

# Home and Community Based Services (HCBS): Optimizing Outcomes and Provider Performance through Actionable Information



## The Liberty Advantage

With a management team that possesses decades of hands-on experience, we can help states improve outcomes for individuals and provide a strong foundation for building provider capacity.

Liberty Healthcare Corporation is certified as a Quality Improvement Organization (“QIO-like Entity”) by the Centers for Medicare & Medicaid Services (CMS). This enables us to conduct independent quality and utilization reviews, analyze patterns of care, and do so while potentially drawing an enhanced 75% federal match. We work to ensure compliance at the highest levels while mitigating risk and potentially saving some organizations millions. Our programs can enable you to:

- Conduct provider certification reviews
- Issue meaningful provider report cards
- Develop customized survey tools and dashboards specific to your state requirements
- Reduce redundancy
- Manage risk and improve outcomes
- Transform complex data into functional information for you and for your providers

## The Liberty Standard

At Liberty Healthcare Corporation, we work with you to transform data into meaningful information. We believe in building partnerships. We truly understand the expectations of CMS, as well as the people and programs being assessed. Our programs provide “actionable information” that can help states strengthen personal outcomes and provider performance by unlocking HCBS data.

Liberty has extensive experience with the HCBS population and as a provider of I/DD, aging, and behavioral health services. As such, we come equipped with information on best practices, as well as the unique ways that they can be achieved on a client-by-client basis. We know that services must remain cost-effective and that no money should be used ineffectively or improperly. We keep the focus on outcomes for people, not just performance.

### With our deep knowledge and understanding, Liberty is able to:

- Analyze the interrelationships of federal and state regulations, the state waiver assurances, and state systems
- Ensure that organizations meet CMS waiver requirements
- Identify state infrastructure or gaps that may not support best practices
- Recommend improvements based on our knowledge of proven interventions
- Provide ongoing competency-based staff training
- Create trending reports and “dashboards” related to overall and area-specific performance (trend by provider, service, domain, or indicator)
- Offer easy access to a comprehensive database that includes provider reports and a resource library with information on current policies, procedures, checklists, and other tools

We are also experienced in using established measures, such as Personal Outcomes Measures®, Participant Experience Survey, National Core Indicators (NCI), and Quality of Life (QoL) Measures for the Money Follows the Person (MFP) program.

Our clients say our information is valid, reliable, and essential. People are living better lives because of our quality programs.



**Liberty Healthcare Corporation**  
THE FREEDOM TO SUCCEED™

## Liberty Expertise

We have extensive experience developing and managing large-scale statewide HCBS quality and performance measurement programs, including:

- On-site person-centered reviews
- Provider performance tool development
- Service utilization reviews
- Satisfaction surveys
- Risk management
- Mortality reviews
- Financial reviews
- Investigations
- Other quality reviews that span the full range of disabilities and Medicaid HCBS waiver services

“More importantly, as a result of the Liberty team’s interaction with the provider community, real improvements have been made in the quality of service delivery across the board.”

– Director, Department on Disability Services

## Why Choose Liberty

We excel in developing customized quality measures and tools that fit the specific regulations of any given state. These include provider-focused performance audits, person-centered individual reviews, and utilization reviews specifically designed for the different disability and aging populations.

What distinguishes our quality systems is our depth and diversity. Our systems are developed by people who have worked in their respective fields for decades and understand quality from “both sides”. Clients turn to us because our work is grounded in the guiding principles of person-centered thinking and strong values.

Those values are then blended with an understanding of best clinical practice, the regulatory environment, and the challenges of providing supports and services to challenging populations in community and institutional settings.

## Partner with a Trusted Expert

Liberty Healthcare provides quality and performance measurement programs across the country. Measurable improvements are seen from year-to-year in meeting goals and objectives outlined in individual service plans, in ensuring provider’s staff are qualified and trained, and that service coordinators are addressing problematic client issues. Here are some examples of our documented program successes:

- Helped states meet 100% of the CMS performance measures for service planning, qualified providers, and health and welfare
- Developed and implemented a system to capture, review, and investigate over 57,000 critical incidents annually
- Established and supported a collaborative review process for evaluating provider success in meeting organizational and personal outcomes resulting in 100% of deficient areas being resolved
- Facilitated Aging and I/DD inter-departmental collaboration through implementation of a combined review process saving an estimated \$450 per review
- Established a process for completing financial reviews and performed audits resulting in an average of \$2,500 per review being paid back to the recipient and state
- Developed a robust mortality review process integrating all 10 components recommended by the GAO, completing an average of 300 I/DD death reviews per year
- Conducted just under 2,000 quality of life and satisfaction reviews annually (e.g., POM®, PES, NCI, and QoL), helping to measure success in achieving personal outcomes

## About Liberty Healthcare

Liberty Healthcare has a decade’s long record of embracing healthcare challenges that seem to defy solutions. Our ability to impact quality and performance redefines what health care organizations can achieve for people.

Our commitment and results are nationally recognized. No other organization offers the diversity of experience, or solutions, that Liberty routinely delivers. Our goal is to liberate our customers from the operational burdens of program management so they can focus on their priorities and thrive.

**We’re Liberty.... and we give you the freedom to succeed™.**



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