



**Office for People With  
Developmental Disabilities**

# **Provider Performance: OPWDD Provider Survey and Certification Profiles**

**Division of Quality Improvement and Performance Management  
Provider Association Briefing  
August 20, 2018**

# Overview

- Purpose/Scope of Provider Performance Workgroup
- Workgroup Membership
- Status of Workgroup
- Timeframe for Deliverables
- Performance Measures and Oversight
- Discussion

# Purpose of Provider Performance Workgroup

- To increase transparency, OPWDD has made a commitment to inform individuals, families and stakeholders about the operation of provider agencies.
- OPWDD seeks to drive quality improvement while also continuing to emphasize health and safety



# Scope of Provider Performance Workgroup

- Identify key areas of quality compliance and quality performance to report that builds on work of OPWDD's Agency Quality Performance Workgroup, which convened in 2014-15.
- Discuss how to operationalize the measures recommended for the Provider Survey and Certification Profiles (PSCP).
- Recommend how PSCP data should be reported and visually represented on OPWDD's website
- Address representation of PSCP data that considers variance in agency size and other factors
- Recommend how often provider PSCP data should be updated and published
- Consider feedback mechanisms to ensure accurate reporting on agency demographics



# Provider Performance Workgroup Membership

- The Workgroup is chaired by OPWDD's Division of Quality Improvement and Performance Management
- Workgroup membership includes representatives from OPWDD, parents of individuals receiving services, provider associations, and voluntary providers
- OPWDD Provider Association members and former members of the Agency Quality Performance Workgroup were encouraged to submit their interest in participating to the OPWDD Quality Mailbox at [quality@opwdd.ny.gov](mailto:quality@opwdd.ny.gov) by April 15, 2018
- Based on input from this workgroup, a recommendation report will be prepared and presented to Executive Leadership for consideration.



# Provider Performance Workgroup Membership

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<b>Member(s)</b>	<b>Number of Participants</b>
<b>Voluntary Providers</b>	<b>12</b>
<b>Parents/Advocates</b>	<b>1</b>
<b>Provider Associations</b>	<b>3</b>
<b>OPWDD Staff</b>	<b>18</b>

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# Provider Performance Workgroup Status

- The workgroup has convened on:
  - May 9, 2018
  - May 23, 2018
  - June 4, 2018
- The next meeting is scheduled for **August 27, 2018**



# Timeframe for Deliverables

- Phase 1: Review on Quality – Report on Overall Compliance Trends (2019)
- Phase 2: Provider Profiles (available on OPWDD website 2020)



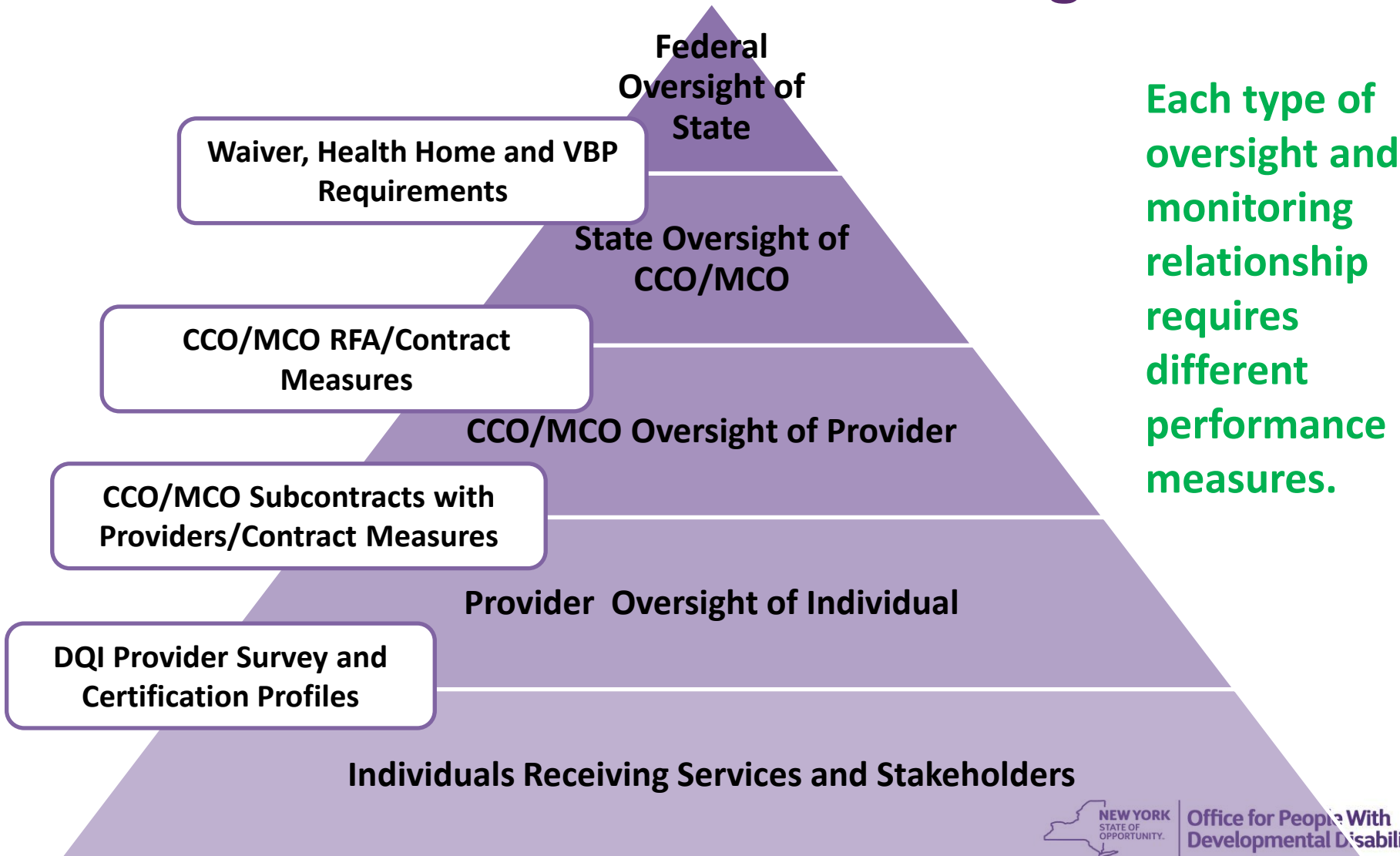


# Purpose of the OPWDD Provider Profiles (PSCP)

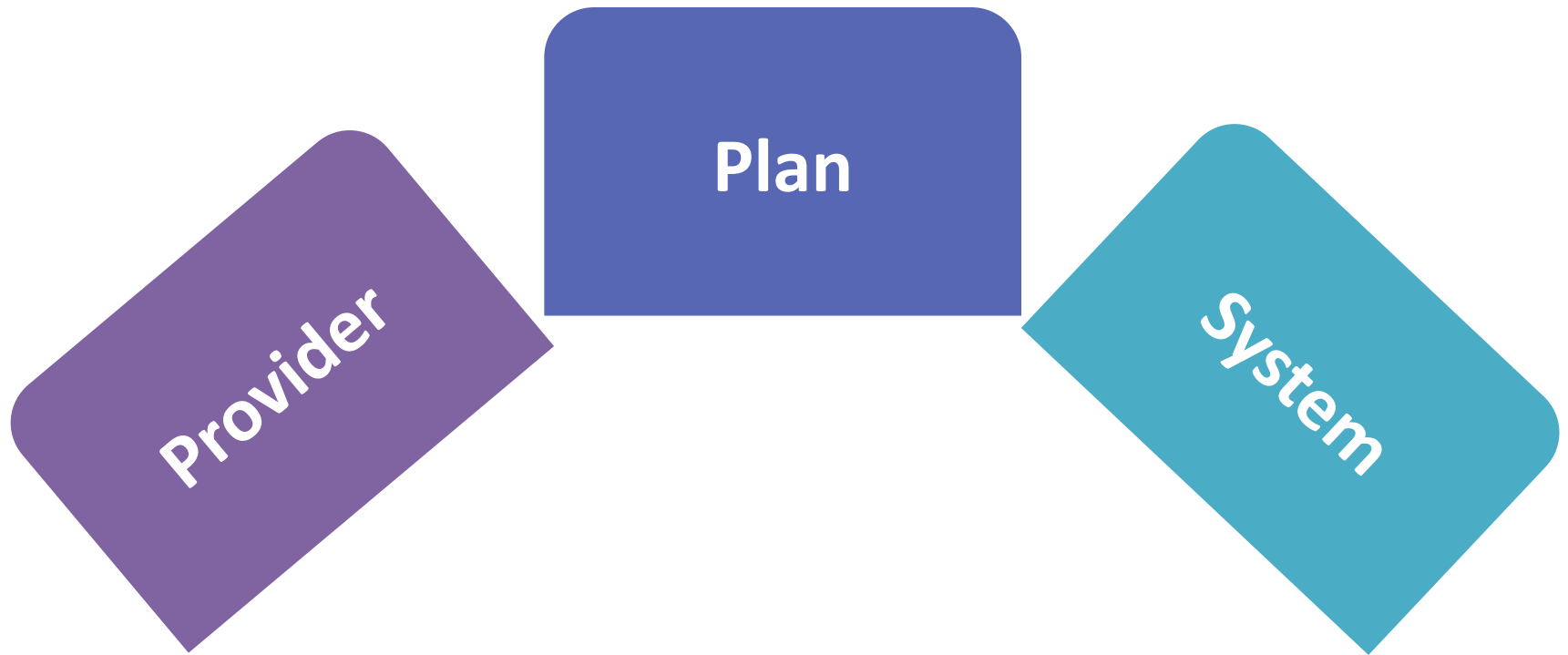
- To operate, a provider is agreeing to abide by the state process for assessing and determining compliance consistent with Mental Hygiene Law
- The PSCP represents OPWDD's assessment of performance related to monitoring and oversight
- Indication of survey and certification activities and whether a provider is in "good standing"
- Includes provider-specific information about regulatory compliance and quality outcomes
- PSCP are part of OPWDD's efforts to increase transparency as the system moves towards care coordination and managed care.



# Oversight and Monitoring Relationships in Care Coordination and Managed Care



# Performance Measures and Types of Oversight



# OPWDD Performance Measures

## PROVIDER-LEVEL MEASURES:

Provider Survey and Certification Profiles

### SCOPE:

Performance measures based on oversight and monitoring of survey and certification activities by DQIPM

## PLAN-LEVEL MEASURES:

CCO/MCO Contract Oversight Measures

### SCOPE:

CCOs/MCOs are required to report to OPWDD on performance metrics identified in the RFA application

## SYSTEM-LEVEL MEASURES:

Managed Care Performance and Benchmarks

### SCOPE:

Systemic measures driven by Federal CMS, DOH, OPWDD



# Preliminary Provider Performance Workgroup Recommendations

- Create an easy to read/use guide on how to understand and interpret provider performance data on OPWDD's website.
- Indicate repeat deficiencies
- Indicate provider responsiveness in addressing/correcting issues (POCA)

