

Improving Quality for Medicaid Members with Intellectual and/or Developmental Disabilities: A Proposed Framework

In partnership with its independent National Advisory Board (NAB), UnitedHealthcare has developed a quality measurement framework for assessing the quality and impact of managed services delivered to Medicaid recipients who have intellectual disabilities and/or developmental disabilities (ID/DD). The framework has been endorsed by the National Association of Councils for Developmental Disabilities, the National Alliance for Caregiving, the National Council on Independent Living and other recognized national leaders in intellectual and developmental disability.

Measures are categorized into four key domains: health status/medical care; community-based employment/other day activities; living independently/choice and decision-making; and service coordination.

In creating the framework, the NAB drew on measures from multiple sources.

Health Status/Medical Care

Element/Metric	Source
Emergency room visits, advocate based upon specific population	Centers for Disease Control and Prevention (CDC) ¹
Percentage of people hospitalized for potentially preventable conditions	Healthcare Effectiveness Data and Information Set (HEDIS)
Percent of individuals who report having a dental exam within the past six months	National Core Indicators (NCI)
How quickly individuals receive services following initial requests (critical-immediate response, urgent-72 hours, non-urgent-15 days)	State-specific
Follow-up visit within seven days of discharge after hospitalization for mental illness	HEDIS
Look for potentially avoidable inpatient services for psych patients by ensuring preventative out-patient services	State-specific
Percent of participants that have a plan of care (POC) that is adequate and appropriate to address needs (including health care needs) as indicated in assessment	State-specific
Percent of participants that have a POC that is adequate and appropriate and includes strategies to address safety risks as indicated in assessment	State-specific
Percent of POCs that address goals as indicated in participants' assessments	State-specific
Percent of participants that receive services as specified in the POC	State-specific

Health Status/Medical Care (cont.)

Element/Metric	Source
Percent of individuals that have service plans that address functional needs during service year	State-specific
Percent of individuals that have service plans that address health and safety risk factors during service year	State-specific
Percent of individuals that have service plans that address personal goals during the service year	State-specific
Percent of sample participants that receive services in the type, scope, and frequency identified in service plan	State-specific

Community-Based Employment/Other Day Activities

Element/Metric	Source
Number of individuals who are working at minimum wage or above	State-specific
Percentage of people with developmental or physical disabilities, or with significant mental health treatment needs, that maintain competitive and integrated employment over a personally significant period of time	State-specific
Individuals participated in an unpaid activity in a community-based setting during the past month, if appropriate given the capacity of the consumer. (Flexibility with services so that personal attendant can take the individual out for socialization and/or help connect with community group.) Needs to align with POC.	State-specific

Living Independently/Choice and Decision-Making

Element/Metric	Source
Chose where they live	National Core Indicators (NCI)
Chose whom they live with – to the extent that it impacts their safety	NCI
Chose who helps them at home	NCI
People choose personal goals	Personal Outcome Measures (POM)
People realize personal goals	POM
Had access to transportation when they needed it	NCI
Received needed services, including access to care managers when needed	NCI
People paid to help person at home are respectful	NCI
People paid to help person at day program are respectful	NCI

Living Independently/Choice and Decision-Making (cont.)

Element/Metric	Source
People paid to help person with transportation are respectful	NCI
Participated in self-advocacy	NCI
Wanted to participate in self-advocacy	NCI
People experience continuity and security	POM

Service Coordination

Element/Metric	Source
Service coordinator is accessible	National Core Indicators (NCI)
Person met or could name their case manager or service coordinator	NCI
Person could talk to their case manager or service coordinator when needed	NCI
Service coordinator is responsive	NCI
When person asked, case manager or service coordinator got person what they needed	NCI
Person got special equipment or home modification after talking to service coordinator	NCI
Service coordinator supports the person's participation in planning his or her services	NCI
Case manager or service coordinator asked about the person's preferences	NCI
Services and supports addressed health and well-being	NCI
Services and supports helped people achieve their personal goals	NCI
Information about services, including consumer-directed services, is available	NCI
In the last six months, how often did your providers give you all the information you wanted about your health?	State-specific
In the last six months, how often did your providers encourage you to talk about all of your health questions or concerns?	State-specific
In the last six months, how often did your providers ask you to describe how you were going to follow instructions?	State-specific
In the last six months, how often were instructions about how to take your medicines easy to understand?	State-specific

¹ US Surveillance of Health of People with Intellectual Disabilities. A White Paper. CDC. National Center on Birth Defects and Developmental Disabilities (NCBDDD) Health Surveillance Work Group. September 2009.