

NCI-AD Pilot Results

Preliminary analysis of three states

10-30-2014

Background

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- Joint project of NASUAD, HSRI and NASDDDS
 - ▣ With help from the Muskie School of Public Service, University of Southern Maine
- In 2012, NASUAD's Board voted to begin work to expand the scope of the current NCI to include older adults and adults with physical disabilities.
- Grew out of a concern about the limited information currently available to help states assess the quality of life and outcomes of this population receiving LTSS through state programs.
- Began with the revision of the in-person Consumer Survey.
- Received funding from the Administration for Community Living to support pilot work and expect additional funding to help finalize the survey and support Year 1 rollout.

Development Process

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- June 2013 – Meeting with Steering Committee to discuss each potential indicator
 - Homework: Rank each indicator from 0 (not important) to 3 (critical)
- June – August
 - Draft background and survey questions
- September 2013 – Steering Committee met for to discuss the draft survey
 - Total of 7 revisions based on several avenues of feedback
- November 2013 – Focus groups with older adults and individuals with disabilities receiving state services in Massachusetts
- December 2013 – In-person testing of the survey with service recipients in Maine
- December 31, 2013 – Final draft of NCI-AD Consumer Survey, version 1

- 3 pilot states: Minnesota, Georgia, and Ohio
- Sample could include recipients of Medicaid state plan and waiver services (aging or non-I/DD disability), Older Americans Act services, and state-funded only services
- Each state to collect at least 400 interviews
- Oct 2013 – Jan 2014 – TA Calls with each state individually
- Jan 2014 – First round of interviewer training in Georgia
 - ▣ Feb 2014 – Minnesota & Apr 2014 – Ohio
- Gave until the end of September 2014 to complete pilot
 - ▣ As of beginning of Aug 2014 all states had submitted data

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Pilot Results

Pilot results – sample

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□ “State 1”

- 49% in “HCBS” – OAA program, plus some state plan money
- 44% in waiver, both older adults and physical disability
 - Approx. 20% of those in waiver were under age 60; 35% had a physical disability
 - Approx. 9% of those in waiver had a physical disability and were under age 60
- 7% cannot determine

□ “State 2”

- 33% in physical disability waiver/s
- 48% in older adults waiver/s
- 19% in OAA program

□ “State 3”

- 23% in physical disability waiver/s
- 68 in older adults waiver/s
- 9% in OAA program

Selected results – Services and supports

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- Most common services people said they were getting:

	PCA	Homemaker	Transportation	Meal assistance
State 1	62%	67%	57%	98%
State 2	52%	70%	53%	62%
State 3	85%	76%	44%	53%

- How people first learned about services:

	Friend	Family	AAA	ADRC	LTSS provider	State agency	Doctor	Case manager	Other	DK/ Unclear
State 1	9%	42%	12%	4%	3%	3%	6%	3%	8%	11%
State 2	7%	17%	1%	2%	3%	12%	9%	22%	16%	10%
State 3	15%	22%	9%	2%	8%	4%	12%	5%	11%	12%

Selected results – Services and supports

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- Did person get enough info?

	no	maybe, not sure	yes
State 1	4%	10%	81%
State 2	5%	5%	87%
State 3	5%	8%	82%

Selected results – Services and supports

■ Did person help plan services?

	no	yes, some	yes, all
State 1	12%	16%	67%
State 2	30%	19%	48%
State 3	25%	16%	53%

■ Person helped plan some or all services, by program:

	OAA	PD Waiver	Aging Waiver
State 2	54%	82%	60%
State 3	57%	77%	67%

Selected results – Services and supports

■ Services meet needs:

	no	some needs/ some services	yes
State 1	3%	6%	90%
State 2	2%	12%	84%
State 3	3%	16%	80%

■ All service needs met, by program:

	OAA	PD Waiver	Aging Waiver
State 2	81%	81%	88%
State 3	83%	63%	85%

- Additional services needed: PCA, transportation, homemaker, nutritional assistance, health/mental/dental care, housing assistance, environmental adaptations, social/relationships, heating/cooling assistance, respite/family caregiver support

Selected results – Services and supports

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- Case manager talked to person about services that might help meet need:

	no	maybe, not sure	yes	DK/ Unclear
State 1	16%	13%	51%	20%
State 2	36%	13%	49%	3%
State 3	36%	9%	52%	3%

- Person is in charge of services:

	no	sometimes, some services	yes
State 1	9%	10%	78%
State 2	16%	11%	67%
State 3	9%	13%	74%

Selected results – Services and supports

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- Most people know who to call with a question (83% in State 1, 85% in both states 2 and 3) or a complaint (80% in State 2, 85% in States 1 and 3)
- Person can reach CM:

	no	sometimes	yes
State 1	10%	3%	82%
State 2	4%	8%	87%
State 3	6%	11%	81%

Selected results – Services and supports

■ General satisfaction with services:

	very dissatisfied	somewhat dissatisfied	neutral	somewhat satisfied	very satisfied
State 1	1%	2%	2%	14%	80%
State 2	2%	3%	5%	19%	69%
State 3	1%	4%	3%	27%	65%

■ Very satisfied with services, by program:

	OAA	PD Waiver	Aging Waiver
State 2	70%	58%	77%
State 3	57%	52%	70%

Selected results – Services and supports

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■ Primary support:

	paid direct care worker	paid relative	paid friend	unpaid relative	unpaid friend or volunteer	other
State 1	76%	0%	1%	21%	3%	0%
State 2	57%	6%	1%	26%	5%	4%
State 3	54%	7%	1%	33%	2%	1%

■ Gets enough help with basic self-care needs (ADLs):

	No	Sometimes	Yes, always
State 1	13%	7%	80%
State 2	5%	14%	80%
State 3	5%	14%	80%

Selected results – Services and supports

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- Gets enough help with everyday activities (IADLs):

	No	Sometimes	Yes, always
State 1	8%	7%	85%
State 2	7%	10%	83%
State 3	5%	13%	82%

- Always gets enough help with everyday activities, by program:

	OAA	PD Waiver	Aging Waiver
State 2	81%	80%	85%
State 3	72%	76%	86%

Selected results – Services and supports

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■ Paid workers change too often:

	no	some	yes
State 1	82%	7%	9%
State 2	67%	9%	20%
State 3	64%	16%	17%

■ Paid workers come and leave when supposed to:

	no, never or almost never	usually	yes, always
State 1	0%	7%	90%
State 2	3%	7%	89%
State 3	3%	13%	80%

Selected results – Services and supports

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■ Paid workers do things the way person wants:

	no, never or almost never	usually	yes, always
State 1	2%	8%	88%
State 2	3%	20%	76%
State 3	4%	15%	77%

■ Person feels safe around paid workers:

	no, never or almost never	usually	yes, always
State 1	1%	3%	96%
State 2	0%	3%	98%
State 3	1%	7%	89%

Selected results – Access

- Person would prefer to live somewhere else:

	no	yes
State 1	86%	10%
State 2	69%	25%
State 3	66%	31%

- What prevents from living somewhere else:
 - Finances
 - “too much trouble to move”
 - Health/physical/mental condition
 - Accessibility
 - “don’t know anything else”/fear of change

Selected results – Access

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- Most common home modifications people need (of those who need something):
 - ▣ Grab bars (20%, 6% and 14%), bathroom modifications (21%, 5% and 20%), specialized bed (10%, 4% and 9%), ramp (10%, 5% and 8%)
- Most common assistive devices people need (of those who need something):
 - ▣ Glasses (14%, 7% and 22%), hearing aids (11%, 6% and 11%), scooter (8%, 10% and 11%), wheelchair (7%, 4% and 11%)
- Many people afraid of falling (19%, 30%, 39%). Someone has worked with person to reduce risk of falling:

	no	maybe, not sure	yes
State 1	53%	2%	42%
State 2	57%	3%	37%
State 3	40%	4%	53%

Selected results – Community Participation

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- Person participated in some social activity in last 30 days (either inside of home or outside of home):

	no	yes
State 1	15%	84%
State 2	28%	72%
State 3	41%	59%

- Why hasn't participated: Did not want to, Health/physical limitations, Transportation, Accessibility
- Person participated in some social activity in last 30 days, by program:

	OAA	PD Waiver	Aging Waiver
State 2	75%	72%	71%
State 3	61%	66%	55%

Selected results – Community Participation

- Gets to do things outside of home when wants to:

	no	sometimes	yes	n/a - doesn't want to
State 1	17%	15%	66%	1%
State 2	11%	9%	76%	4%
State 3	16%	14%	58%	10%

- Why not:
 - ▣ Health/physical limitations
 - ▣ Transportation
 - ▣ Accessibility
 - ▣ Cost

Selected results – Employment

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- Most people do not work (99%, 92%, 99%)
- However, many people would like a job (6%, 16%, 14%)
- Yes, would like a job, by program:

	OAA	PD Waiver	Aging Waiver
State 2	7%	26%	12%
State 3	9%	29%	9%

Selected results – Employment

- Person likes how they typically spend time during the day:

	no, never	some days, sometimes	yes, always
State 1	3%	18%	77%
State 2	8%	23%	68%
State 3	9%	29%	60%

- Person never likes how they typically spend time during the day, by program:

	OAA	PD Waiver	Aging Waiver
State 2	5%	14%	4%
State 3	6%	15%	8%

Selected results – Relationships

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- Most people can see their friends, family (if there are friends & family)
- How often is the person lonely:

	never or almost never	not often	sometimes	often
State 1	26%	36%	26%	9%
State 2	36%	23%	25%	14%
State 3	34%	18%	32%	14%

- Person is lonely often, by program:

	OAA	PD Waiver	Aging Waiver
State 2	5%	20%	13%
State 3	3%	19%	14%

Selected results – Relationships

■ How often is the person sad/depressed:

	never or almost never	not often	sometimes	often
State 1	22%	46%	23%	6%
State 2	34%	18%	33%	14%
State 3	31%	19%	32%	16%

■ Person is sad/depressed often, by program:

	OAA	PD Waiver	Aging Waiver
State 2	9%	19%	13%
State 3	6%	23%	15%

Selected results – Care Coordination

■ Person's health:

	Poor	Fair	Good	Very good	Excellent
State 1	9%	42%	33%	11%	3%
State 2	12%	32%	35%	15%	6%
State 3	19%	38%	27%	11%	3%

■ Person felt ready to go home after ER visit or hospital stay:

	no	in-between	yes
State 1	5%	3%	83%
State 2	12%	4%	79%
State 3	8%	8%	84%

Selected results – Care Coordination

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- Person can get an apt to see primary care doctor when needed:

	Sometimes, rarely	Usually	Yes, always
State 1	1%	3%	95%
State 2	7%	9%	83%
State 3	4%	5%	90%

- Person gets enough info and support to manage chronic conditions:

	No	Maybe, some	Yes
State 1	1%	4%	95%
State 2	5%	6%	86%
State 3	2%	7%	90%

Selected results – Medications

■ Person splits or skips a pill because of price:

	No, never	Yes, sometimes	Yes, often or always
State 1	93%	4%	1%
State 2	93%	4%	1%
State 3	92%	6%	1%

Selected results – Functional Competence

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- Person feels as independent as they can be:

	no	in-between	yes
State 1	7%	5%	84%
State 2	8%	8%	82%
State 3	9%	10%	80%

- Person feels in control of life:

	no	in-between	yes
State 1	6%	8%	83%
State 2	11%	12%	74%
State 3	11%	14%	73%

- Most important: 1) health, 2) being independent, 3) feeling in control, 4) safety

Next Steps

Final Survey Revisions and Nationwide Rollout

Next Steps

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- Analyze pilot results, report
- Revise survey
 - ▣ Analysis of pilot data
 - ▣ Interviewer comments
 - ▣ Direct vendor and interviewer feedback
 - ▣ Shadowing observations
 - ▣ Expert feedback
- Small-sample testing of revised survey
 - ▣ Cognitive testing
 - ▣ Reliability study

Final Revision

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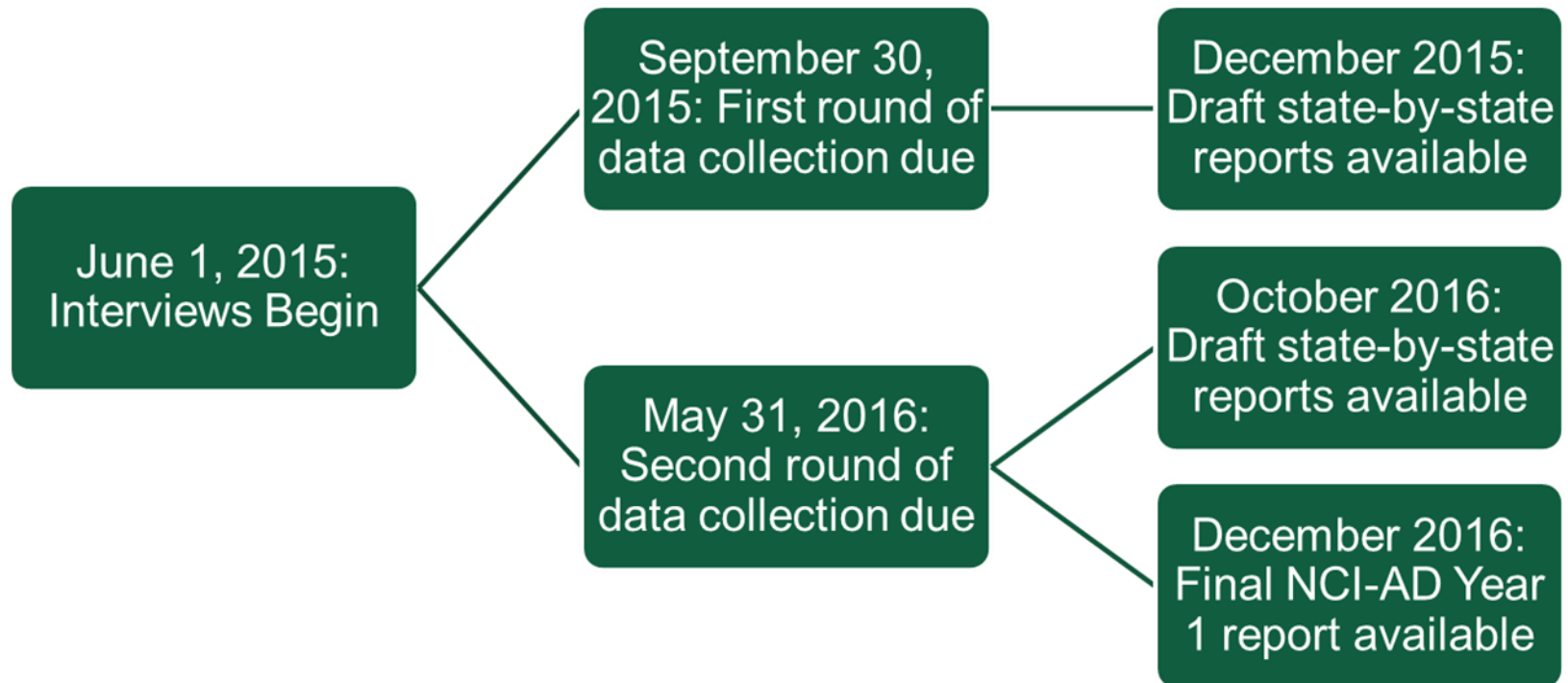
- Final revision
- Spanish translation
- ODESA

Nationwide Rollout

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- Ongoing introductory conversations with interested states
- Interested in including all payers and all settings in each state's sample
- June 2014 – Now: All-state technical assistance calls
- Beginning state-specific TA and project planning calls
- 8 new states and 3 pilot states committed to Year 1
- Accepting up to 15 new state to the project for Year 1

Two Rounds of Data Collection



Data powered by HSRI

Project managed by NASUAD

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<http://nasuad.org/initiatives/national-core-indicators-aging-and-disabilities>