

# Quality Management of Georgia's Developmental Disability Services

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# What is Quality?

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“A subjective term for which each person or sector has its own definition. In technical usage, quality can have two meanings; the characteristics of a product or service that bear on its ability to satisfy stated or implied needs; and a product or service free of deficiencies.”

– *American Society for Quality*

# What is Quality?

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“The degree to which services and supports for individuals and populations increase the likelihood for desired health and quality of life outcomes and are consistent with current professional knowledge.”

- *Centers for Medicare and Medicaid Services (CMS)*

# What is Quality Management?

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A dynamic system which gauges the effectiveness and functionality of program design and pinpoints where attention should be devoted to secure improved outcomes.

# Quality Management Strategy

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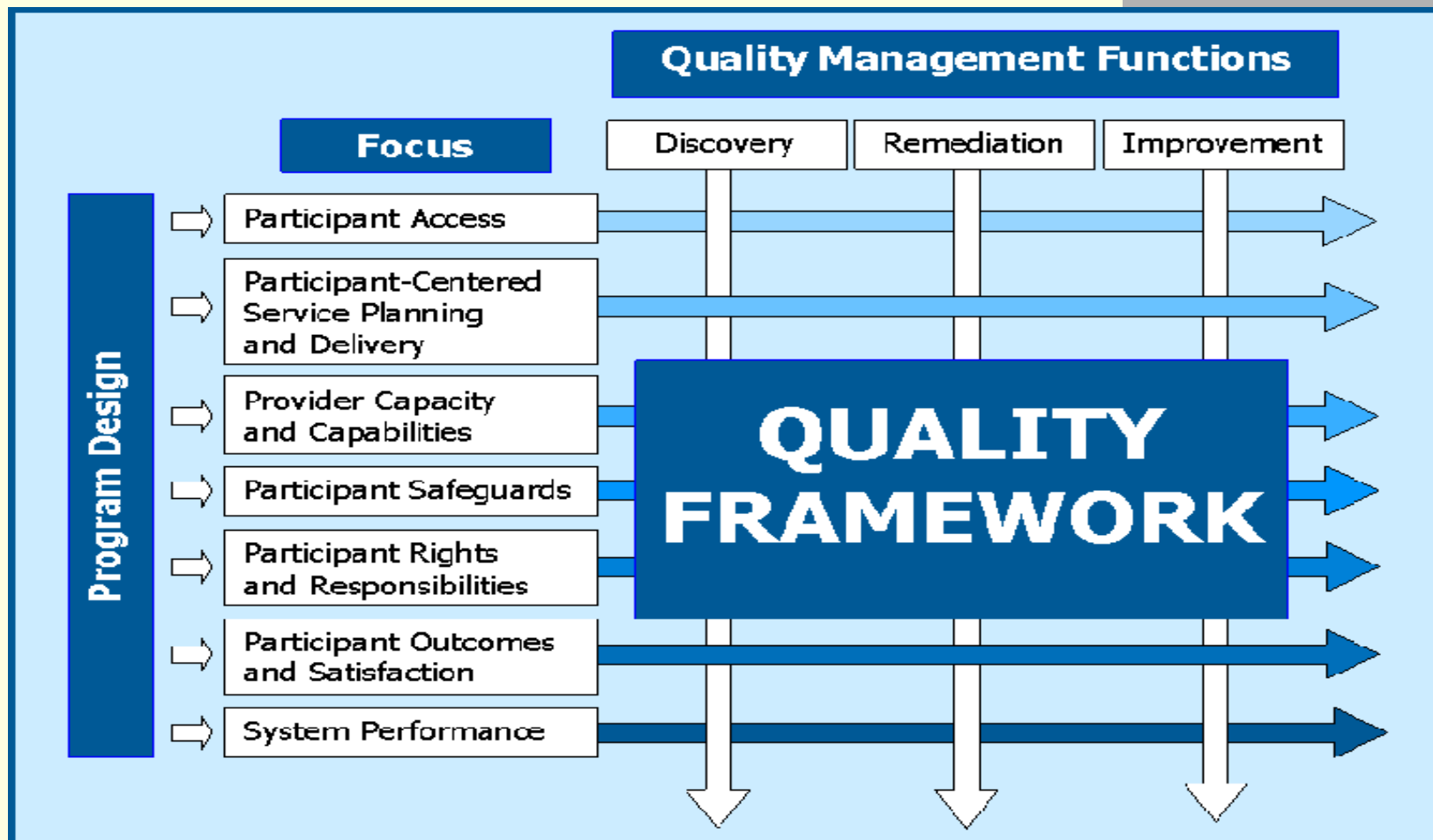
- A dynamic strategy that explicitly describes:
  - The process of discovery, remediation, and improvement
  - The frequency of those processes
  - The source and type of information gathered analyzed, and utilized to measure performance
  - Key roles and responsibilities for managing quality

# Quality Framework

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- The Home and Community-Based Services (HCBS) Quality Framework provides a common frame of reference in support of productive dialogue among all parties who have a stake in the quality of community services and individuals with disabilities.
- The Framework focuses attention on person-centered desired outcomes along seven focus areas or dimensions.

# CMS/ HCBS Quality Framework



# Georgia's Quality Management System

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- Georgia's approach to quality management will assure that Quality Assurance and Quality Improvement activities are integrated and working as intended to achieve the desired outcomes defined in the CMS Quality Framework for Home and Community Based Services.

# Georgia's Quality Management System

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- Based on HCBS Quality Framework
- Focuses on
  - Person-Centered Service Planning and Delivery
  - Participant Outcomes and Satisfaction
  - System Performance
- Contracted with an External Quality Review Organization (EQRO), the Delmarva Foundation, to implement strategies to assure the health and welfare and to improve the quality of life for Georgia's citizens with developmental disabilities.

# Delmarva Foundation

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- Who is Delmarva?
  - National, not-for-profit organization with a mission to improve health in the communities we serve.
  - Established in 1973, DF today has two offices in Maryland as well as offices in the District of Columbia, South Carolina, and Florida and provides services throughout of the United States.

# Delmarva Foundation

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- How and Why did Delmarva get to Georgia?
  - State support of new waivers and other Quality Assurance initiatives
  - Meet CMS requirements
  - Opportunity to bring in an outside entity with expertise and experience in running a statewide quality assurance program
  - 75% match funding from CMS

# Quality Assurance/Improvement Processes

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- Review Processes
  - Person Centered Review
  - Quality Enhancement Provider Review
- Training Sessions
- Incident Reporting Tracking and Trending system
- Reporting System (Review Results)
- Interagency Quality Improvement Committees (IQIC)

# What are the IQICs?

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- Interagency Quality Improvement Committees
  - Individuals Receiving Services
  - Family Members
  - Office of Developmental Disabilities
  - Regional Offices
  - Delmarva
  - Providers
  - Support Coordinators
- 5 Regional and 1 Statewide Committee

# Purpose of IQICs

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- Provide oversight to the statewide quality assurance program
- Review and evaluate the service delivery system using data
- Identify areas needing improvement
- Recommend ideas for improvement
- Possibly modify state policy and procedures

# Review Processes

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- Person Centered Review (PCR)
- Quality Enhancement Provider Review (QEPC)

# Philosophy of Review Processes

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- The review focuses on enhancing the effectiveness of the person's service delivery system, to produce results that reflect communicated choices and preferences that matter most to the person.
- The review is designed to be person-centered & outcome based.
- The review is interactive and consultative in nature.

# \*PCR

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Individual interview is the starting point

- NCI Consumer Survey
- Additional Interview Questions
- Observations
- Direct Service Provider Interview(s)
- Support Coordinator Interview
- Records Review (CIS and provider files)

**All about the person & ideas on how to better support them.**

# \*PCR Results

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- Health
- Safety
- Rights & Self Advocacy
- Community Life
- My Life, My Choice (Self Directed Supports)
- Celebrating Achievements
- Recommendations

**All About The Person!!!!**

# \*QEPR

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- Onsite review with providers
- Individual interviews start the process
- Administrative Review
- Observations
- Direct Service Provider Interview(s)
- Records Review (CIS and provider files)

Interactive process to learn about the provider's systems & practices, identify strengths & barriers, and offer suggestions on ways to improve.

# Training

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- 30 sessions
- Support Coordinators
- Providers
- Individuals and families
- Recommendations from IQIC and all other stakeholders

# Tracking & Trending Incident Reports

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- Purpose is to identify trends to be addressed to improve health and safety of individuals served
- Ability for users to develop different reports for review and analysis
- Anticipated online on or before 6-29-09

# Reports

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- Why are we so interested in DATA?
  - Trends
  - Feedback
  - Planning
- Quarterly Reports presenting data from the PCR and QEPR
- Development of Provider Quality Reporting System
- Web-based PCR and QEPR reports

# Delmarva Foundation

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- **[www.delmarvafoundation.org](http://www.delmarvafoundation.org)**

Delmarva's corporate website

- Anticipate Project Website online on or before 9-30-08
  - **[ruelasm@dfmc.org](mailto:ruelasm@dfmc.org)**



Questions?