

Training Module 7

Reporting Requirements

Quality of Life Survey (QOL)



Background

- The Centers for Medicare & Medicaid Services (CMS) developed the QOL survey to be uniformly administered in all 44 states awarded a Money Follow the Person (MFP)* grant.
 - This MFP survey is:
 - Based on the Participant Experiences Survey, which is widely used for assessing quality of life.
 - A standardized survey with 42 scripted questions that must be administered the same way to each MFP participant in every state.
- * **MFP is known as California Community Transitions (CCT) in our state.**



QOL Survey Measures

- Designed to measure participants' perceptions and feelings across seven key domains. Participants' answers can provide valuable information about their:
 - Living situation
 - Ability to exercise choice and control
 - Access to personal care services
 - Unmet needs
 - Feelings about being treated with respect and dignity
 - Sense of being part of a larger community
 - Overall life satisfaction
 - Health status



QOL Survey - Timing is Key

- CCT participants are interviewed ~~three~~ two* times:
 - ~~Baseline: Administered within 30 days before the transition date, and no later than 14 days after transition.~~
 - **First follow-up:** One year post-transition date (not before 11 months post-transition)
 - **Second follow-up:** Two years post-transition date (not before 24 months post-transition)
- If a participant is re-institutionalized and returns to the community to complete the 365-day demonstration, schedule the follow up QOLs according to the initial date of transition

*** As of 06/01/16, Baseline QOL Surveys should no longer be conducted, and will no longer be eligible for reimbursement. And as of 01/01/17, 11-month and 24-month QOL surveys should no longer be conducted and will no longer be eligible for reimbursement.**



QOL Submission

- QOLs must be submitted through a secure email directly to the CCT Inbox:
California.CommunityTransitions@dhcs.ca.gov
- **Do not** attach to the QOL Treatment Authorization Request (TAR)



Importance of QOL Survey Data

- CMS requires QOL surveys to be administered at ~~three~~ two* specific intervals.
- Survey data is used to evaluate CA's success in meeting the needs of CCT participants, and identifies the need for changes to improve Medi-Cal programs and services.
- The QOL survey is also a valuable tool to inform Lead Organizations and Transition Coordinators about specific care planning need(s) to improve community transitions.

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Event/Issue Report

Background

- CMS requires every state to provide semi-annual performance reports, in July and January.
- States are required to include categorical data on reportable events/issues that occurred within the six-month reporting period.
- CCT staff compiles the data for the semi-annual report from information LOs submit in the Monthly Event/Issue Report forms.
- The data is also used to extend Participants' 365-day Demonstration periods when it is interrupted by events/issues that take them out of the community for fewer than 30 days.

***The Monthly Event/Issue Report form is available on the CCT webpage:**

<http://www.dhcs.ca.gov/services/ltc/Pages/CCTForms.aspx>



When to Report Events/Issues

- The Monthly Event/Issue Report form is due on the 5th of the month following the reportable month (e.g. the report for August is due September 5th).
 - If the 5th falls on a weekend or holiday, the report must be submitted on the next business day
- If no events/issues occur within a reportable month, LOs must submit an email that states, “No reportable events/issues this month”
- Forms are submitted to the CCT mailbox:
California.CommunityTransitions@dhcs.ca.gov



What to Report

- LOs are required to report on each of the following types of events/issues:
 - Abuse (all forms)
 - Neglect
 - Exploitation
 - Hospitalization
 - Emergency Room Visits
 - Health-related Death
 - Death determined to be because of abuse, neglect, or exploitation
 - Death in which a breakdown in the 24-hour backup system was a contributing factor
 - Involvement with the criminal justice system
 - Medication administration errors



How to Report

- Monthly Event/Issue Report form contain personal identification information / personal health information (PII/PHI) and must be submitted via e-mail as secure, encrypted .pdf attachments
- The same form that was originally submitted to DHCS to report the initial event/issue should be used to provide additional follow-up information when it is gathered
 - It is recommended LOs maintain electronic copies of the initial Monthly Event/Issue Reports for this purpose

***It is critical for DHCS to know when a Participant returns to the community after a short-term hospitalization, so their Demonstration period can be extended by the same number of days**