

Section 2703 Health Home Long-Term Evaluation Activities – Urban Institute

The Department of Health and Human Services has selected a team of researchers at the Urban Institute to conduct the required long-term evaluation, which will inform a 2017 report to Congress. The report will cover the structure of models selected to deliver services and processes put in place to implement these models and provide an assessment of clinical outcomes, quality, cost-savings, and patient experience. The Urban Institute team will begin working with each State soon after SPA approval to establish a working relationship and procedures that will allow acquisition of all needed evaluation information with the least possible burden on program officials, providers, and others. In addition to assessing the overall effectiveness of the model, research aims include assessing whether particular health home designs or key features appear to be more effective in achieving improved outcomes and whether particular target populations appear to benefit more.

To address these aims, the evaluators will collect and analyze data over the 5-year span of the evaluation from multiple sources, including:

- information about program design and purpose from the approved SPAs, as well as the health system and programmatic context in which programs are being implemented
- site visits within the first 5-6 months after the effective date to interview program officials, providers, patient advocates, and other stakeholders
- information from a State survey to be conducted by the CMS contractor, NORC, for an interim evaluation to inform a 2014 report to Congress
- annual follow-ups with key informants by telephone or electronic communications to update information on program implementation, progress, and challenges
- required core quality measures and other goal-based measures of clinical, participant experience, and quality of care outcomes to be reported by providers and the States
- individual-level administrative data to ascertain characteristics of participants and comparison groups and to assess health home effects on utilization and cost outcomes

States receiving approval for their SPAs will receive a letter of introduction from The Urban Institute (UI) well in advance of planned site visits that will provide more detail about the site visits and other evaluation activities and aims. The UI team will then contact State officials to make arrangements and to confirm a provisional list of interviewees and/or obtain guidance on other key informants to be contacted.