



# HCBS STRATEGIES, INC.

Improving Home and Community Based Systems

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## Session 6 Person Centered Discussion

12.16.2014		In-person
Note taker	Andrew Cieslinski	
Attendees	Tim Cortez, Brittani Trujillo, Kelly Wilson, Jason Mizak, Lauren Stanislaio, Candie Dalton	
<p><b>Quality of Life Discussion</b></p> <ul style="list-style-type: none"> <li>• Tim said that reps from the QHI department, Hedi Wallie, have done a crosswalk of consumer's experience survey, NCI-AD (some DD), and CQL. Danielle Culp is lead on NCI. Hedi is looking at how they can influence the surveying process, and looking more broadly at an LTSS framework for quality improvement. <i>Tim will follow up with these documents.</i></li> <li>• Tim said that he thought Quality of Life would be fine to include. However, he does have concerns around retribution from the providers/case management agencies if using Consumer Experience Survey. He would be interested in seeing how consumers react to being asked these questions by the case manager.</li> <li>• Brittani said that they got a lot of pushback about NCI from the stakeholders. Concerns around retribution even when it was anonymous.</li> <li>• Steve and Tim agree that staff need to be open about the questionnaire being voluntary and what would be done with the data.</li> <li>• Candie said that she has seen issues around sample biases, in that individuals with lesser communicative abilities are not able to accurately depict their opinions as well and may not appropriately communicate their quality.</li> <li>• Tim said that he would be interested in looking at individual data and how it compares to the aggregated data.</li> <li>• Tim said that he thought it would make sense on making the decision about the tool next year, and then be discussed with stakeholders.             <ul style="list-style-type: none"> <li>◦ NCI will allow additional questions, and Tim said that has been much more appealing to the stakeholders.</li> </ul> </li> </ul>		
<p><b>Person-centered Discussion</b></p> <ul style="list-style-type: none"> <li>• Brittani said that she would like to include a relationship map within this section. She said that a number of the CCBs are utilizing them, but they are not committed to one as a State.</li> <li>• Kelly said that the content examples that Shirley gave were exactly what they are looking at for the PHR.</li> <li>• Tim said that Julie is concerned about preferences being used to screen individuals out.</li> </ul>		