrument (RAI).
7. Minnesota [HCBS-specific]
  - Galantowicz, S. Assessing HCBS Providers' Performance: Candidate Measures for MN DHS Final Report. December 15, 2009. Thomson Reuters.  
Available at: [http://www.dhs.state.mn.us/main/groups/aging/documents/pub/dhs16\\_148005.pdf](http://www.dhs.state.mn.us/main/groups/aging/documents/pub/dhs16_148005.pdf)
  - Minnesota Department of Human Services Disability Services Division. Quality Management in HCBS 2011: The Quality Management, Assurance and Improvement System for Minnesotans Receiving Disability Services. February 2011.  
Available at: <http://archive.leg.state.mn.us/docs/2011/mandated/110179.pdf>

### Section 3

#### **Resources from Private Sector & Academia Quality Initiatives**

1. Lind, A. Measuring Quality for Complex Medicaid Beneficiaries in New York. Medicaid Institute at United Hospital Fund. December 2011. Available at: <http://www.uhfny.org/assets/962>
  - Assesses the measurement of quality of care for Medicaid beneficiaries with complex needs, including those with multiple chronic conditions, behavioral health conditions, and long-term care needs.
2. Reinhard, S., Kassner, E., Houser, A., Mollica, R. Raising Expectations: A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers. September 2011. Available at: <http://www.longtermscorecard.org/>
  - Examines four key dimensions of performance—affordability and access, choice of setting and provider, quality of life and quality of care, and support for family caregivers—and assesses each state’s performance overall as well as on 25 individual indicators.
3. NCQA’s Patient-Centered Medical Home (PCMH) 2011 standards.  
Available at: [http://www.ipfcc.org/advance/topics/PCMH\\_2011\\_Overview\\_White\\_Paper.pdf](http://www.ipfcc.org/advance/topics/PCMH_2011_Overview_White_Paper.pdf)
4. Core Indicators Project, developed by the Human Services Research Institute  
Available at: <http://www.hsri.org/publication/nci-annual-summary-report-2009-2010>  
Available at: <http://www.nationalcoreindicators.org/indicators/>
5. Booth, M and Fralich, J. Performance Measurement: Managing and Using Home and Community-Based Services Data for Quality Improvement. April 2006. [HCBS-specific]  
Available at: [http://www.hcbs.org/files/91/4504/Performance\\_Measurement\\_ALL.pdf](http://www.hcbs.org/files/91/4504/Performance_Measurement_ALL.pdf)
  - Table 3 shows sets of quality measures for long term care and HCBS.

### Section 4

#### **Measurement/Evaluation Tools for Specific Topics/Programs**

1. **Care Coordination/Transition (Medicare-Medicaid Dual Eligibles)**
  - National Quality Forum. Measuring Healthcare Quality for the Dual Eligible Beneficiary Population: Final Report to HHS. June 2012.  
Available at: <http://www.qualityforum.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=71218>
    - In this report to the Department of Health and Human Services, National Quality Forum’s Measure Applications Partnership (MAP) recommends a core set of 26 quality measures to better coordinate the care for individuals who are eligible for both Medicare and Medicaid.
    - The report also discusses two major measurement gap areas – home and community-based services and functional status.
  - AHRQ’s Care Coordination Measures Atlas. Available at: <http://www.ahrq.gov/qual/careatlas/>
    - Provides Master Measure Mapping Tables for the three care coordination perspectives—Patient/Family, Health Care Professional(s), and System Representative(s). Available at: <http://www.ahrq.gov/qual/careatlas/careatlas5.htm#profiles>

- **Step-by-Step Measure Mapping Guidance.**  
*Available at: <http://www.ahrq.gov/qual/careatlas/careatlas4.htm#guide>*
  - **National Quality Forum. Strategic Approach to Performance Measurement for Dual Eligible Beneficiaries Interim Report. October 1, 2011.**  
*Available at: <http://www.qualityforum.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=69438>*
    - Provides list of existing performance measures: quality of life measure, care coordination measure, screening and assessment measure, mental health and substance use measure, structural measure.
  - **National Quality Forum. Preferred Practices and Performance Measures for Measuring and Reporting Care Coordination. October 2010.** *Available at:*  
*[http://www.qualityforum.org/Publications/2010/10/Preferred\\_Practices\\_and\\_Performance\\_Measures\\_for\\_Measuring\\_and\\_Reporting\\_Care\\_Coordination.aspx](http://www.qualityforum.org/Publications/2010/10/Preferred_Practices_and_Performance_Measures_for_Measuring_and_Reporting_Care_Coordination.aspx)*
    - Measures focus on coordination in specific areas of clinical care, such as cardiac rehabilitation, stroke, and cancer, as well as transitions from inpatient to other settings.
  - **Center for Health Care Strategies. Integrated Care Program: Performance Measures Recommendations. June 2006.** *Available at: [http://www.chcs.org/usr\\_doc/ICP\\_Resource\\_Paper.pdf](http://www.chcs.org/usr_doc/ICP_Resource_Paper.pdf)*
    - Provides recommended measures for functional status, care coordination, care transitions, and behavioral health.
  - **The Care Transitions Program® Care Transitions Measure (CTM®)**  
*Available at: [http://www.caretransitions.org/ctm\\_main.asp](http://www.caretransitions.org/ctm_main.asp)*
    - The measure is applicable to a variety of settings, including skilled nursing facilities, rehabilitation, and other locations patients are likely to utilize during transition.
- 2. Adults with Disabilities:** Palsbo S. Assessment of Health Plans and Providers by People with Activity Limitations. January 2011. *Available at:*  
*[http://www.chcs.org/publications3960/publications\\_show.htm?doc\\_id=1261224](http://www.chcs.org/publications3960/publications_show.htm?doc_id=1261224)*
- This assessment is a modified version of the Medicaid Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey to address the needs of adults with physical, sensory, and/or cognitive disabilities.
- 3. Options Counseling, Aging & Disability Resource Center (ADRC), Consumer Satisfaction:**
- **Aging & Disability Resource Center Technical Assistance Exchange (ADRC TAE) Performance Measurement Tools, Evaluation Instruments and Surveys**  
*Available at: <http://www.adrc-tae.org/tiki-index.php?page=Instruments>*
    - The majority of tools listed are for evaluating options counseling, Aging & Disability Resource Center (ADRC), and consumer satisfaction.
- 4. Program of All-Inclusive Care for the Elderly (PACE):** Program of All-Inclusive Care for the Elderly (PACE) Core Outcome and Comprehensive Assessment – Basic (COCOA-B) Assessment Tool. Centers for Medicare and Medicaid Services. November 2005. *Available at:*  
*<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/downloads//QualityPACEFinalReport.pdf>*
- 5. Ombudsman:** Ombudsman Program Outcome Measures: A Project of the National Association of State Units on Aging Conducted Under the National Long Term Care Ombudsman Resource Center: Final Report. The National Association of State Units on Aging. May 2006.  
*Available at: <http://www.nasuad.org/documentation/ombudsman/OmbudsmanProgramOutcomeMeasures.pdf>*

6. **Single Point of Entry Program:** Michigan Single Point of Entry Cost Effectiveness Evaluation.  
*Available at: [http://www.adrc-tae.org/tiki-download\\_file.php?fileId=28272](http://www.adrc-tae.org/tiki-download_file.php?fileId=28272)*
7. **Partnership:** Community Partnerships for Older Adults by The Robert Wood Johnson Foundation. Satisfaction Measurement Tools for Long Term Care and Supportive Services.  
*Available at: <http://www.partnershipsforolderadults.org/resources/resource.aspx?resourceGUID=7368d054-e40a-4a77-adfb-ddad82d840f1&sectionGUID=910806d6-fe2a-44e0-8f41-e35b2416b2f2>*
8. **Residential Care:** Environmental Scan of Instruments to Inform Consumer Choice in Assisted Living Facilities. Chapter 6. Overview of instruments Used in Evaluating Residential Care.  
*Available at: <http://www.ahrq.gov/research/lcscan/ltc6.htm>*
9. **LTC Medication Error Reduction:** Massachusetts Coalition for the Prevention of Medical Errors. A Systems Approach to Quality Improvement in Long-Term Care: Safe Medication Practices Workbook . 2007. *Available at: <http://www.mass.gov/eohhs/consumer/community-health/patient-safety/long-term-care-medication-error-reduction.html>*
10. **Cultural Competency:** National Quality Forum. Comprehensive Framework and Preferred Practices for Measuring and Reporting Cultural Competency: Consensus Report (2009).  
*Abridged report is available at: [http://www.qualityforum.org/Publications/2009/04/A\\_Comprehensive\\_Framework\\_and\\_Preferred\\_Practices\\_for\\_Measuring\\_and\\_Reporting\\_Cultural\\_Competency.aspx](http://www.qualityforum.org/Publications/2009/04/A_Comprehensive_Framework_and_Preferred_Practices_for_Measuring_and_Reporting_Cultural_Competency.aspx)*
  - Outlines a comprehensive framework for measuring and reporting cultural competency and provides a detailed set of preferred practices for culturally competent care.

## Section 5

### Additional Resources for States

1. Rising to the Challenge: Results from a Scorecard on Local Health System Performance. The Commonwealth Fund. March 2012.  
*[http://www.commonwealthfund.org/~media/Files/Publications/Fund%20Report/2012/Mar/Local%20Scorecard/1578\\_Commission\\_rising\\_to\\_challenge\\_local\\_scorecard\\_2012\\_FINALv2.pdf](http://www.commonwealthfund.org/~media/Files/Publications/Fund%20Report/2012/Mar/Local%20Scorecard/1578_Commission_rising_to_challenge_local_scorecard_2012_FINALv2.pdf)*
2. AHRQ's State Snapshots. *Available at: <http://statesnapshots.ahrq.gov/snaps10/>*
  - Provides State-specific health care quality information, including strengths, weaknesses, and opportunities for improvement.
3. State Resources for Addressing Disparities in Health Care Quality.  
*Available at: <http://statesnapshots.ahrq.gov/snaps10/SnapsController?menuId=99&action=resources&state=>*
4. AHRQ's Quality Diagnostic Tools for States: *Available at <http://www.ahrq.gov/qual/kt/>*
5. Center for Health Care Strategies. Performance Measurement in Fee-for-Service Medicaid: Emerging Best Practices. October 2010.  
*Available at: [http://www.chcs.org/usr\\_doc/CA\\_FFS\\_Performance\\_Measures\\_Final\\_102610.pdf](http://www.chcs.org/usr_doc/CA_FFS_Performance_Measures_Final_102610.pdf)*
6. AHRQ's TalkingQuality
  - Key Quality Initiatives: <https://www.talkingquality.ahrq.gov/content/resources/keyinitiatives.aspx>
  - Health Care Report Card Compendium:  
<https://www.talkingquality.ahrq.gov/content/reportcard/search.aspx>