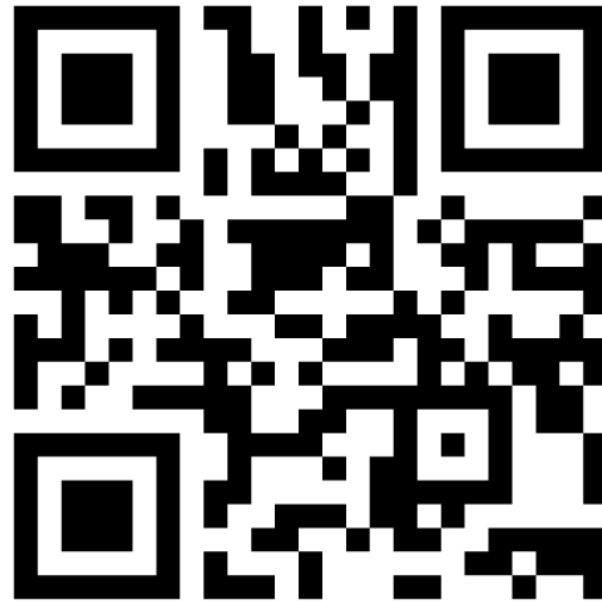


Achieving NCQA Accreditation and Improving Outcomes



Join the Interactive Poll

<https://www.menti.com/8k4983p25n>



HOW DOES NCQA ACCREDITATION HELP MY ORGANIZATION?



Improve Operational Efficiencies

The standards are based on industry best practices. A focus on coordinated care, training and measurement can help organizations reduce errors and duplicated services.



Integrate Care

Improve communication between individuals, caregivers, providers, payers, and other organizations that coordinate care.



Improved Care Planning & Monitoring

The standards focus on person-centered services which lead to better care planning, monitoring and health outcomes.



Support Contracting Needs

NCQA standards align with the needs of states and MCOs. Accredited organizations demonstrate readiness to perform LTSS services.



Community-Based Case Management Strives To:

- To improve health status and quality of life by delivering quality care and services to participants through an integrated comprehensive and ongoing system of monitoring, evaluation, and improvement.
- To reduce healthcare costs to the health system and participants by effectively and efficiently managing health benefits, hospitalizations, and promoting healthy lifestyles to prevent institutional placement.
- To maintain high standards of care and service by employing experienced healthcare professionals, adopting, and implementing evidence-based standards of care.
- To perform as a single multi-disciplinary team by creating a single focal point for each participant in which information is communicated resulting in care that is provided in a conscientious and cost-effective manner.
- To improve participant satisfaction.



Detroit Area Agency on Aging – The Senior Solution

Scope of Services

Supports coordination	Community living supports	Adult day health
Respite	Specialized medical equipment	Chore services
Transportation	Counseling	Home delivered meals
Nursing services	Personal emergency response system	Environmental accessibility adaptations

Bay Aging

Key Functions

Care Coordination	Referrals to Community Resources	Nutrition Services
Personal Care Assistance	Housekeeping & Chore Services	Transportation
Housing Services	Advocacy	Risk Assessment
Transitional Care	Performance Measurement	Quality Improvement

Strategy

NCQA Standards and Guidelines

- Dissect each standard and determine how to incorporate into policy development
- Use language identified in NCQA standards, when possible

Project Management

- Delegate standards to appropriate team members
- Meet regularly to discuss and review progress on each standard

Use of Technology

- Organize data
- Use electronic health records, if possible

Record Review & Survey Prep

- Create .pdf file for each record to be reviewed
- Bookmark and highlight where each element of the standards are met

Maintaining Accreditation

- Quality Improvement Policies
 - Incorporate NCQA standards into your agency's internal audit process
 - Review NCQA standards when updating program policies and procedures
 - Review evidence-based standards

Detroit Area Agency on Aging

APIE

Theoretical Framework – APIE

- Assessment
- Planning
- Implementation/Intervention
- Evaluation

A: Assessment

- Determine if your program description and goals meet the standards displayed by the documented evidence.
- Are your goals and outcomes clearly defined, do your policies and procedures align with governmental best practices and guidelines?

P: Planning

- Reflect on the assessment, what did you find?
- Gather more information if needed to establish the goals and objectives to meet the NCQA standards.
- These goals/objectives help plan out interventions, use existing ones or create new ones to produce evidenced based practices.

I: Implementation/Intervention

- This is the “Do” Stage. Develop/engage your team.
- Set realistic meeting times – at least 3-4 weekly, one-hour increments

E: Evaluation

- Lookback stage
 - Address new circumstances that have evolved or determine if success is achieved – Challenge the status quo!

Bay Aging Continuous Quality Improvement

Plan

- Identify the opportunity/problem
- Identify causes
- Identify potential solutions and data needed for evaluation

Do

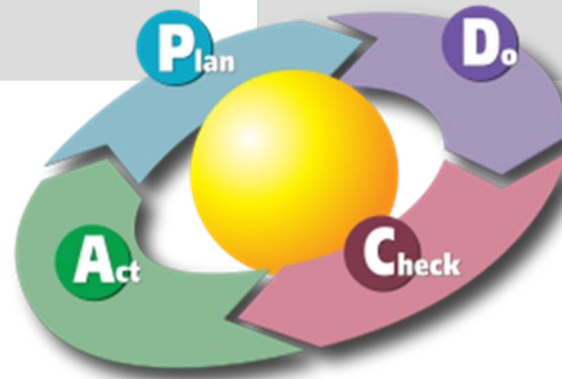
- Implement solutions and collect data needed for evaluation
- Build in baseline measures before implementing change
- Try changes on a small scale

Check

- Analyze data
- Develop conclusions

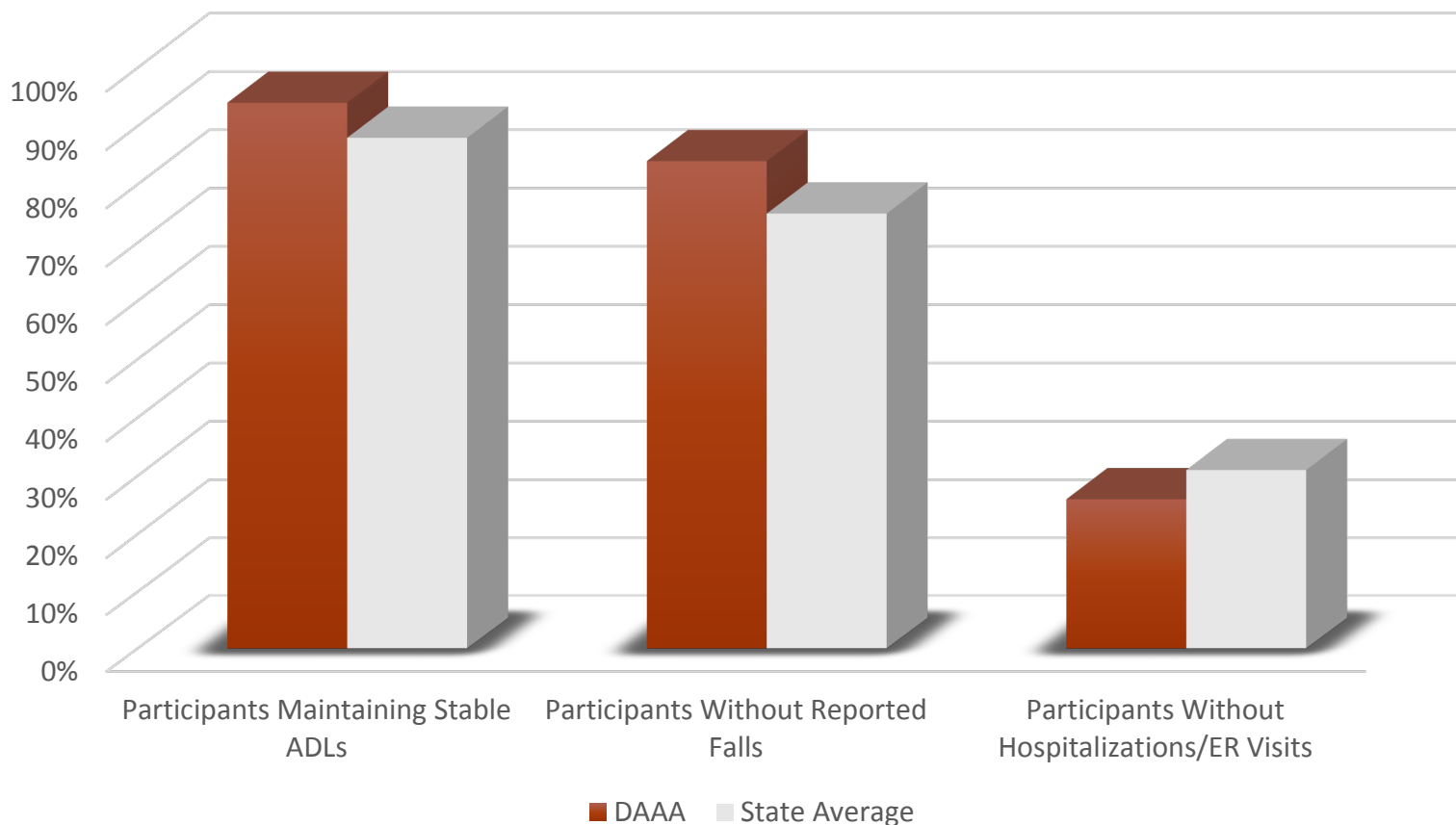
Act

- Recommend further action
- If desired change is achieved, implement new measures more broadly
- Communicate results to the interdisciplinary team



Detroit Area Agency on Aging Participant Outcomes

MI Choice Waiver FY 2021



Bay Aging Performance Measures

Resource Utilization

- Reduce unplanned/avoidable hospitalizations and emergency department utilization

Enrollment

- Participation
- Meet established goals
- Timeliness of assessments

Participant Satisfaction

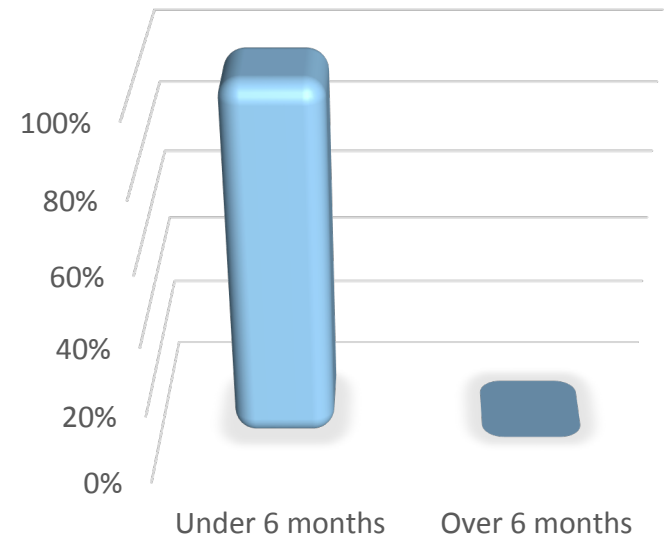
- Satisfaction survey performance
- Complaint management

Participant Safety

- Critical incident management



PROGRESS TO MEET INDIVIDUALIZED PLAN OF CARE GOALS





- Tiffany Robins, RN, BSN
Director of Home & Community
Services; Director of Care
Care Coordination
trobins@bayaging.org
- Lauren Cobb
Assistant Director of Care
Coordination; Quality
Improvement & Compliance
Manager
lcobb@bayaging.org



- Josephine Messelmani, RN, MSN
Vice President of Long-Term Care
MesselmaniJ@daaa1a.org
- Anne Beatty, LMSW-CM
Manager of Long-Term Care
beattya@daaa1a.org