With some notable exceptions, ongoing efforts to develop or improve quality measures for long-term services and supports (LTSS) generally focus on a relatively narrow set of domains, such as consumer satisfaction, program expenditures, or characteristics of services and settings. We believe that a more complete quality assessment of an LTSS delivery system can be obtained by taking a broader perspective that includes the following three main components:

The LTSS System

1. **Program characteristics**
   a. **Scope.** Financial and functional eligibility criteria, extent and nature of benefits, key policies such as usage of independent providers and consumer direction; cost containment strategies.
   b. **Financing.** Balance between institutional and home- and community-based services; expenditures across settings and programs; global/flexible budgeting; financial robustness and

The following is a list of quality domains in each of the seven areas indicated in the chart, along with descriptions of potential elements within each domain:
sustainability.

   c. **Fairness.** Equal access across disability, age, and sociodemographic groups and geographic areas; uniform and unbiased assessment.

   d. **Organization.** Consolidated system versus fragmented patchwork of separate programs; degree of coordination and integration of services.

   e. **Navigability.** Assistance gaining access to and navigating programs, facilitated or streamlined application process; timely eligibility decisions.

2. **System responsiveness**

   a. **Accountability/transparency.** Data systems and measures of quality and outcomes, public reporting, oversight and contract enforcement.

   b. **Consumer empowerment.** Includes ombudsman programs, complaint resolution and reporting, grievance and appeals processes, and stakeholder participation in program development and oversight.

   c. **Quality improvement processes.** Mechanisms to enable system to adjust to feedback from data, stakeholders, etc.

   d. **Policy environment.** Ease with which policies and programs can be changed.

**LTSS Resources**

3. **Paid and unpaid providers**

   a. **Caregiver/family support.** Support for families and family/friend caregivers, assessment and status of families; compensation of family members, and impact of caregiving on families.

   b. **Workforce development.** Job characteristics such as wages and benefits, training/certification, injury rates, and satisfaction.

   c. **Worker availability and quality.** Worker shortages, workforce turnover/retention, skill levels that match consumer needs.

4. **Supportive environment**

   a. **Accessibility and accommodations.** Home and community accessibility features, including home modifications; accommodating physical and social environment.

   b. **Technology.** Availability and use of needed assistive and other technologies to support community living.

   c. **Personal resources.** Financial and personal resources, including social support.

   d. **Settings.** Extent to which the setting is integrated, offers consumer control, and promotes social and economic participation and engagement.

**The LTSS Consumer**

5. **LTSS received**

   a. **Adequacy.** Amount of services needed and received, including paid and unpaid help; unmet need and its consequences.

   b. **Satisfaction.** Satisfaction with quality and sufficiency of received services; consumer assessment of service quality.

   c. ** Appropriateness.** Includes person-centeredness; consumer choice, direction, and control; support in making decisions about services; reliability; respect and dignity.

   d. **Coordination.** Includes care coordination and integration of acute care and LTSS.

   e. **Utilization.** Healthcare & LTSS utilization, barriers to utilization, and maintenance of or transition to community living.

6. **Consumer outcomes**

   a. **Health and function.** Includes mental health and secondary conditions, and ability to maintain physical and cognitive functioning.


   c. **Participation.** Social and economic participation, relationships and social inclusion, and community engagement and integration.

   d. **Safety.** Includes sense of security, freedom from abuse and victimization, prevention of injury and falls.