Innovation Session: Advancing a High Performing, Equitable LTSS System: The 2023 State Scorecards

HCBS CONFERENCE
Home & Community-Based Services

2023 Home and Community-Based Services Conference

Innovation and Opportunities: The 2023 State LTSS Scorecard
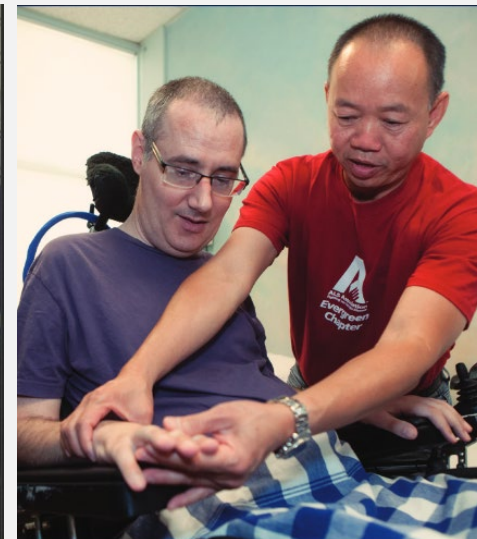
A State Scorecard on Long-Term Services and Supports for Older Adults, People with Physical Disabilities, and Family Caregivers

Carrie Amero and Paul Lingamfelter
AARP Public Policy Institute

HCBS Conference   Baltimore, MD   August 2023

Objectives

- Introduction to the LTSS State Scorecard

- What's New in 2023 Scorecard (coming Sept. 28)

- Equity and Workforce

  – What demographic data does your state collect

  – How do you measure strength of the LTSS workforce?

- Innovation

  – What has been your experience with innovation in LTSS?

  – What is important for scaling?

  – What advice would you offer others?

What is the Long-Term Services and Supports State Scorecard?

- The LTSS Scorecard measures state LTSS system performance by analyzing reliable state-level data across five dimensions

- The 2023 LTSS Scorecard is the 5th publication of the LTSS Scorecard

  - Published every 3 years; first publication was in 2011

  - To be released on Sept. 28, 2023

- Online (for now) at longtermscorecard.org

AARP®

Thank You Scorecard Funders!

About the Scorecard

- Multidimensional approach to comprehensively measure state long-term services and supports (LTSS) system performance overall and across five dimensions

- Compilation of state data and analysis

- Puts state LTSS policies and programs in context, stimulates dialogue, and prompts action

- Focus is on state-level data because our country does not have a single national system to address LTSS needs

Goals of the Scorecard

- Help states effectively assess their performance across multiple dimensions and indicators

- Consider state performance across all racial and ethnic groups

- Learn from other states

- Improve the lives of older adults, people with disabilities, and their families

What's New in 2023

- Timeline, Advisors and Partners

- Conceptual Framework
  – Affordability and Access
  – Choice of Setting and Provider
  – Safety and Quality
  – Support for Family Caregivers
  – Community Integration

- New and Revised Indicators
  – Equity
  – Workforce
  – Safety
  – Community Integration
  – Innovation Points

- New Website (coming Sept. 28: ltsschoices.aarp.org)

Timeline and Milestones

- Planning grant from The SCAN Foundation July 2021-June 2022
- Stakeholder interviews and focus groups – July 2021-Dec 2022
- Revised Framework developed – June 2022
- Priority topics identified: equity, workforce, safety & quality, community integration
- Identified new advisors for NAP to bring new perspectives and expertise
- Data collection, analysis and writing – 2022-2023
- Release – Sept 2023

National Advisory Panel

New members

Priya	Chidambaram	Kaiser Family Foundation
Tim	Engelhardt	Centers for Medicare & Medicaid Services/FCHCO
Robert	Espinoza	PHI
Dana	Fink	Administration for Community Living
Vicki	Gottlich	Administration for Community Living
Claudio	Gualtieri	Connecticut Department of Health & Human Services
Lisa	Harootunian	Bipartisan Policy Committee (BPC)
Judith	Heumann	Disability Advocate
Rose	Maljanian	HealthCAWS, Inc.
Lisa	McCracken	Ziegler
Noelle	Neault	Maine State Department of Health and Human Services
Lindsay	Peterson	University of South Florida
Allison	Rizer	ATI
Marisa	Scala-Foley	USAging (formerly National Association of Area Agencies on Aging)
Samantha	Scotti	National Conference of State Legislators
Tetyana	Shippee	University of Minnesota, Health Policy and Management
Hemi	Tewarson	National Academy for State Health Policy
Jasmine	Travers	NYU Rory Meyers College of Nursing
Maria	Zamora	Center for Elder's Independence

Existing members

Lisa	Alecxih	The Lewin Group
Robert	Applebaum	Miami University
Shawn	Bloom	National PACE Association
Jennifer	Bowdoin	CMS/ Medicaid Benefits Disability and Elderly Health Programs Group
Jennifer	Burnett	PA Health and Wellness
Brian	Burwell	Formerly with Ventech Solutions
RoAnne	Chaney	Michigan Disability Rights Coalition
Camille	Dobson	ADvancing States
Lori	Gerhard	Administration for Community Living
Carol	Irvin	Mathematica Policy Research
Ruth	Katz	LeadingAge
Kathy	Kelly	Family Caregiver Alliance and the National Center on Caregiving
Dawn	Lambert	Connecticut Department of Health & Human Services
Joyce	Larkin	Centene Corporation
David	Lindeman	CITRIS
Mary	Olsen Baker	Minnesota Department of Human Services, Aging and Adult Services Division
Elizabeth	Priaulx	National Disability Rights Network
Bea	Rector	Washington State Department of Social and Health Services
Martha	Roherty	ADvancing States
Damon	Terzaghi	Formerly with ADvancing States

Partners in Data Collection/Analysis

- Applied Self-Direction
- ACL
- CMS
- Brown University
- FEMA
- The Lewin Group
- Mathematica Policy Research
- PHI
- The Urban Institute
- WorkLife Center, UCSF Law

2020 Conceptual Framework - Five Dimensions

HIGH-PERFORMING LTSS SYSTEM

Five dimensions of LTSS performance, constructed from 26 individual indicators.

AFFORDABILITY AND ACCESS

1. Nursing Home Cost
2. Home Care Cost
3. Long-Term Care Insurance
4. Low-Income PWD with Medicaid
5. PWD with Medicaid LTSS
6. ADRC/NWD Functions

CHOICE OF SETTING AND PROVIDER

1. Medicaid LTSS Balance: Spending
2. Medicaid LTSS Balance: Users
3. Self-Direction
4. Home Health Aide Supply
5. Assisted Living Supply
6. Adult Day Services Supply
7. Subsidized Housing Opportunities

QUALITY OF LIFE AND QUALITY OF CARE

1. PWD Rate of Employment
2. Nursing Home Residents with Pressure Sores
3. Nursing Home Antipsychotic Use
4. HCBS Quality Benchmarking

SUPPORT FOR FAMILY CAREGIVERS*

1. Supporting Working Family Caregivers
2. Person- and Family-Centered Care
3. Nurse Delegation and Scope of Practice
4. Transportation Policies

EFFECTIVE TRANSITIONS

1. Nursing Home Residents with Low Care Needs
2. Home Health Hospital Admissions
3. Nursing Home Hospital Admissions
4. Burdensome Transitions
5. Successful Discharge to Community

ADRC/NWD – Aging and Disability Resource Center/No Wrong Door
HCBS – Home- and Community-Based Services
LTSS – Long-Term Services and Supports
PWD – People with Disabilities
*Support for Family Caregivers Dimension evaluated across 12 individual policies, which are grouped into four broad categories.

Source: Long-Term Services and Supports State Scorecard, 2020.

2023 Dimension: Affordability and Access

- Consumers can easily find and afford services, with meaningfully available safety net for those who cannot afford services. Safety net LTSS does not create disparities by income, by race/ethnicity, or by geography.

2023 Dimension: Choice of Setting and Provider

- A person- and family-centered approach allows for consumer choice and control of services (including self-directed models). A well-trained and adequately paid workforce is available to provide LTSS. Home and community-based services (HCBS) are widely available. Provider choice fosters equity, and consumers across communities have access to a range of culturally competent services and supports.

2023 Dimension: Safety and Quality

- Consumers are treated with respect and preferences are honored when possible, with services maximizing positive outcomes- including during and after care transitions. Residential facilities and HCBS settings are adequately staffed and are prepared for emergencies. Policy-, system-, and practice-level efforts reduce and/or prevent disparities in quality and outcomes.

2023 Dimension: Support for Family Caregivers

- Family caregivers' needs are assessed and addressed, so they can receive the support they need to continue their essential roles. A robust LTSS workforce limits over-reliance on family caregivers. Family caregiver supports are culturally appropriate and accessible to all communities.

2033 Dimension: Community Integration

- Consumers have access to a range of services and supports that facilitate LTSS, including safe and affordable housing. Communities are age-friendly, supported by state master plans for aging. Policy and programming that facilitates livable communities also drive equitable communities.

Considering Equity as Part of High Performance

Equity in a high performing LTSS system means that high performance is shared across all groups, defined by race/ethnicity, gender identity, sexual orientation, age, disability status, and income, among others.

States where every measured group does well will score highly, and states in which some groups perform poorly will score lower.

The 2023 LTSS State Scorecard will display overall performance as well as performance for different racial/ethnic groups wherever data are available. As more data become available, we hope to be able to include other groups and additional indicators in future editions.

Discussion: Demographic Data

- What demographic data does your state collect about LTSS consumers?

  – Anything for HCBS services

  – Older Americans Act?

  – State Programs?

- How do you use these data?

Discussion: Key Measures of LTSS Workforce Strength

- Volume
  - \# of full-time workers by setting
  - \# of part-time workers by setting
- Stability
  - Turnover rate
  - Vacancy rate
- Compensation
  - Wages
  - Benefits

Discussion: Consumer and Worker Perspectives

- Competency assessment
- Cultural competence assessment
- Assessment of person-centeredness
- Satisfaction (with services, with job)

Innovation Points

- Policies or programs only a few states have adopted but with notable potential for <u>scaling</u>

- Promising or evidence-based

- Within the control of state government leaders to implement or adopt

- With explicit goals of improving state performance in at least one of the dimensions of the Scorecard

Discussion: Factors Critical to Successful Scaling of Innovation

- **Relative advantage** is the extent to which potential adopters perceive the innovation to be superior to current practice. Factors affecting this perception include cost-effectiveness, social prestige, convenience, and satisfaction. The greater the perceived advantage of an innovation, the more rapidly it will diffuse.
- **Compatibility** involves how well the potential adopters believe the innovation aligns with their values, ideas, and needs. An incompatible innovation will be slower to diffuse.
- **Complexity** is how difficult an innovation is to use or understand. Innovations that are easy to understand tend to be adopted more rapidly.
- **Trialability** refers to how easy it is to test an innovation on a limited basis. Those that can be tested in smaller steps provide more early information to potential adopters.
- **Observability** is the degree to which potential adopters know about the results of an innovation. More visible innovation results mean easier adoption. For example, more visibility leads to more peer discussion of an innovation.

AARP LTSS Choices Spotlight by Susan Reinhard, Brendan Flinn and Jane Tilly
Based on Everett Rodgers Diffusion of Innovation Theory

AARP®

23

Discussion: Key Recommendations by Audience

Policy Makers	Funders	Researchers	Innovators
• Expand Medicare and Medicaid's ability to finance innovative models of care. • Expand offerings from the VA and other federal funders. • Streamline application processes. • Promote innovations at the state level.	• Provide low-cost capital and grants to innovators. • Require real dissemination plans. • Stay with innovative models beyond the early stages.	• Include implementation and scalability when studying an intervention. • Consider audiences who might be able to bring interventions to practice.	• Leverage existing community resources. • Develop and articulate the business case behind an innovation.
Individual and organizational thought leaders have the responsibility to raise the profile of innovations and innovators; facilitate connections between each of the above groups; convene like-minded partners; and build coalitions to support innovation, perform advocacy, and drive policy and practice.			

AARP LTSS Choices Spotlight by Susan Reinhard, Brendan Flinn and Jane Tilly

Wrap-up and Thank you!