



Minnesota Department of **Human Services**

DIY QI: HOME AND COMMUNITY BASED SERVICES PERFORMANCE- BASED INCENTIVE PAYMENT PROGRAM (HCBS PIPP)

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QUESTIONS DURING WEBINAR

- You can submit questions throughout webinar, there will be breaks where questions will be answered.
- To ask a question by chat, type your question in the chat box in the GoToWebinar Control Panel and hit enter. 



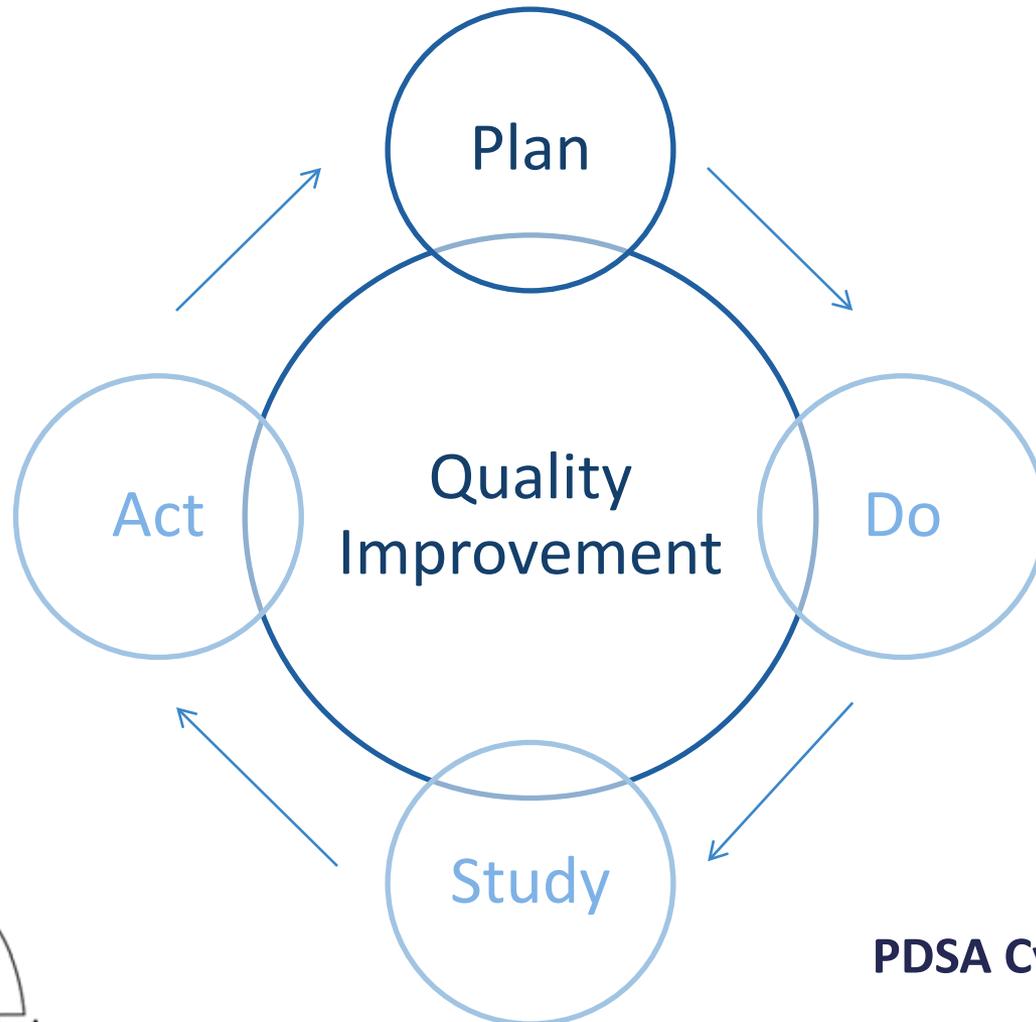
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HCBS PIPP BASICS

- Any MHCP provider that serves people with disabilities and/or older adults through at least one of the MA HCBS Waiver Programs, the Alternative Care Program, intermediate care facilities for persons with developmental disabilities, and/or MA State Plan-funded Home Care Services.
- Responders design Quality Improvement projects to link to one or more goals stated in the RFP:
 - Improve the quality of life of HCBS participants in a measurable way.
 - Improve the quality of services in a measurable way
 - Deliver good quality service more efficiently
- Anticipated 12 to 15 month project time frame with the last payment by June 30th 2015

TODAY'S FOCUS IS ON THE PLANNING STAGE



PDSA Cycle



AGENDA

- Walk-through looking at data and performing root cause analysis, and the connection to developing quality improvement projects.



FIND YOUR DATA

- Existing data
- Complaint feedback
- Customer satisfaction surveys
- Interviews
- Patterns with:
 - Complaints
 - VA Situations
 - Code Violations
 - Incident Reports
 - Care Plans
 - Policies
 - Trainings
 - Media Coverage



FIND THE STORY OF YOUR DATA

- What is happening?
- What is the extent of this problem?
- How is it happening?
- Why does it matter?



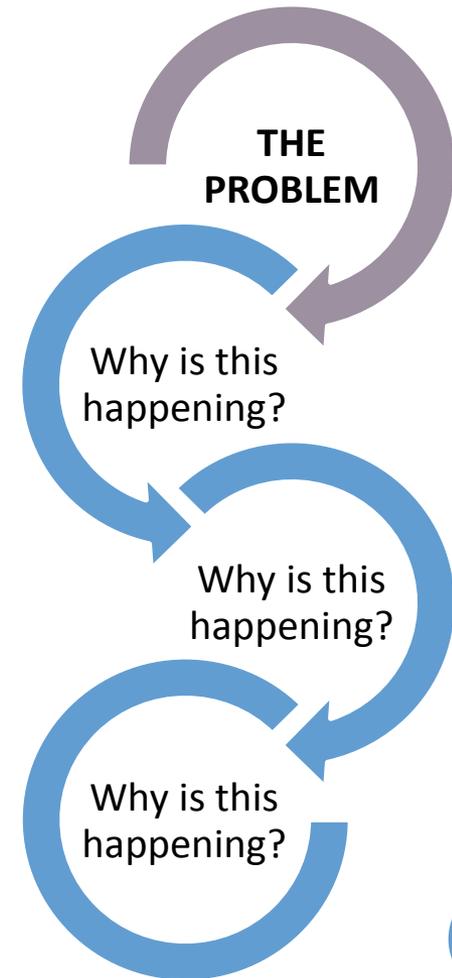
WHAT IS ROOT CAUSE ANALYSIS?

- Systematic process for identifying the most basic causal factor or factors for an undesirable incident or problem
- Focus is on process and systems, not individuals
- Discussed in Section 5 of the Application



ROOT CAUSE ANALYSIS

- Ask: what is the root cause of this problem?
- Many times there are multiple causes to a problem, if this is the case, ask if the causes have a relationship
- Keep asking “why?” until you and your team agree you have found the root cause



KEY ELEMENTS OF ROOT CAUSE ANALYSIS

- Human factors
- Staffing
- Communication
- Education
- Equipment
- Environmental
- Uncontrollable external factors
- Other factors



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FROM DATA TO QUALITY IMPROVEMENT

Aim

- What are we trying to accomplish?

Measure

- How will we know that a change is an improvement?

Change

- What is the project going to do?



AIM

What are we trying to accomplish?

- The answer should be based on the problem and be SMART
 - Specific
 - Measureable
 - Attainable
 - Relevant
 - Time Bound

Aim Statement:

“The aim of _____ (*name of project*) is to increase/reduce _____ (*problem*), from _____ (*baseline*) to _____ (*target*) frequency/persons/percent by _____ (*date*).”



MEASURE

How will we know that a change is an improvement?

- Should be directly linked to Aim statement
- Tells you whether the changes you make are actually leading to tangible improvements
- Creates concrete evidence to support the success of your project
- Discussed in Section 8 of the Application



MEASURES REFLECT PROBLEMS

Choose a measure that makes sense for the problem you are addressing

- Does the problem impact quality of life? ***How can you see the problem's impact on the consumer?***
- Does the problem impact the quality of services and how efficiently they are delivered? ***How can you see the problem's impact on how consumers are receiving services?***

HCBS PIPP Goals

- Improve the quality of life of home and community-based services participants in a measurable way.
- Improve the quality of services in a measurable way.
- Deliver good quality service more efficiently.

CHANGE

- Now that we have...
 - Identified data showing a problem;
 - Illustrated the extent and figured out the root cause of the problem;
 - Created the Aim statement that says what we want to change about the problem; and
 - Found a measure(s) to track the problem;

...what is the project going to do?

Remember!

- Talk to your customers and co-workers
- Keep it simple- use your experience and the data to focus your project
- Read trade journals, search the web, and talk with other providers about what they have done to address a similar problem

RESOURCES: DHS DATA

- [Elderly Waiver Consumer Experience Survey](#)
- [Gaps Analysis Surveys](#)
- [Public Planning and Performance Reporting](#)
 - [County-level Demographic Data](#)
 - [Continuing Care Performance Reports](#)
- [DHS Dashboard](#)
- [Measures that Matter: The status of Children and Youth with Special Health Care Needs](#)
- [2012 Statewide Minnesota Participant Experience Survey](#)

RESOURCES: QUALITY IMPROVEMENT TOOLS

- [Minnesota Department of Health](#)
- [American Society for Quality](#)
- [Health Quality Ontario's Quality Compass](#)
- [Six Sigma](#)



REMINDERS

- Proposals are due January 13th, 2014 prior to 4:00pm Central Time
- The **2014 HCBS PIPP Application Form** and **2014 HCBS PIPP Budget Worksheet** should be **emailed** together as attachments to: DHS.hcbpipp@state.mn.us
- The Question and Answer period for the HCBS PIPP RFP is closed. Check our Question and Answer document for past Q&A and Q&A from this webinar.
- You can find these materials and more information at our website: <http://www.dhs.state.mn.us/hcbpipp>



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