

Vermont Home and Community-Based Services Quality Measures

Guide for people receiving
HCBS and families



Photo by Joshua Brown ©2019

Created by  University
of Vermont | Center on Disability &
Community Inclusion

HCBS Quality Measures Stakeholder Feedback Project

What is this guide for?

This guide explains how Vermont makes sure Home and Community-Based Services are safe, helpful, and person-centered.

HCBS stands for Home and Community-Based Services.

These supports help people:

- Live at home
- Stay active in their community
- Get help with daily activities
- Avoid going into a nursing home or institution

Who runs HCBS?

- HCBS is a federal program run by Centers for Medicare & Medicaid Services.
- In Vermont, HCBS programs are managed by the Department of Disabilities, Aging, and Independent Living (DAIL).

Who can get HCBS?

- People must be eligible for Medicaid.
- And they must meet the rules for one of Vermont's 3 HCBS programs.

Vermont's 3 HCBS programs

1. Developmental Disabilities Services

For people with intellectual or developmental disabilities.

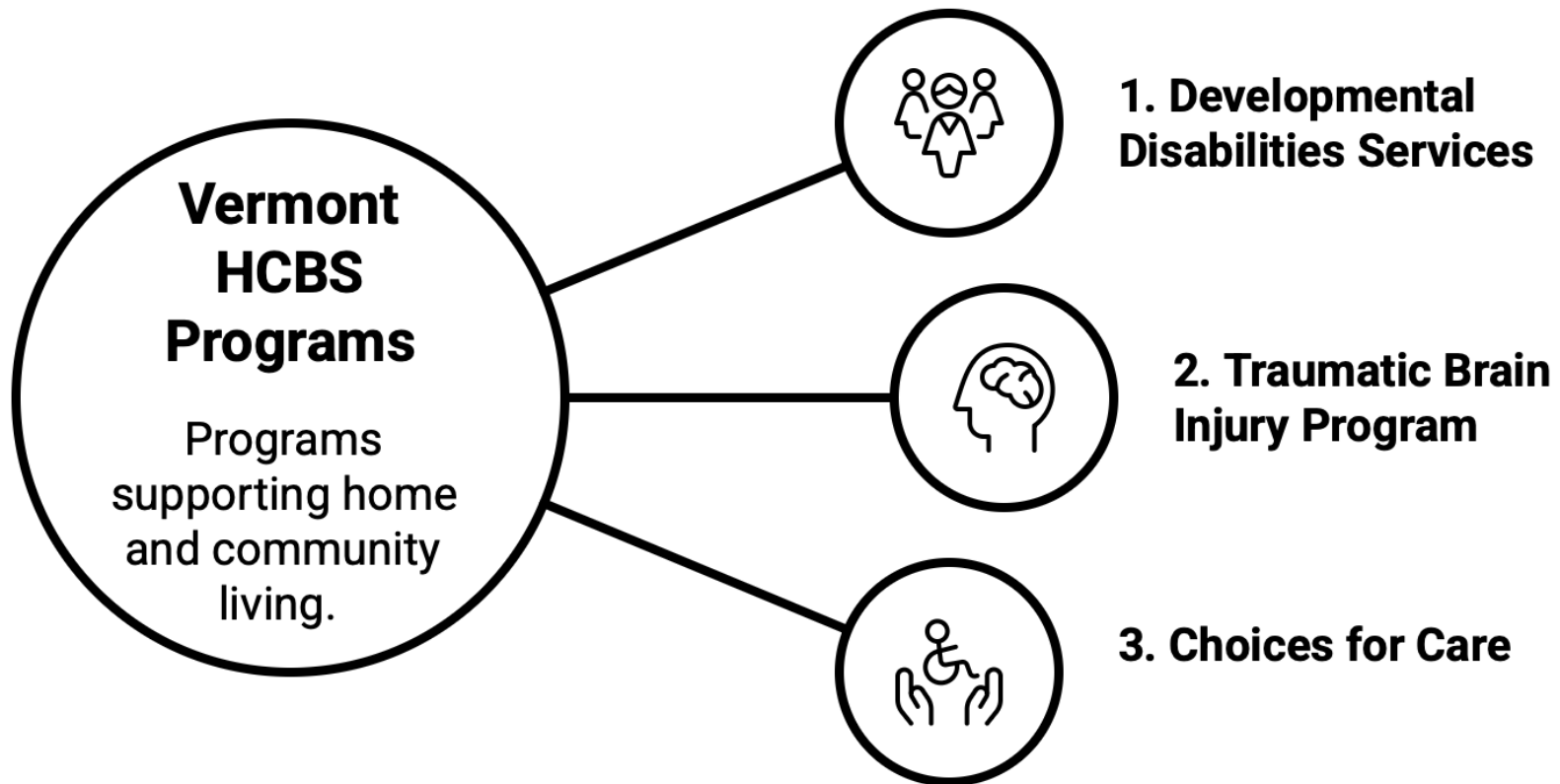
2. Traumatic Brain Injury Program

For people 16+ with a traumatic brain injury.

3. Choices for Care

For older adults or adults with physical disabilities who need a lot of daily help.

To learn
more or apply
visit DAIL
website:
dail.vermont.gov



Why focus on HCBS quality?

- Vermont has been learning about HCBS quality using its own measures.
- The Centers for Medicare & Medicaid Services (CMS) have made recent changes and rules for HCBS in Vermont.
- One change is needing to use quality measures approved by CMS.

Learn more about CMS changes with an *Introduction to Medicaid Access Rule* created by:



How does Vermont measure quality of HCBS?

A quality measure is a way to check how well services are working.

Vermont worked with CMS and experts to pick quality measures.

Quality measures are used to:

- Make sure people get good care
- Find problems and fix them
- Compare Vermont to other states
- Keep improving every year

5 steps for measuring quality

- These steps help us learn how HCBS is working.
- The steps are shown in a circle because they start over every year.
- That way they can get better over time.



What are the Vermont HCBS quality measures?

Vermont uses 3 types of measures.

Each measure gives a different view on how well services support safety, independence, person-centered care, and quality of life.



Compliance Measures

Focus on timelines and procedures to protect health and safety.



Quality Performance

Checks if assessments, care planning, and supports are being done well.



CAHPS® Survey

Asks people how they feel about the services they receive.

What are compliance measures?

These measures check if HCBS programs follow the rules.

1. Critical Incident Management

How serious problems (like abuse or neglect) are handled

2. Case Management & Service Planning

Making sure plans are updated and match each person's needs



Why this matters

- ✓ Helps keep people safe
- ✓ Makes sure problems are fixed quickly

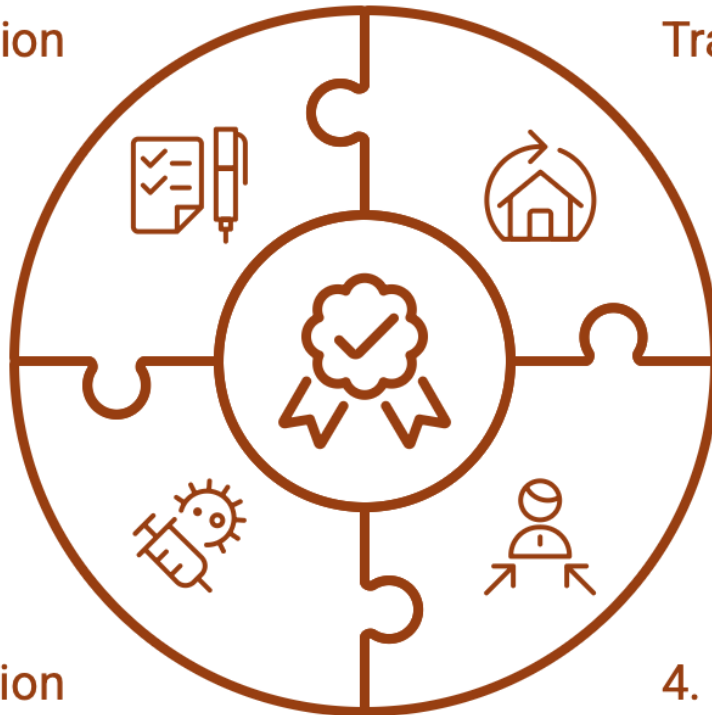
What are quality performance measures?

These measures check how well services help people stay healthy, independent, and get care focused on their needs.

There are 4 types of quality performance measures:

1. Assessment,
Planning, and
Coordination

2. Community
Living and
Transitions



3. Flu Vaccination

4. Self-Direction
and Choice

Why this matters

- ✓ Helps keep people safe
- ✓ Makes sure problems are fixed quickly

What is the CAHPS® survey?

- People receiving HCBS are asked what they think about services.
- The survey is voluntary.
- Questions cover 10 areas:



1. Staff are reliable and helpful.



6. Personal safety.



2. Staff listen and communicate well.



7. Planning your time and activities.



3. Case manager is helpful.



8. Unmet needs.



4. Choosing services that matter to you.



9. Physical safety.



5. Transportation to medical appointments.



10. Staff ratings and recommendations.

Why this matters

- ✓ Brings real experiences into Vermont's quality work
- ✓ Helps identify what is going well and what is not

This guide was created as part of the HCBS Quality Measures Stakeholder Feedback Project.

A partnership between:



University
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Vermont
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