

## 2012 Choices for Care Evaluation Plan

<b>1. Information Dissemination:</b> CFC participants (and their authorized representatives) receive necessary information and support to choose the long-term care setting consistent with participant's expressed preferences and needs.
Question 1.1: To what extent did participants receive information to make choices and express preferences regarding services and setting?
1.1 Process measures
1. Percentage of HCBS CFC participants rating "good" or above to the survey question " <i>how well people listen to [their] needs and preferences</i> "
1a. Percentage of NF and ERC participants rating facility "good" or above to " <i>meeting [your] needs and preferences</i> "
2. Percentages of HCBS CFC participants responding to the different awareness mechanisms for " <i>how did you first learn about the long-term care services you receive</i> "
2a. Percentage of NF and ERC participants responding "doctor's or hospital's recommendation" or "relative's or friend's recommendation" or "good reputation" to " <i>what was the most important reason [you (or your family)] chose this facility</i> "
1.1 Outcome measures
3. Percentage of HCBS CFC participants rating "good" or above to survey question that they " <i>had choice and control when planning for their services</i> "
4. Percentage of HCBS CFC participants responding affirmatively to whether participant's " <i>current setting is setting of choice</i> " (Add to Market Decisions survey)
<b>2. Access:</b> CFC participants have timely access to long-term care supports in the setting of their choice.
Question 2.1: Are people able to receive CFC services in a timely manner?
2.1 Outcome measures
5. Percentage of HCBS CFC participants rating "good" or above to survey question " <i>timeliness of your services</i> "
5a. Percentage of NF and ERC participants rating facility "good" or above to " <i>providing an adequate number of nursing staff to meet care needs</i> "
6. Percentage of HCBS CFC participants rating "good" or above to survey question " <i>when you receive your services or care</i> "
7. Measure about the number of days from application to financial and/or clinical eligibility determination
Question 2.2: To what extent are CFC participants receiving the types and amount of supports consistent with their needs and preferences?
2.2 Outcome measures
8. Number and percentage of Long-term Care Ombudsman complaints from CFC participants regarding CFC service scope or amount
9. Percentage of HCBS CFC participants rating "almost always" or better to survey question that " <i>services meet [their] needs</i> "
9a. Percentage of NF and ERC participants rating facility "good" or above to " <i>meeting your need for grooming</i> "
9b. Percentage of NF and ERC participants rating facility "good" or above on " <i>the competency of staff</i> "
<b>3. Effectiveness:</b> Participants receive effective HCBS to enable participants to live longer in the community.
Question 3.1: Is CFC increasing in its ability to serve participants in all CFC levels of need in the community?
3.1 Process measure
10. Number of individuals on waiting list for high needs
3.1 Outcome measures
11. Percentage of CFC participants residing in nursing facilities out of total CFC participants in the highest and high

levels of need
12. Number of licensed Medicaid nursing home beds
13. For CFC participants in the highest, high, and moderate levels living in the community, percentage of participants rating "good" or better on survey item whether their <i>"service meets [their] needs"</i>
Question 3.2: To what extent are participants' long-term care supports coordinated with all services?
3.2 Process measure
14. Percentage of HCBS CFC participants who attended or whose family member attended a care planning meeting
3.2 Outcome measure
15. Measure around HCBS CFC participant perception of coordination of services (add to Market Decisions survey)
Question 3.3: To what extent does Medicaid nursing facility residents' acuity change over time?
3.3 Outcome measure
16. Case mix acuity

<b>4. Experience with Care:</b> Participants have positive experiences with the types, scope, and amount of CFC services.
Question 4.1: To what extent do CFC participants report positive experiences with types, amount and scope of CFC services?
4.1 Outcome measures
17. Percentage of HCBS CFC participants reporting that the <i>"quality of [their CFC] services"</i> is "good" or better
17a. Percentage of NF and ERC participants rating facility "good" or above on <i>"the quality of care provided by nurses and nursing assistants"</i>
18. Percentage of HCBS CFC participants rating "good" or above on <i>"courtesy of those who help [them]"</i>
18a. Percentage of NF and ERC participants rating facility "good" or above on <i>"the staff's care and concern for [you]"</i>
19. Percentage of HCBS CFC participants reporting that they are <i>"getting services in the places they prefer"</i> (add to Market Decisions survey)
20. Percentage of HCBS CFC participants reporting problems and reporting that staff worked to resolve problems
20a. Percentage of NF and ERC participants rating facility "good" or above on <i>"management's responsiveness to your suggestions and concerns"</i>
21. Percentage of HCBS CFC participants reporting that they were very or somewhat satisfied with services
21a. Percentage of NF and ERC participants rating facility "good" or above on <i>"overall satisfaction"</i>

<b>5. Quality of Life:</b> Participants' reported that their quality of life improves.
Question 5.1: To what extent does CFC participants' reported quality of life improve?
5.1 Outcome measures
22. Percentage of HCBS CFC participants who report <i>"the help you received made your life"</i> somewhat or much better
23. Composite Quality of life score
23a. Percentage of NF and ERC participants rating facility "good" or above on <i>"offering [you] meaningful activities"</i>
23b. Percentage of NF and ERC participants rating facility "good" or above on <i>"meeting [your] religious and spiritual needs"</i>
23c. Percentage of NF and ERC participants rating facility "good" or above on <i>"offering [you] opportunities for friendships with other residents"</i>
23d. Percentage of NF and ERC participants rating facility "good" or above on <i>"offering [you] opportunities for friendships with staff"</i>
23e. Percentage of NF and ERC participants rating facility "good" or above on <i>"how enjoyable the dining experience is"</i>

23f. Percentage of NF and ERC participants rating facility "good" or above on "how safe it is for you"
24. Measure about personal goals (add to Market Decisions survey)
<b>6. Waiting List:</b> CFC applicants who meet the high needs criteria will have equal access to services regardless of the setting of their choice (e.g. nursing home, enhanced residential care, home care).
Question 6.1: In the presence of an active waiting list, to what extent does the implementation of a waiting list for the high needs group in CFC have different impact on applicants waiting to access HCBS vs. nursing facility services?
6.1 Process measure
25. Percentage of CFC applicants on the high needs waiting list who waiting for HCBS, compared with applicants waiting for ERCs, and nursing facilities
<b>7. Budget Neutrality</b> Medicaid cost of serving CFC participants is equal to or less than Medicaid and HCBS funding.
Question 7.1: Were the total costs of serving CFC participants less than or equal to the projected maximum costs for serving this population in the absence of the waiver?
7.1 Process measure
26. Total annual CFC expenditures by setting
7.1 Outcome measures
27. Ratio of annual Medicaid expenditures to DAIL projected long-term care budget
28. Percentage of Medicaid expenditures for nursing facilities in comparison with Medicaid community services for highest and high needs participants
29. Total appropriations versus actual expenditures
30. Measure around how savings are used
<b>8. Health Outcomes:</b> CFC participants' medical needs are addressed to improve self-reported health.
Question 8.1: To what extent are CFC participants' medical needs addressed to improve self-reported health?
8.1 Outcome measures
31. Percentage of CFC participants whose rating of their general health is "good" or better
32. Measure about the degree to which CFC services help HCBS CFC participants to maintain or improve health (add to Market Decisions survey)
33. Measure about the HCBS CFC participants' perception of how well case management understands health needs (add to Market Decisions survey)
<b>9. Service Array and Amounts:</b> Array and amounts of services available in the community to people who are eligible for CFC increase.
9.1 Did CFC further growth and development of home and community based services and resources throughout the state?
9.1 Outcome measures
34. Number of CFC participants by Nursing facilities, ERCs, PACE, PCA, Flexible Choices, Homemaker, Adult Day Health, 24 hour care, paid spouses
35. Number of providers of Nursing facility services, ERCs, PCA, Homemaker and Adult Day Health