

Availability of Technical Assistance to States

Medicaid HCBS Waivers — Quality Assurance & Improvement

The Centers for Medicare and Medicaid Services (CMS) has contracted with Medstat to provide technical assistance to State Medicaid home and community-based waiver programs — to assist them in designing and implementing quality assurance and improvement efforts.

This Technical Assistance initiative, called the National Contract for Quality in Home and Community-Based Waiver Services, supports states in developing effective and reliable quality assurance and improvement systems and strategies for assuring the health and welfare of of HCBS waiver participants.

Medstat coordinates the overall project, as well as provides direct assistance to state waiver programs serving older persons and adults with disabilities. Medstat may provide technical assistance in collaboration with the Muskie School of Public Service. The Human Services Research Institute (HSRI) provides technical assistance to waivers serving people with developmental disabilities.

Technical assistance in a variety of quality management areas is available at no cost to states:

- ▶ One-on-one consultation with states in the design or re-design of a quality management system
- ▶ Assistance to states preparing evidentiary-based reports in response to CMS' Interim Procedural Guidance for Assessing HCBS Waivers

▶ Focused consultations in specific quality-related areas and strategies (not exclusive list):

- Person-centered planning
- Risk assessment, planning and prevention
- Provider monitoring
- Role of case management in quality management and improvement
- Incident management systems
- Health supports and medication management
- Integrating program participant feedback into the quality management system, including use of the Participant Experience Survey (PES)
- Using data for quality assurance and improvement
- Design and implementation of quality improvement programs

Technical assistance is tailored to meet states' needs and can range from a brief phone consultation, to the provision of materials, to on-site assistance.

For technical assistance, contact:

ELDERLY/DISABLED WAIVERS

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States may also contact their CMS Regional Office to obtain more information about technical assistance through this project.