

Quality Assessment and Performance Improvement: Program for All-Inclusive Care for the Elderly

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November 17, 2010



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Overview

- Background
- Quality Assessment and Performance Improvement (QAPI) Program
- Future Directions
- Summary

BACKGROUND

Purpose

- To describe the current Quality Assessment and Performance Improvement (QAPI) Program
- To discuss quality indicators for the QAPI Program
- To provide an update on future directions for the QAPI Program

Defining Quality

- Complex
- Contains multiple dimensions
- May have different meanings depending on the context
- Focus is on identifying quality for the Program for All-inclusive Care for the Elderly (PACE) Program

Institute of Medicine (IOM) Definition of Quality

“ Degree to which health services increase the likelihood of desired health outcomes and are consistent with current professional knowledge”

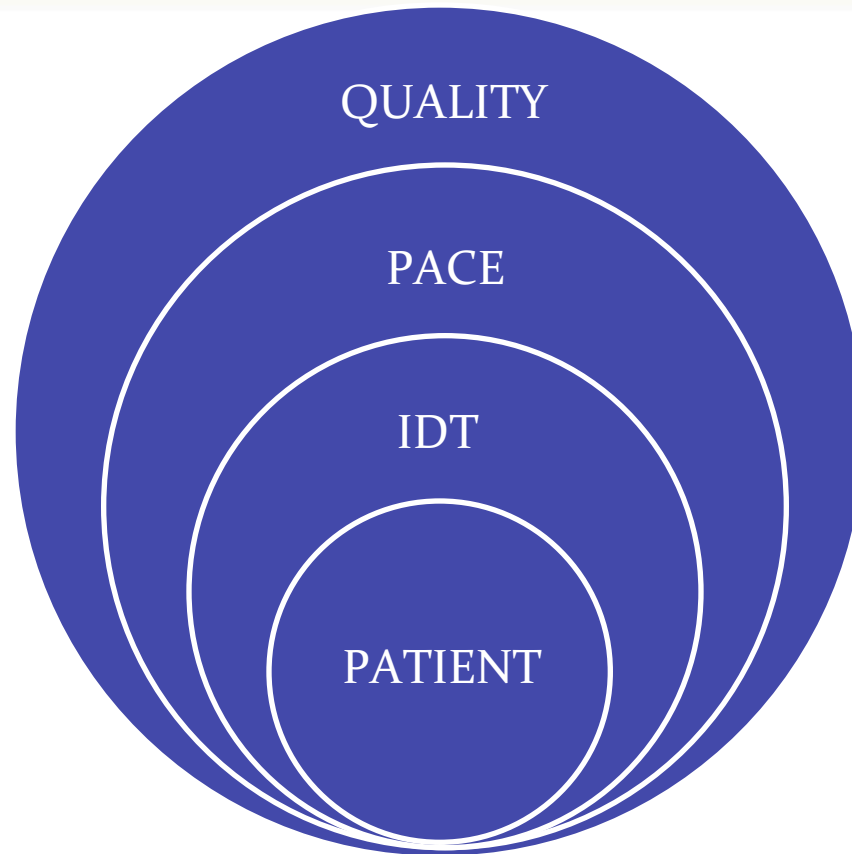
Quality for PACE

- Determining what quality looks like for the PACE Program
- Quality has some unique features
- PACE model is designed to provide patients with the care and services that they need

Quality: Components of PACE Model

- PACE Organization Structure
- Care Planning Guidance
- Interdisciplinary Team
- Continuous Health Assessments
- Reporting Protocols
- Financial Solvency
- Satisfaction

Quality is Multidimensional



QAPI PROGRAM

PACE Quality

- Assessed through specific methods and/or tools
- Goal is to improve the health outcomes for the patient
- Methods for measuring quality may be
 - Qualitative
 - Quantitative

PACE Quality (cont' d)

- QAPI Program should be designed to
 - Evaluate the effectiveness of the services being provided
 - Use data to identify program strengths and weaknesses
 - Drive improvement

QAPI Program

- Medical Director
- QAPI Coordinator
- QAPI Committee
- IDT
- Staff
- PACE Governing Body
- CMS and State Agency

QAPI Program

It is everyone's responsibility to contribute to the development, implementation, and continuous success of the QAPI Program!

PACE Quality: Qualitative Tools

- QAPI Plan
 - Written plan
 - Reviewed annually by PACE governing body
 - Updated as appropriate
 - Must be approved by CMS and the State Administering Agency

PACE Quality: QAPI Plan

- Required elements of QAPI Plan
 - Utilization of services
 - Satisfaction
 - ▶ Participant
 - ▶ Caregiver
 - Outcome measures
 - Effectiveness and Safety
 - Non-clinical areas

PACE Quality: Reporting

- Level I
- Level II
- Health Outcome Survey (modified version)
- Other

PACE Reporting: Level I

- Data elements for monitoring
- Reported in Health Plan Management System (HPMS)
- May conduct a QAPI activity
- Develop new policies
- Re-evaluate and report annually until improvement occurs

PACE Reporting: Level I Elements

- Routine Immunizations
- Grievances and Appeals
- Enrollments/Disenrollments
- Readmission
- Emergency care
- Unusual incidents
- Deaths

PACE Reporting: Level II

- New Guidance released in October 2010 for implementation in January 2011
- Replaces Sentinel Events Reporting
- Timeframes for reporting are important
- Some incidents may require conducting a root cause analysis in addition to a QAPI analysis

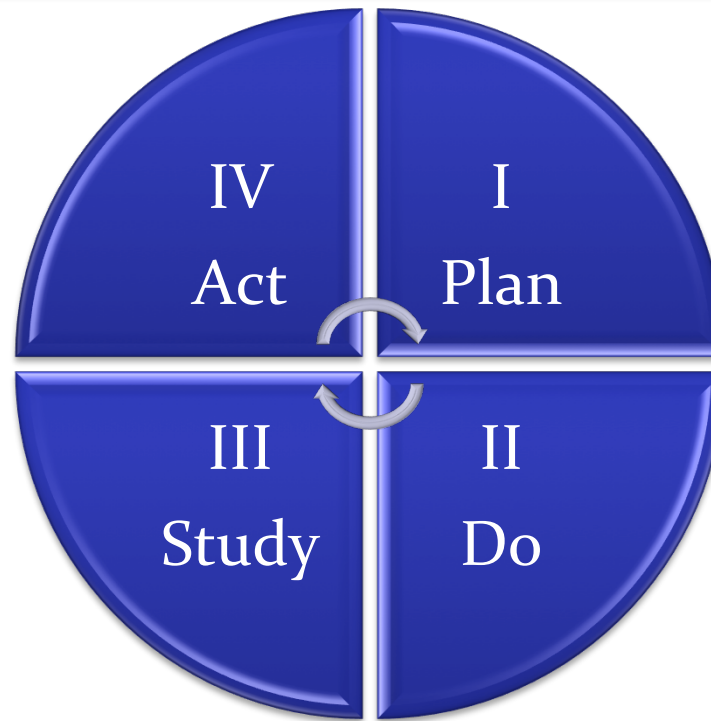
PACE Reporting: Level II Examples

- Unexpected deaths
- Falls and other traumatic injuries
- Infectious Disease Outbreaks
- Newly acquired pressure ulcers

PACE Quality: Qualitative Tools

- Health Outcome Survey (modified)
- Data are available in HPMS
- Data used to develop frailty scores for PACE as well as for QAPI
- Includes activities of daily living (ADLs)

Continuous Quality Improvement



Source: Berwick, DM *Annals of Internal Medicine* 1998;128(8); 651-656.

FUTURE DIRECTIONS

QAPI Program Enhancements

- Update PACE guidance materials regularly as needed
- Improve coordination and communication
 - Central Office and Regional Office
 - State
 - PACE Centers
 - National Pace Association

QAPI Program Enhancements

- Provide more training on the QAPI Program
- Provide more focus on QAPI during technical advisory visits (TAVs)
- Expand the technical assistance (TA) available

Summary

- Must continue to emphasize the importance of developing a strong QAPI Program
- Focus on continuous assessment and re-assessment

Summary

- QAPI Goals should focus on multidimensional aspects of quality improvement leading to better health outcomes for our patients

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Thank you!