Disability-Competent Care Self-paced Training Assessment Review Tool (DCC-START)

USER GUIDE

RESOURCES FOR INTEGRATED CARE

Resources for Plans and Providers for Medicare-Medicaid Integration

Table of Contents

Common DCC Acronyms

ADA: Americans with Disabilities Act

ADLs: Activities of Daily Living

BH: behavioral health

DCC: Disability-Competent Care

DCCAT: Disability-Competent Care Self-Assessment Tool

DCC-START: Disability-Competent Care Self-paced Training Assessment Tool

IADLs: Instrumental Activities of Daily Living

ID: intellectual disabilities

IDT: interdisciplinary team

IPC: individualized plan of care

LTSS: long-term services and supports

Introduction

The Disability-Competent Care Self-paced Training Assessment Review Tool (DCC-START) is intended to assist health plans in strengthening their efforts to provide integrated, coordinated care to their members with disabilities. The DCC-START assesses organization's Disability-Competent Care (DCC) training materials and identifies opportunities for augmentation and enhancement. The DCC-START complements the Disability-Competent Care Self-Assessment Tool (DCCAT) which is used by health plans and organizations to evaluate their DCC capabilities.

The DCC-START assesses organization's DCC training materials and suggests areas for enhancement.

Purpose

This guide provides a step-by-step tutorial on how to use the DCC-START. Each section (tab) of the tool is referenced below with a brief description and set of intructions.

Using This Tool

For the most comprehensive assessment of your organization, the following method is recommended:

1. **Identify and review DCC-related training materials[1].** Taking an inventory of existing trainings, how they are delivered, and who the intended audiences are is a good starting point for using this tool. Having all available training materials available for reference will aid in addressing questions and in the successful completion of the tool.

2. **Identify appropriate staff members to complete the tool.** It is useful to have two or more people with different perspectives use this tool. A wide range of topics are covered from understanding the population being served to care coordination and behavioral health, so having a staff familiar with each of the different topics will be helpful. For example, clinical staff, administrators, and executives may all have different views on the available and needed training. Including multiple perspectives will ensure appropriate coverage of the organization's existing DCC training and education materials. This helps ensure a comprehensive review is undertaken and findings are validated.

3. **Answer each question.** Identifying the appropriate response may require additional research into whether the organization has the relevant or applicable training material. It may be difficult to answer each question in the tool, however, it is important to undergo this process as it will help the organization better understand how they are delivering DCC training and whether the process could be enhanced. It is important to answer each question as accurately as possible from the options available as it will result in a more customized set of opportunity areas. Following **recommendations 1** and **2** will decrease the time required to answer each questions and increase the likelihood of answering each question successfully.

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[1] Key components of DCC include understanding the population being served and their disability experience, understanding disability rights and providing access, providing care coordination and long-term services and supports, and integrating behavioral health care.

4. **Review the opportunity areas.** After completing the tool discussing the opportunity areas as a group will allow you to identify any discrepancies in responses, assess and prioritize the opportunity areas, and agree upon next steps for potentially implementing changes.

5. **Share results and revisit the DCC-START.** It is important to share the opportunity areas with appropriate administrators, staff, or executives. In most instances sharing results and obtaining buy-in is a required step in facilitating the implementation of new trainings or enhance training delivery. You may also consider revisiting the DCC-START periodically to track progress and improvement, as well as to assess whether your current training materials address the needs of your changing population and workforce.

Walk-through/Organization of the DCC-START

The DCC-START contains four sections: Demographics; Preliminary Assessment; Self-Paced Assessment; and Summary. These sections appear on the bottom of the Excel workbook from left to right as each previous section is completed. Please note that not all questions have to be answered to move on to the next section; however, answering each question will result in a more accurate representation of your DCC training materials. Below are descriptions and screenshots of each section.[2]

Demographics

The Demographics section covers key characteristics of your participant population. It is important for those completing the assessment to understand the population being served by the organization and their overall needs. First input the name of the organization and then select the choice for each of the questions that best describes the population being served.

* It is not a requirement of any programs sponsored by the Centers for Medicare & Medicaid Services (CMS) to assess your organization with this tool.

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[2] Each screenshot may not depict the section in its entirety. Depending on the computer operating system, screen resolution, and Excel settings, each section may look slightly different.

Preliminary Assessment

This portion of the assessment asks questions to identify which sections of the subsequent Self-Paced Assessment are relevant.

Preliminary Assessment

Select from Dropdown Menus Below

Are your staff trained about...

Providing accommodations to persons with a disability in health care settings and the significance of ac...

For each question, select the best response by using the identified training materials.

Identifying ... experiences of persons with a disability?

Providing access to health care and the rights of individuals with disabilities?

Self-Paced Assessment

The Self-Paced Assessment includes questions tailored to your organization based on responses in the Preliminary Assessment section. Again, it is important to answer each question as accurately as possible from the options available in the dropdown menus. Answers to questions in this section directly correspond with identified opportunity areas in the Summary section.

Summary

The Summary section is a printable document that includes opportunity areas for training staff on DCC. There are two parts to the summary: (1) a recap of participant population characteristics and (2) opportunity areas based on responses to the Preliminary Assessment and Self-Paced Assessment.

Opportunity Areas

Upon completing the first three sections of the DCC-START, recommended opportunity areas to strengthen your DCC training materials appear in the Summary section. These opportunities are listed by training component and are based on responses in the Preliminary Assessment and Self-Paced Assessment sections. These opportunity areas include:

1. Understanding the population being served
2. Understanding the disability experience
3. Understanding disability rights and practice implications
4. Understanding and providing access
5. Understanding and providing care coordination
6. Understanding and providing long-term services and supports
7. Understanding and integrating behavioral health

Within each of the seven opportunity areas are multiple subcategories. An organization can have training materials that address only a portion of the overall area's concepts so subcategories are helpful in identifying targeted opportunities. This section can act as a detailed roadmap for organizations to prioritize and address DCC areas of focus. As an added aid, opportunity areas provide a brief definition of the topic(s), key terminology and a peripheral explanation of the topic(s). Identified opportunities can be used in concert with the DCC-START Resources document, and additional resources, which are available through the Resources for Integrated Care website (https://www.resourcesforintegratedcare.com) under the Disability-Competent Care concept page.

If there are additional questions that have not been addressed through the Resource Guide, Technical Guide, User Guide or DCC-START documents, please reach out to us at RIC@lewin.com.