

**Outcomes and Performance Measures Committee:**  
**Overview-Assessing System Performance and Consumer Outcomes**  
October 11, 2012

**Goal of assessing the MHDS system:** To have dashboard measures of efficiency and effectiveness of the MHDS system that is valid and reliable by region.

**Assessment approach:** The assessment of the MHDS system will be twofold: collecting service level data and monitoring consumer level outcomes. The service level data will be collected from a variety of sources, including claims data, case records, and information collected directly through Regions from providers. This data will be fed into a statewide data warehouse through the appropriate channels. Consumer level outcomes will be monitored by conducting consumer and family surveys through a representative sample population.

**Consumer Level Sampling:**

*Who will be sampled:* Consumers who receive services funded by public dollars, including but not limited to Medicaid funded services and services funded by Regions.

1. The survey population will include the entire population of individuals with an intellectual disability (ID), individuals with a chronic mental illness (CMI), and individuals who receive Targeted Case Management and Health Home services.
2. Encounter data will continue to be collected for individuals who use less intense levels of services, but these consumers will not be included in the consumer survey population.

*Survey Methodology:* 48,813 adults received MHDS services in Iowa during FY 2012. The MHDS system categorized these individuals into diagnosis based populations as having CMI, Mental Illness (MI), ID, Developmental Disability (DD), or a Brain Injury (BI).

The number of individuals needed for a consumer level survey with 95% confidence level and a confidence interval of  $\pm 5\%$ , will depend on how populations are stratified. The more the total population is subdivided into smaller groups (e.g. by Region, by population), the larger the sample size that will be necessary to maintain the desired statistical validity and reliability of the survey results.

We will need a sample that meets these statistical parameters from each Region: If the number of consumers is divided across 17 hypothetical regions, DHS will need to survey a total of 4,783 individuals to achieve the desired statistical validity for the survey in each Region.

If consumers are divided across 17 hypothetical Regions *and* by population group, DHS will need to survey 11,602 people to achieve the desired statistical validity for this survey in each Region.

The Outcomes and Performance Measures Committee will discuss the balance between the need and desire to gather this information with the resources available in the form of time and money.

**Frequency of survey:** Once annually.

**Data Collection:** The consumer survey will be filled out by the consumer, or family member as necessary, however responses should come from the consumer. The family survey will be filled out by a family member who is involved in the consumer's care.

**Survey Validity and Reliability:**

There is no definitive composition of which domains contribute to a valid measure of overall quality of life; this leads to subjectivity of the consumer and family surveys. However, there is growing general consensus in literature on the domains that are *important* when it comes to assessing quality of life across disability populations. The Outcomes and Performance Measures Committee has discussed these qualities at length and decided on following domains as a restatement of the guiding principles that will help us determining quality of life outcomes with this survey: Access, Life in the Community, Person Centeredness, Family and Natural Supports, Health and Wellness, and Quality of Life/Safety. These domains are represented in many of the survey instruments that the Committee has reviewed.

Many of the questions are based on questions from other statistically valid and reliable assessment tools; however the questions will need to be retested in this format to reassess validity and reliability in the context of this consumer survey. This will be done by piloting the survey with a smaller sample of individuals from different populations.

**Points of Discussion:**

1. Populations included in the consumer survey
2. Survey sample size
3. Resources for survey