

# National Core Indicators



Update on National Performance Measures

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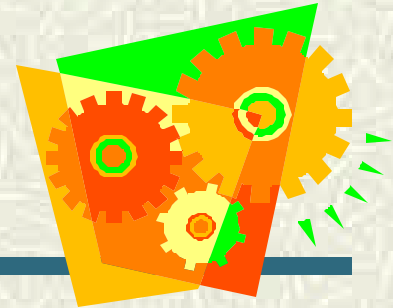


# What has NCI Accomplished?

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- # Nationally recognized set of performance and outcome indicators for developmental disabilities service systems
  - # Reliable data collection methods & tools (consumer & family surveys, provider survey, system data)
  - # Baseline and trend data at the state & national level
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# Where does NCI fit in?



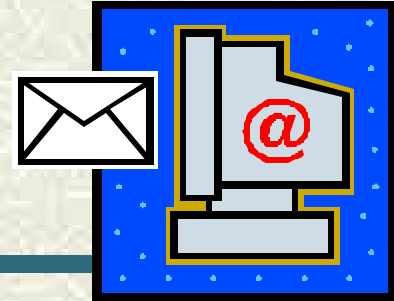
- # One core component of state Quality Management systems
- # Main process for measuring consumer and family satisfaction
- # Integration of information is the key (many QA systems are fragmented)
- # Increasing interest in using NCI to measure provider performance

# How is NCI data used?

- # Setting goals and strategic planning
- # Setting priorities for quality improvement, Quality Management plans
- # Budget requests to Governor and legislators
- # Helps shape data reporting systems (e.g., incidents, mortality)
- # Stakeholder advisory committees (Quality Councils)



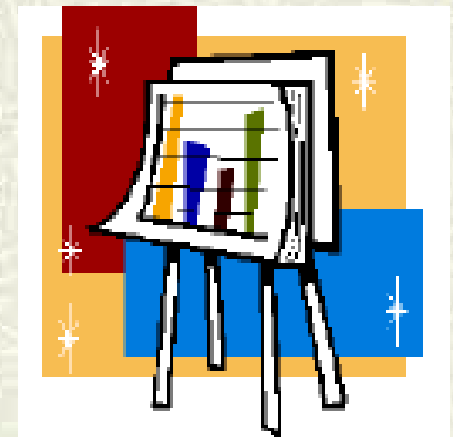
# How are results disseminated?



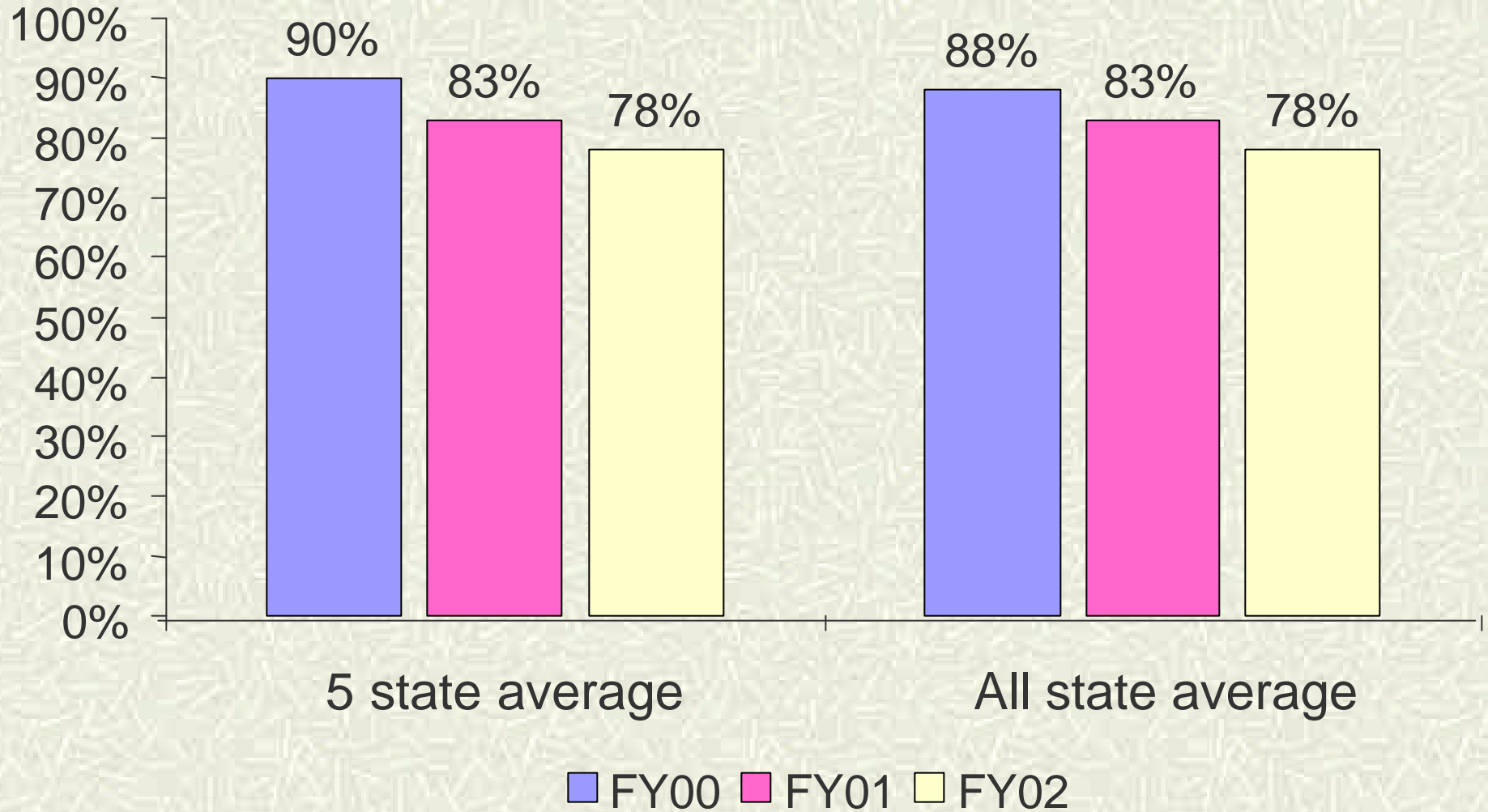
- # Reports of state results vs. national results posted on websites
- # Presentations to staff, providers, community
- # Summaries shared with families who filled out surveys (AZ)
- # Simplified version of Consumer Survey report for self-advocate (VT)

# Trend Analysis

- # Beginning to look at trends over past three years
- # Five states collected Consumer Survey data annually for three years
  - Connecticut
  - Kentucky
  - North Carolina
  - Pennsylvania
  - Rhode Island

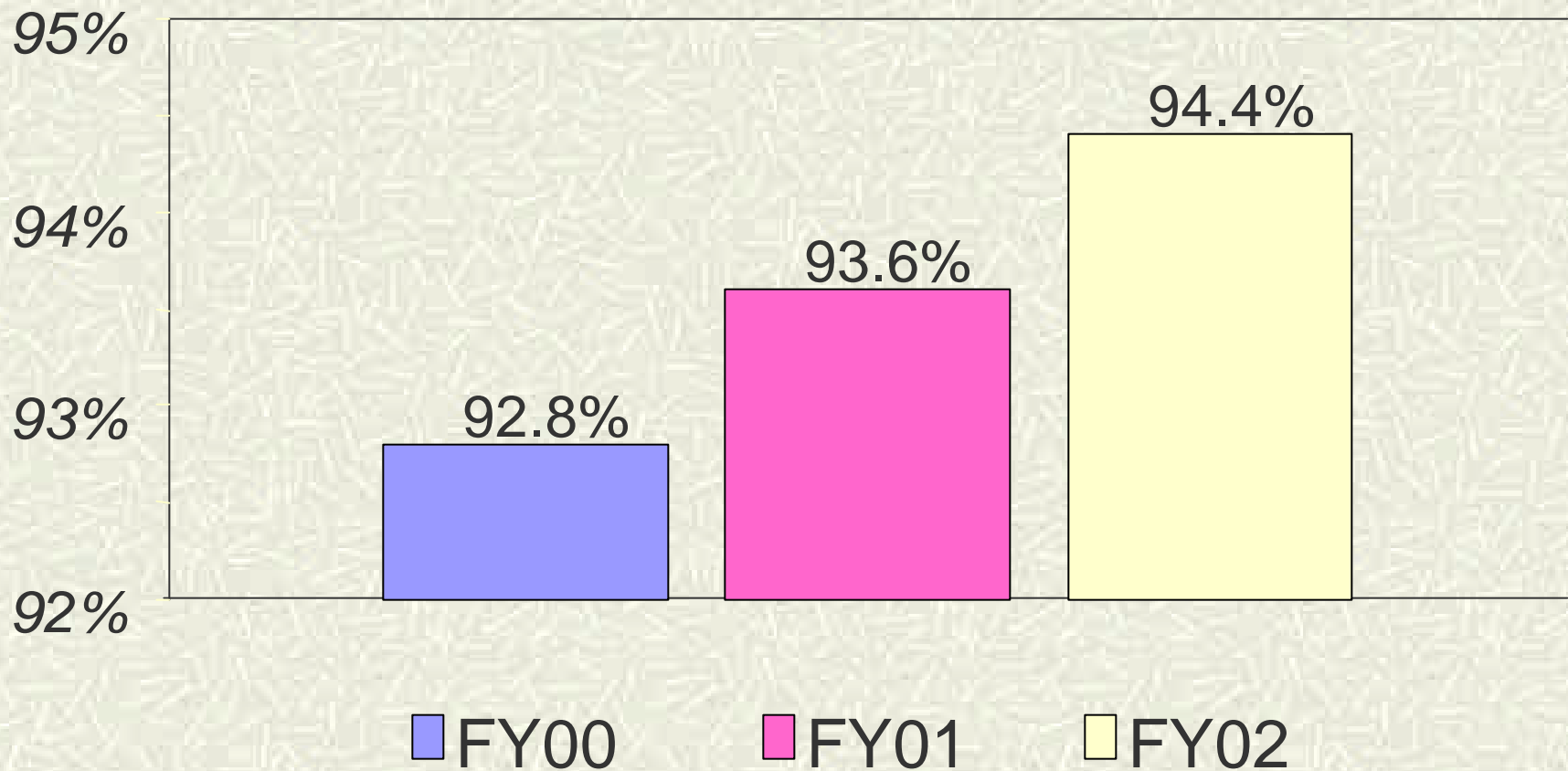


# CM helps get what person needs...

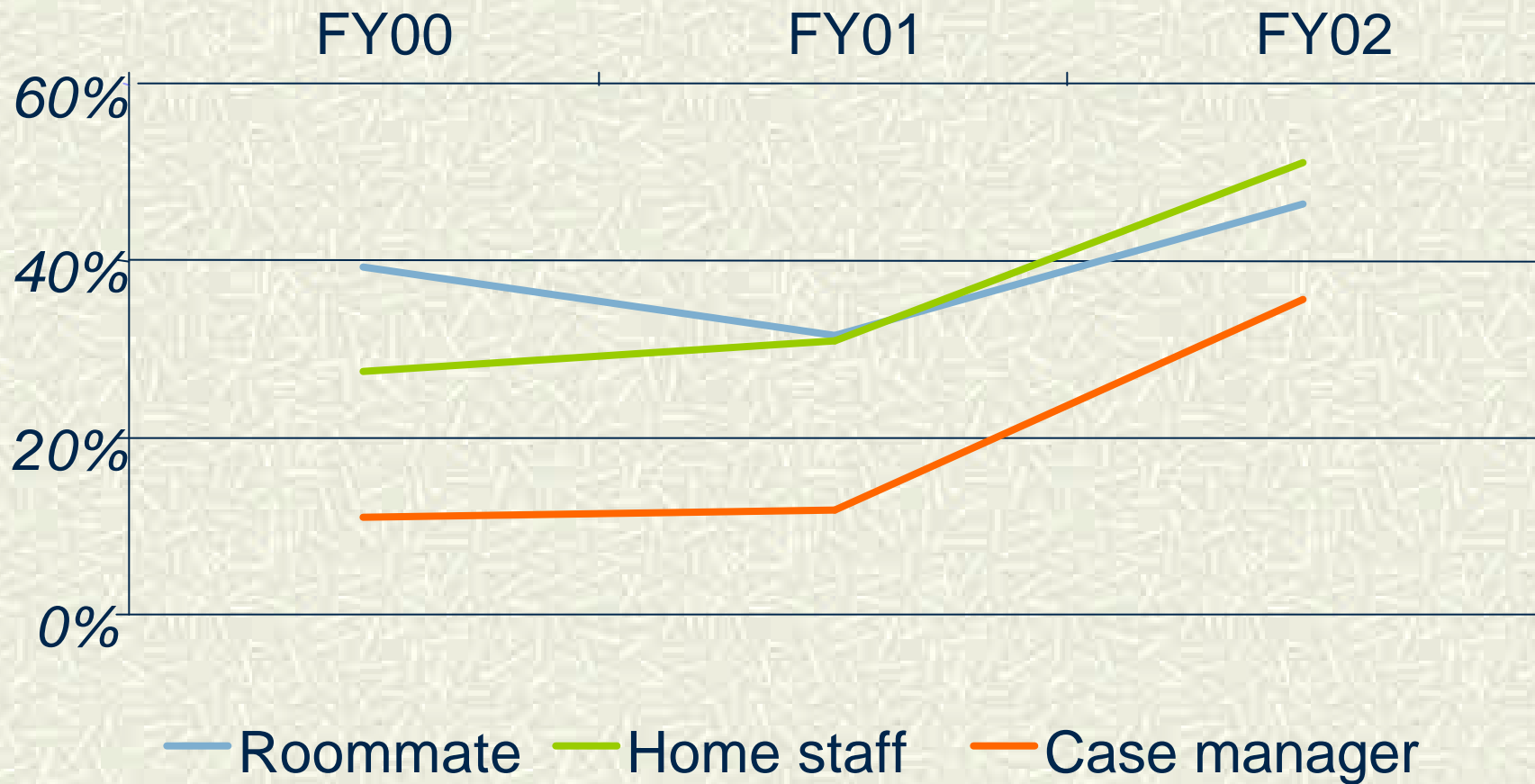




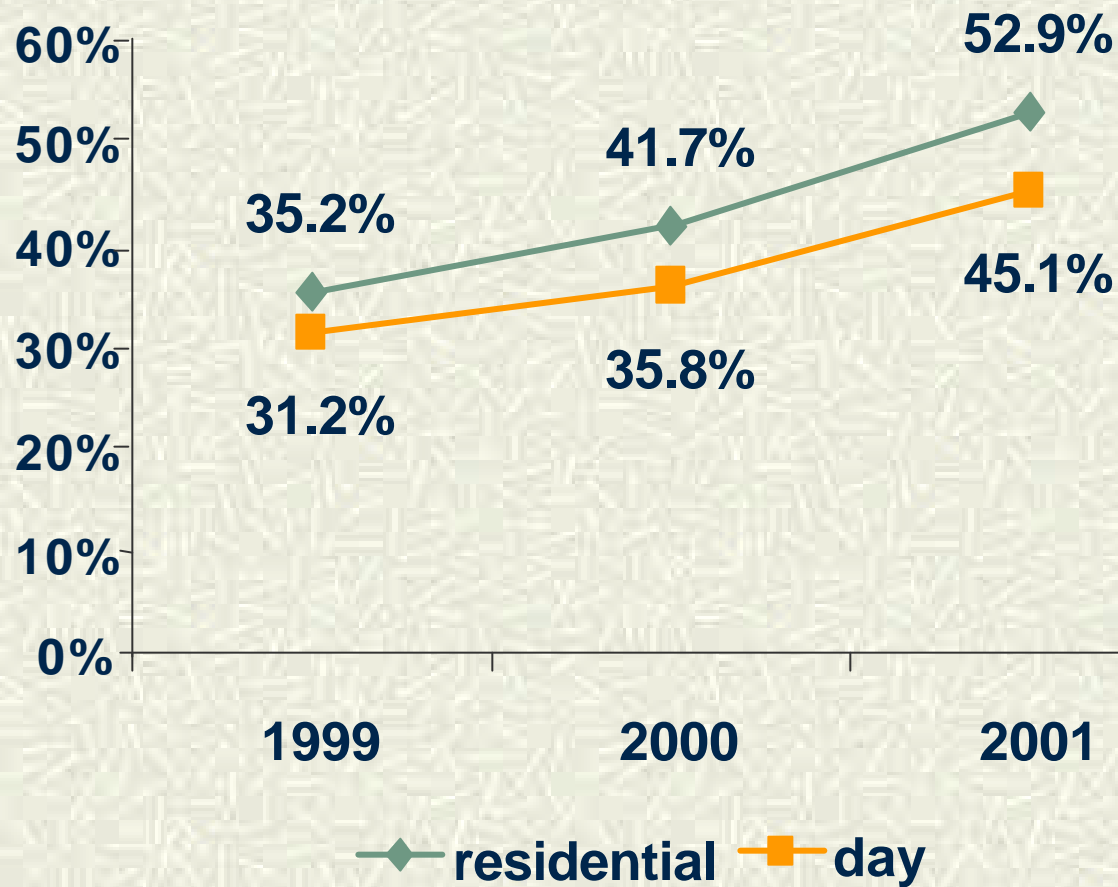
## Person is satisfied with home...



# Person had input in choosing...



# Staff Stability



# How have states expanded NCI?

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- # Case management supplement (WA, HI, MA, IN, WY) and service coordinator turnover (RCOC)
  - # Health status supplement (NC) and additional health data (HI)
  - # Early start (0-3) survey (RCOC)
  - # Modified Consumer Survey for people with chronic mental illness (IA)
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# Possible areas of development

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- # Questions about self-directed services
  - # Increased involvement of self-advocates
  - # Provider capacity & performance measures
  - # Adapting survey for people with different communication styles
  - # Direct support worker salaries, benefits, credentialing
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# Next steps...



- # Major overhaul of NCI website
- # Includes links to state websites, reports, presentations, etc.
- # Development of Core Health Status Supplement, pending CDC grant award
- # Survey revisions will be completed by beginning of calendar year

# For More Information

- # Final Reports for Phase IV (FY2002) are available on HSRI's website: [www.hsri.org](http://www.hsri.org)
- # Contact: [staub@hsri.org](mailto:staub@hsri.org)

