

ICF Quality Indicators and the Quality Incentive Payment Program

December 8, 2020

ICFIID Quality Indicators

Presented by Ashley McKinney

Quality Incentive Payment Program

Timeline:

This rule (Ohio Administrative Code 5123-7-34) will be effective December 17, 2020 and can be found on the [Department's website](#).

- An ICFIID wishing to participate in one or more quality indicators must have a policy written and effective March 31, 2021 or prior to meet the requirements according to rule and attach to the 2020 Cost Report.
- An ICFIID can decide to participate in additional quality indicators in proceeding years by attaching to future cost reports.
- Beginning January 2022, on-site reviews will be done to audit implementation of at least 2 policies that the ICFIID has provided for participation.

Quality Indicator 1

The ICFIID has developed and implemented a written policy to annually conduct satisfaction surveys for residents of the ICFIID.

- **Does the survey address the following:**
 - The degree to which the resident feels happy and safe living in the ICFIID
 - Staff interactions
 - The level to which a resident and/or his or her guardian are involved in person-centered planning
 - Community activities
 - Medical care
- **Is the survey completed by or offered to each resident and/or the resident's guardian, family member or advocate?**
- **Are results summarized and shared with residents/advocates?**
- **Is there a written plan to respond to any concerns identified by the survey?**

Quality Indicator 2

The ICFIID has developed and implemented a written policy to ensure individual plans are person-centered.

- Does the written policy set forth a process of obtaining input from residents, guardians, and direct care staff?
- Does the written process address the seven essential elements of person-centered planning?

Quality Indicator 3

The ICFIID has developed and implemented a written policy to ensure that each resident has opportunities to experience community integration on a person-centered basis.

- **The written policy reflects person-centered planning**
- **There is documentation of opportunities given to individuals to experience community integration on a person-centered basis**

Quality Indicator 4

The ICFIID has developed and implemented a written policy to ensure all direct care staff successfully complete, on an annual basis, at least one hour of training specific to resident or staff needs that is above and beyond the training required by paragraph (F)(1)(j) of rule 5123:2-3-01 of the Administrative Code. The training may vary among staff.

- **The ICFIID has records of annual training that is at least one hour which focuses on resident or staff needs above required training**

Quality Indicator 5

The ICFIID has developed and implemented a written policy for staff retention that includes measuring staff turnover.

- **The ICFIID has records of the practices enacted to improve staff retention and evaluate/manage turnover**

Awarding Points

Each indicator is worth one point, maximum of five points.

- Providers may choose the number of indicators for which they would like to participate.
- The total number of points across all participating providers will impact the value of the dollar amount each point is worth.

Calculation of Point Value

- Calculate 1% of Direct Care cost across all providers to determine pool of funds available
- Calculate the relative weight point value by dividing available funds by total awarded points

Calculation of Incentive Payment

For each ICF/IID, determine the product of:

- Inpatient days for applicable cost report year
- Number of points awarded

Cost Report Submission

Check each indicator that you are participating, attach policy to submission

Quality Indicator Attestation

The ICF must attach the written policy for all quality indicators attested below to their cost report submission

- ☐ I attest that this ICF has a written policy to offer annual satisfaction surveys to each individual who resides in the ICF. This policy outlines how the ICF will summarize the survey feedback to families and guardians and how they plan to respond to any concerns identified.
- ☐ I attest that this ICF has a written policy to ensure service plans are person centered. The policy includes the 7 elements of person centered planning and a process for input from direct service providers, individuals and guardians.
- ☐ I attest that this ICF has a written policy to ensure each individual residing in the ICF can experience community integration on a person-centered basis.
- ☐ I attest that this ICF has a written policy to ensure all direct support providers receive training, totaling at least one additional hour per staff beyond the minimum training requirements, specific to individual or staff needs.
- ☐ I attest that this ICF has a written policy to for staff retention that includes measuring staff turnover.
- ☐ I attest that this ICF was not under suspension, proposed revocation, or revoked status of their license for the period covered by this cost report.

Auditing

Policy Review

- All indicators an ICF/IID selects to participate in will require an attached policy with the Year-End Cost Report.
- All attached policies will be reviewed during Cost Report desk review to determine if rule requirements are met.
- Reconsideration available to request

Beginning January 2022 Onsite Reviews

- Survey +1 or two indicators will be selected for review implementation
- 20% or 2 (greater) of staff/individuals will be reviewed based on indicator(s) selected.
- Community Resource Coordinators (CRC) will complete reviews onsite in coordination with ODDP assessments.
- Indicators not met will not be eligible for incentive payment the following fiscal year.
- Reconsideration available to request

For additional information or questions please contact:

Ashley McKinney

Ashley.McKinney@dodd.ohio.gov

614-644-7596

Kirstin Stewart

Kirstin.Stewart@dodd.ohio.gov

614-728-5312