

# Iowa REACH Quality Improvement and Assurance Subcommittee

April 2025

# Today's Discussion

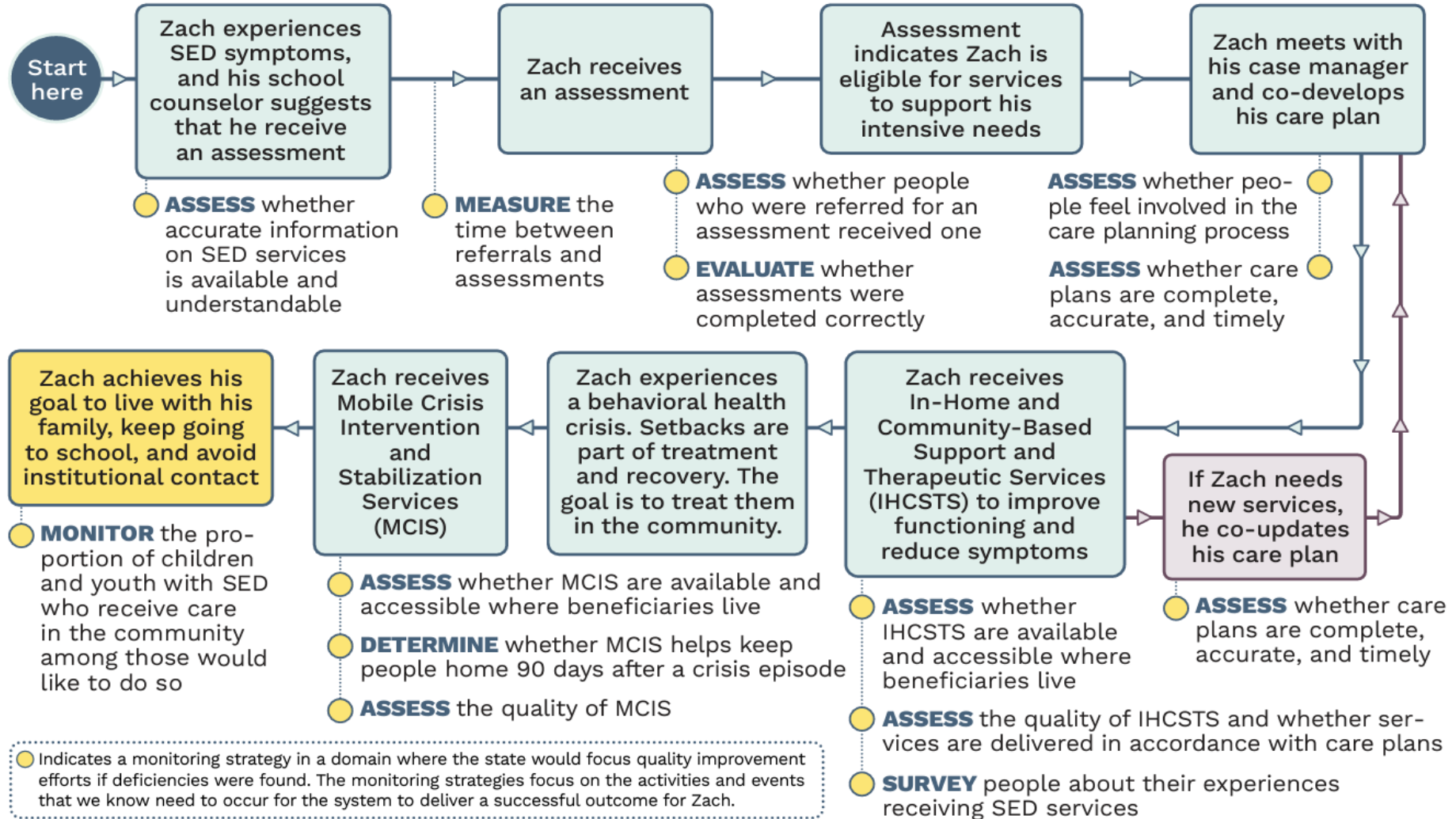
- ▶ The REACH Implementation Plan calls for development of:
  - A collaborative quality improvement and accountability plan establishing the approach and expectations for continuous quality improvement and accountability by December 31, 2025.
  
- ▶ Key performance measures will be based on two areas:
  - Person-centered outcomes – What is key to REACH beneficiaries and their families
  - Settlement agreement requirements – Compliance with the legal agreement is also necessary

# Beneficiary Journey Mapping

# Iowa's approach to quality for community-based services – understanding the beneficiary journey

- ▶ Mapping the journeys of children and youth through the healthcare system can help identify what to watch out for and opportunities to help.
- ▶ We start with a positive outcome that matters to children and youth, their families, and caregivers, and map a journey of how the system is supposed to work to achieve that outcome.
- ▶ Next, we use that journey to decide what to watch and improve to ensure that the person achieves their goals.
- ▶ Not all children and youth with SED are the same or have the same needs and goals. Multiple journeys may be necessary.

## Zach's journey



# Quality Requirements from the Settlement Agreement

# Settlement agreement requirements

Req. #	Settlement agreement requirement	Related quality requirement
SED - 1	Relevant Services will be available to children reasonably promptly ... to meet the individual needs of eligible children and their families	Measure and monitor the timeliness of relevant services provided to children with SED and their families
SED - 2	Relevant Services will be available to children in the amount, scope, and duration necessary to meet the individual needs of eligible children and their families.	Measure, monitor, and improve access to relevant services, including relevant services provider capacity
SED - 3	Eligibility for the package of the relevant services will be based on a statewide assessment utilizing a specific assessment tool appropriate to meet the needs of the defined class.	Measure, monitor, and improve implementation of the statewide assessment tool for determining eligibility for the package of Relevant Services

# Settlement agreement requirements continued

Req. #	Settlement agreement requirement	Related quality requirement
SED - 4	A system of continuous quality improvement that includes tools and measures to provide and improve quality care, transparency, and accountability to members of the Defined Class and their families	Operate a system of continuous quality improvement that includes tools and measures to provide and improve quality care, transparency, and accountability to members of the Defined Class and their families
SED - 5	Provide all members of the Defined Class with medically necessary mental and behavioral health services in the least restrictive setting appropriate to their needs	Measure, monitor, and ensure least restrictive setting placements
SED - 6	Measure, monitor, and reduce inappropriate and segregated placements such as psychiatric hospitals, emergency rooms, or psychiatric residential treatment facilities for children with mental and behavioral disorders and children experiencing mental health crises	Same as settlement agreement requirement



# Connecting the beneficiary journey approach to the quality requirements

SED-5: Measure, monitor, and ensure least restrictive setting placements

- From Zach's journey: Measure whether MCIS helps keep kids home 90 days after a crisis episode.

SED-4: Operate a system of continuous quality improvement

- From Zach's journey: Identify all measures to use in a transparent, accountable continuous quality improvement process

# Settlement agreement requirements continued

Req. #	Settlement agreement requirement	Related quality requirement
SED - 7	Develop, in a manner consistent with best practices, a plan for ensuring that members of the Defined Class discharged from residential or institutional settings, or other out-of-home placements, receive the Relevant Services needed to remain at home and in the community and to prevent readmissions to these institutions or residential settings	Measure, monitor, and improve access to and quality of Relevant Services provided to individuals discharged from out-of-home placements to prevent readmissions to institutions or residential settings and maintain community residence

# Settlement agreement requirements continued

Req. #	Settlement agreement requirement	Related quality requirement
SED - 8	<p>Make public user-friendly data detailing, among other items:</p> <ul style="list-style-type: none"><li>• the characteristics of children screened/assessed and determined eligible for Relevant Services</li><li>• the specific behavioral health services children are receiving</li><li>• how much of each service they are receiving</li><li>• who is receiving these services (e.g., child welfare involved children, et al.)</li><li>• the timeliness with which children receive each service</li><li>• the locations in which children receive mental health services</li><li>• the availability of mental health services in the least restrictive setting appropriate to children's needs</li><li>• the scope and intensity (e.g., how many hours per month and how long) of each of the services</li><li>• the outcomes for children and families</li><li>• average monthly cost per child</li><li>• average monthly service utilization per child</li></ul>	Same as settlement agreement requirement

# Beneficiary journey mapping: what comes next

- ▶ The Zach journey is an example without accompanying proposed measures to illustrate the beneficiary journey concept.
- ▶ HHS has also developed a full beneficiary journey which includes an accompanying draft list of measures 'Jamie' for a child and youth with SED as part of broader development of a new quality management system for all of Medicaid.
  - ▶ These measures can also (with or without) modifications be used for REACH
  - ▶ We plan to bring this journey and the draft measures to a future committee meeting for your important review, input, and consideration

# Discussion

# Public Comment