

Person-Centered Outcome Measures SNP FAQ

Goal Identification

Q: If an individual is unable to reach their goal, should the original goal be closed out or should it be adjusted?

There are a few options for this situation:

- **Reassess the follow-up time.** If the individual is in a situation where external factors have slowed down their progress towards achievement temporarily, but they still feel the goal can be achieved within a reasonable timeframe, changing the follow-up time or completing an additional follow-up would be appropriate. Complete the follow-up time documentation and make sure to note the progress scores.
- **Count the visit as a follow-up and adjust the goal or scale to make it more feasible.** If external factors cause the original goal and scale to become unrealistic for the individual to achieve, making minor adjustments can help realign them to a more achievable goal. This option allows the individual to continue working towards their original goal, but at a more manageable level. Be sure to document the individual and care manager progress scores during the visit.
- **Close out the goal and make a new goal.** If external factors prevent the individual from working towards their original goal for an extended period, or if they feel the original goal is no longer appropriate and would like to set a new one, the original goal can be closed out and a new goal and scale can be set. Prior to closing the original goal, be sure to document the individual and care manager progress scores. The new goal would be what the individual focuses on moving forward and the follow-up visit would occur within 14-180 days of the date that the new goal was set.

Q: What if an individual's goal is too big or is not likely achievable in the allotted timeframe?

- Work with the individual to determine a smaller, achievable goal that may help them work towards their larger comprehensive goal. For example, if an individual's goal is to run a 5k, but they can't reasonably accomplish this goal in the permitted timeframe, ask questions such as, "*What can we work towards in the next 6 months to get you closer to this goal? What are the barriers to reaching this goal?*".

Q: What if an individual does not have a goal they want to work towards?

- Ask probing questions to determine what they might be missing out on or what they value most in life and go from there. You can use conversation starters (found in *NCQA PCO Approach – Goal Identification and GAS Conversation Support* document) or a goal inventory to help the individual decide what matters most to them and what goal they would like to work on.

Q: What if an individual doesn't want to set goals because they can't do what they used to do anymore?

- Bring them back to the values conversation. Ask them the question, "*What did that activity do for you and what value did that support?*" Find a goal that still provides them with the sense of connection or value that the activity gave them and tailor it to their current capabilities.

Q: Can goals be adjusted at any time?

- Yes! Goals can be adjusted at any time. If at follow-up you find that a goal is no longer appropriate or the individual no longer wants to work on that goal, you document the individual and care manager

progress scores and close out the goal. Go back to the conversation around values and preferences and decide on a new goal that is more appropriate and realistic to achieve. This new goal will be used to assess achievement moving forward.

Q: When is it appropriate to close a goal? Do we wait until the individual reaches their super stretch goal or some other target?

- A goal can be closed once an individual achieves their realistic goal (0) or when the goal is no longer appropriate. If the realistic goal is achieved, you can close the goal or you can keep the goal open and have the individual work towards their stretch or super stretch goal or you can modify the goal. This decision is made by you and the individual based on what is best for them. Our expectation is for you to set and track one goal using goal attainment scaling per calendar year. Each goal should have a follow up within 14-180 days of being set to assess achievement.

Goal Attainment Scaling

Q: Can an individual's realistic goal (0) be the same as their current state (-1) if they are happy with where they are now?

- The purpose of a realistic goal is to identify an area for improvement and work towards it, rather than maintaining the current state. If the individual would like to set a goal in a specific area but does not necessarily want to improve, work with them to identify other activities that could be scaled to help them maintain their current state. For example, if an individual currently cooks healthy meals at home 5x per week and they'd like to continue doing so, set a related goal, such as learning new recipes, to help them continue that activity.

Q: What happens if an individual sets their goal with one care manager, but completes the follow-up with a different care manager?

- It is very common for a care manager who did not develop the original goal to complete a goal follow-up conversation with an individual. Below are a few helpful steps you can take to ensure a smooth transition between the initial goal conversation and assessment at follow up.
 - When adding an individual goal to the system, restate the goal for the individual and ask for confirmation that the goal and scale are correct.
 - Consider giving each individual a printout of their individual goal and scale as reference material.
 - If there is a language barrier or translation discrepancy between a care manager and an individual, the PCO Approach Toolkit is a free resource that offers patient-facing materials translated into seven different languages.

Q: Can one goal work towards multiple areas or dimensions of improvement?

- Goals should target one topic/activity and one dimension for improvement because goals with multiple parts are more difficult to track and assess achievement. If an individual exceeds expectations for one part of a goal but falls short on the other part of a goal, it would be unclear how to score goal achievement.

Individual Goal: *I would like to increase my reading time and read more often.*

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Do not read at all	Spend 5 minutes reading 2x per week	Spend 10 minutes reading 3x per week	Spend 15 minutes reading 4x per week	Spend 20 minutes reading 5x per week

- This scale targets two dimensions for improvement – time spent reading (in minutes) and frequency of reading (times per week). While both dimensions of improvement are important to the individual, this goal contains multiple parts which can cause difficulty in maintaining progress and assessing achievement.
- If the individual reads for 5 minutes 4x per week, there is no level on the scale for this achievement.
- Try asking clarifying questions such as “Which goal would you like to focus on first? What one thing matters most?” to make the goal and scaling more specific.

OPTION 1: Individual wants to focus on increasing frequency of reading.

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Spend 10 minutes reading <u>1x</u> per week	Spend 10 minutes reading <u>2x</u> per week	Spend 10 minutes reading <u>3x</u> per week	Spend 10 minutes reading <u>4x</u> per week	Spend 10 minutes reading <u>5x</u> per week

OPTION 2: Individual wants to focus on increasing time spent reading.

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Spend at least <u>5 minutes</u> reading 2x per week	Spend at least <u>10 minutes</u> reading 2x per week	Spend at least <u>15 minutes</u> reading 2x per week	Spend at least <u>20 minutes</u> reading 2x per week	Spend at least <u>25 minutes</u> reading 2x per week

- By focusing on one dimension of change we can easily assess the individual’s progress on the goal.
- Clinicians may consider equivalent achievements as goal progress. For example, in Option 1, the realistic goal is equivalent to a total reading time of 30 minutes 1x per week or 15 minutes 2x per week.

Q: What makes a scale precise?

- Each level is defined in terms of observable behaviors or behaviors that can be operationalized
- Differences in difficulty between the levels are the same
- There are no gaps or overlaps between the levels

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Spend 0-4 minutes tidying my house or doing chores daily	Spend 5-9 minutes tidying my house or doing chores daily	Spend 10-14 minutes tidying my house or doing chores daily	Spend 15-19 minutes tidying my house or doing chores daily	Spend 20-24 minutes tidying my house or doing chores daily

- In the example above, all five levels of the scale cover possible ranges of achievement for the individual and the difference between each level is the same difficulty.

Q: How can achievement of a goal be assessed if the individual's progress varies from week to week or between baseline and follow-up?

OPTION 1: If an individual meets the realistic goal majority of the time, give them a 0 (met realistic goal).

Individual Goal: I want to walk on the trail by my house 2x a week for the next 3 months. (Realistic Goal – 0)

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Do not walk on the trail	Walk the trail 1x/week	Walk the trail 2x/week	Walk the trail 3x/week	Walk the trail 4x/week

- Care Manager: Were you able to walk on the trail 2x per week?
- Goal Progress per Individual: I walked the trail 2x a week **most weeks**, but I missed a few weeks.
 - Individual Progress Score: 0
 - Care Manager Progress Score: 0

OPTION 2: If an individual is between two goal levels due to variation in progress, give them the score that correlates with the goal they were able to do more consistently over time.

Individual Goal: I want to walk on the trail by my house 2x a week for the next 3 months. (Realistic Goal – 0)

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Do not walk on the trail at all	Walk the trail 1x per week	Walk the trail 2x per week	Walk the trail 3x per week	Walk the trail 4x per week

- Care Manager: Were you able to walk on the trail 2x per week?
- Individual: I walked on the trail 2-3x a week most weeks.
- Care Manager Response: Are you typically able to walk 2x/week or 3x/week?
- Individual Response: Typically, I walk 3x/week.
 - Individual Progress Score: +1
 - Care Manager Progress Score: +1

Q: How would you go about scaling a goal where an individual's progress may vary from week to week?

OPTION 1: Use ranges to encompass the reasonable amount of progress an individual can make towards a goal.

Original Goal: I want to walk my dog to the park 3x a week for the next 3 months.

- If an individual's progress towards their goal varies minimally, ranges can be used to cover realistic progress towards the goal. If the individual wants to walk their dog to the park 3x per week but knows that some weeks they may be able to do it 4x, using a range can help determine goal progress at follow-up.

Improved Goal: *I want to walk my dog to the park 3-4x per week.*

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Do not walk my dog to the park.	Walk my dog to the park 1-2x per week	Walk my dog to the park 3-4x per week	Walk my dog to the park 5-6x per week	Walk my dog to the park 7-8x per week

OPTION 2: Track progress over the period of time in which the goal is being worked towards and calculate the average to determine goal progress.

Original Goal: *I want to talk to my sister on the phone 2x per week.*

- If an individual's progress towards their goal varies moderately, an average can be used to determine progress towards the goal. If the individual's goal is to talk to their sister 2x per week, but they know this number may vary, tracking goal progress each week and calculating the average at follow-up can help determine goal progress.

Improved Goal: *I want to talk to my sister on the phone an average of 2x per week.*

- Example
 - Week 1: Talked on the phone 2x
 - Week 2: Talked on the phone 3x
 - Week 3: Talked on the phone 1x
 - Week 4: Talked on the phone 2x
 - Average: Talked on the phone an average of 2x per week

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Do not talk to my sister on the phone	Talk to my sister on the phone 1x per week on average per month	Talk to my sister on the phone 2x per week on average per month	Talk to my sister on the phone 3x per week on average per month	Talk to my sister on the phone 4x per week on average per month

OPTION 3: Adjust the frequency and time frame listed in the goal statement.

Original Goal: *I want to spend 10 minutes outside each day.*

- Progress towards this goal may be impacted by outside factors such as the weather, the individual's day-to-day schedule, etc. By changing the frequency and timeframe of the goal statement, the individual may be able to make more consistent progress towards their goal.

Improved Goal: *I want to spend 1 hour outside each week.*

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
Do not spend any time outside each week.	Spend ½ hour outside each week.	Spend 1 hour outside each week within 2 months	Spend 1 ½ hours outside each week within 2 months	Spend 2 hours outside each week within 2 months

Q. What if it's not realistic to complete an activity more than once per week/month/etc.?

- If it's not realistic to increase the number of times someone is completing an activity, include other elements to the original goal that can be scaled. For example, if an individual's goal is to visit the therapist one time per week (realistic goal), but it wouldn't be feasible for them to go more than once (stretch and super stretch), ask the individual if there are other actions that they can complete on top of the primary goal.
- Another way to scale the goal is to build out a process that supports the overall goal. See below for different examples for scaling the goal.

	Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
OPTION 1 – ADD ANOTHER ELEMENT TO THE GOAL THAT CHANGES OVER TIME	Not going to therapy and anxiety getting worse.	Not going to therapy.	Visit therapist 1x per week for the next 2 months.	Visit therapist 1x per week and meditate for 5-10 minutes afterwards for the next 2 months.	Visit therapist 1x per week and meditate for 11-15 minutes afterwards for the next 2 months.
OPTION 2 – SCALE OUT THE PROCESS	Not going to therapy and anxiety getting worse.	Not going to therapy.	Identify 2 therapists to contact in the next month.	Identify 2 therapists and call to check if they have availability in the next month.	Identify 2 therapists, call for availability and schedule an appointment in the next month.

Q: Can the goal statement and realistic goal (0) be the same?

- Yes, if the goal statement is SMART – Specific, Measurable, Achievable, Relevant and Time-Bound.

Q: If you revise a goal, do you create a new goal attainment scale?

- Yes, if you revise a goal then you should develop a new scale to match the new goal and expected outcomes.

Q: If an individual makes no progress on their goals, what is the corresponding point value on the scale?

- No progress on the goal would be a value of -1 or -2 depending on if the individual maintained their initial state (-1) or became worse (-2).

Worse (-2)	Current State (-1)	Realistic Goal (0)	Stretch Goal (+1)	Super Stretch Goal (+2)
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Q: Are we looking for our individuals to achieve their realistic goal, stretch goal or super stretch goal?

- The expectation is for you to set and scale a goal with an individual in the *Realistic Goal (0)* box that can be achieved within six months.