



NATIONAL CORE INDICATORS

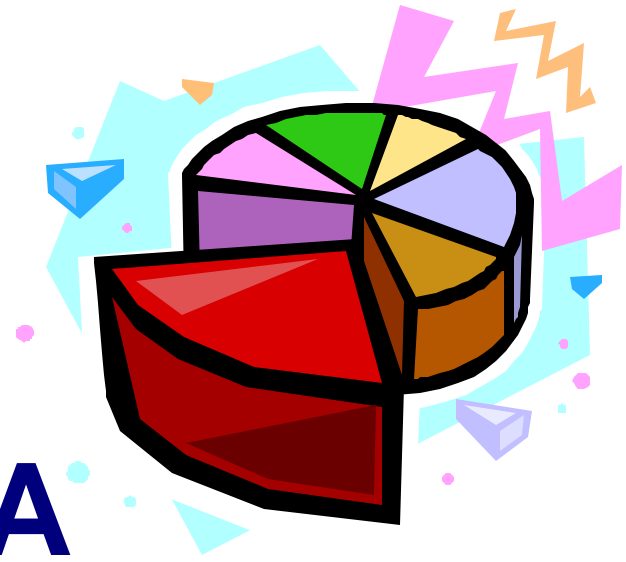
AN ESSENTIAL PART OF
WASHINGTON STATE'S QUALITY
MANAGEMENT STRATEGY

Prepared for the Reinventing Quality Conference – March 4-6, 2007

Charleston, South Carolina

WA USE OF NCI DATA

- **PROCESS**
- **PARTNERS**
- **USING THE DATA**
- **FUTURE PLANS**



THE PROCESS





THE NCI IS USED ALONG WITH OTHER SURVEY TOOLS

- **Plan of Care Meeting Survey** - mailed in by families after the Plan of Care meeting for waiver services.
- **Satisfaction Survey** - 3X5 survey card given to families / clients after each case manager visit or office interaction.
- **Children's Voluntary Placement Survey** – completed once a year to look at the quality of life in children's facilities.
- **Movers Survey** - Performed by QA after a client has been moved from an institution to the community.
- **Case Manager Satisfaction Survey** – administered annually
- **Employee Survey** - administered by DSHS every 24 months for all DDD employees.

WA STATE NCI PROCESS

■ Mail surveys:

- Children surveys - every other year
- Adult parental surveys - every other year
- Locally designed survey for people without services on the case load – every other year
- Employment survey - yearly
- Residential survey - yearly

■ Annual face to face surveys:

- Sample 325 waiver recipients yearly
 - Both adults and children on all 4 waivers

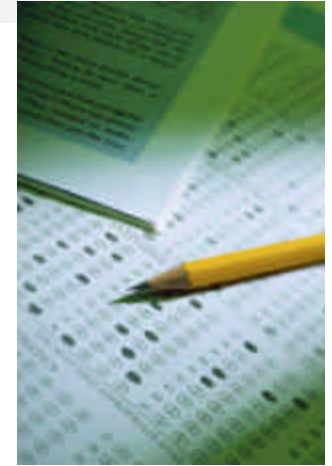
■ System data

- Mortality data



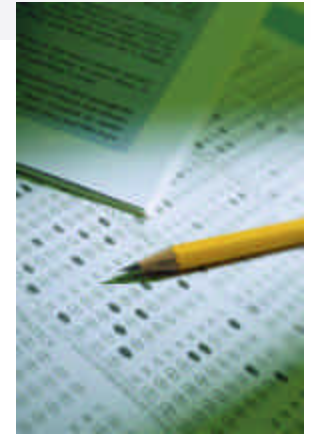
METHODOLOGY

- For mailed NCI surveys, **we sample 1250.**
- For NCI face-to-face interviews we use a **95% confidence level.**
- The Child Consumer Interview face-to-face survey was **created locally** because we have children on our Waiver.
- Surveyors not only gather data for aggregate information, if there is any observation of immediate needs or concerns they are **mandated reporters.**
- An Assessor Observation form was adapted from a PA form and is used for **DDD funded residences.**



METHODOLOGY

- Deaths are reported from our **Electronic Incident Reporting System**.
- We use the information gathered to **clean up** address information in our main data bases.
- We develop **key performance indicators** based on information received.
- We have incorporated the NCI provider survey questions into our existing **Residential Provider Survey**.
- We have made a **comparable survey** for employment and day program providers.



PARTNERSHIPS



STATE QUALITY ASSURANCE ADVISORY COMMITTEE (SQAAC)



- A committee of Stakeholders meet with DDD twice a year to review the Quality Management Strategy of the state, focusing on waiver quality assurance as well as total system quality .
- **Information from the NCI reports are shared and used to evaluate progress or lack of progress DDD is making.**
- The Developmental Disabilities Council Executive Director reports on quality matters at each meeting.

Sample Recommendations from SQAAC and DDD Action

- **Provide written information at each yearly planning meeting about provider choices.**

- We are working on a plan to have this information not only available at planning meetings but on our internet.

- **Put the evaluations of residential programs on line.**

- We are working with the division who contracts for evaluations to provide easy access to the evaluations.



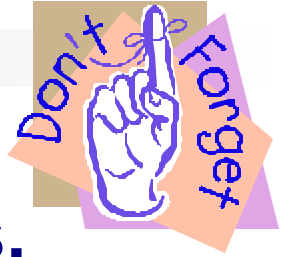
THE WA STATE

DEVELOPMENTAL DISABILITIES COUNCIL

- **Volunteers trained by DDC accompany State Quality Assurance Managers in making face-to-face visits whenever possible.**
 - DDC makes coordination arrangements
 - DDC provides stipends for volunteers
 - DDC has made a 5 year commitment to continue
- **Focus groups convened by the DDC evaluate NCI data and make recommendations to DDD.**
 - Four groups have been convened to date.
 - DDD in turn provides information to them on the response to their recommendations

Sample of DDC Advice

Improve distribution of information to clients, families & case managers about DDD services



DDD Response

- Developed a partnership with the DDC to produce information including a video & website on DDD services.
- Funded the Arc to produce information videos on the complaint process, fair hearings, inclusion and the new DDD assessment.
- Providing on-going training to Case Managers in providing information about other resources to families.

Sample of DDC Advice

Decrease case load size for case managers, give them proper training and look at job requirements.



DDD Response

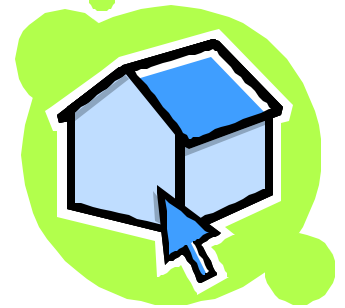
- Case loads were adjusted to provide maximum support if person is receiving services.
- A new Case Manager training plan was developed and instituted, including on-line training, Regional required training and Core training and a formalized academy is being developed.
- Additional Case Managers were requested in budget proposal.

STATE ADVISORY COMMITTEE of Self-Advocates and Family Members (SAC)

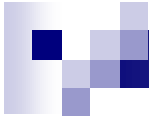
- Gives quarterly advice to the director on issues of concern
- If Quality Assurance Issues are brought to the Director's Attention, follow-up is required.
- **NCI information is shared at least annually with the group.**



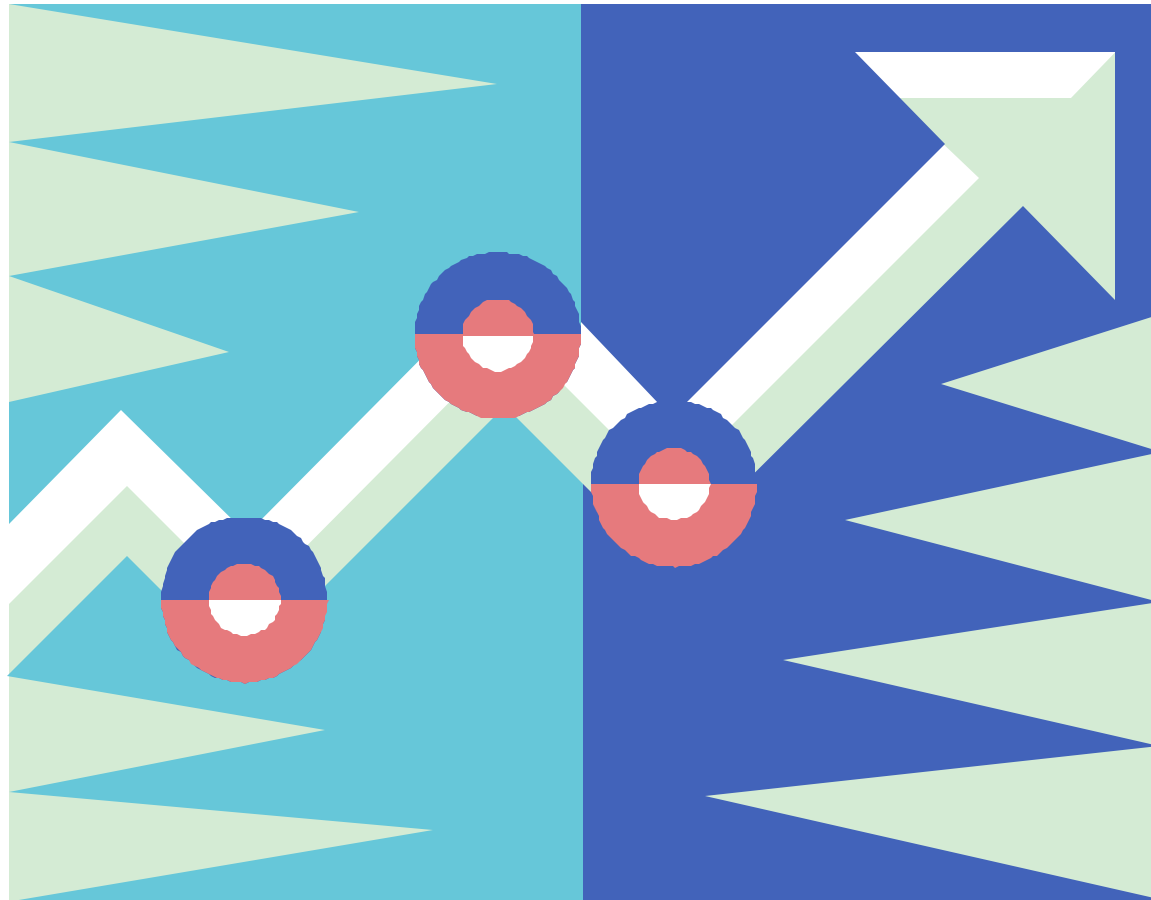
Sample Recommendations from SAC and DDD Action



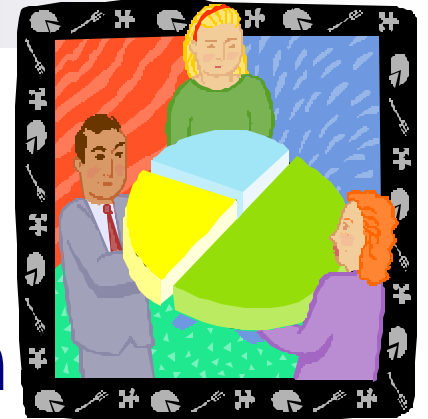
- **Check homes where agencies are providing 24 hour supports to make sure they are clean and tidy**
 - Work with RCS to see if this is included in Residential Evaluations and if not, include it.
- **Measure how individuals' status in their communities improves over time.**
 - Work with DDD webmaster to see if we can add success stories on an on-going basis



USING THE DATA



USE OF NCI DATA



■ Evidence for CMS of satisfaction with waiver services

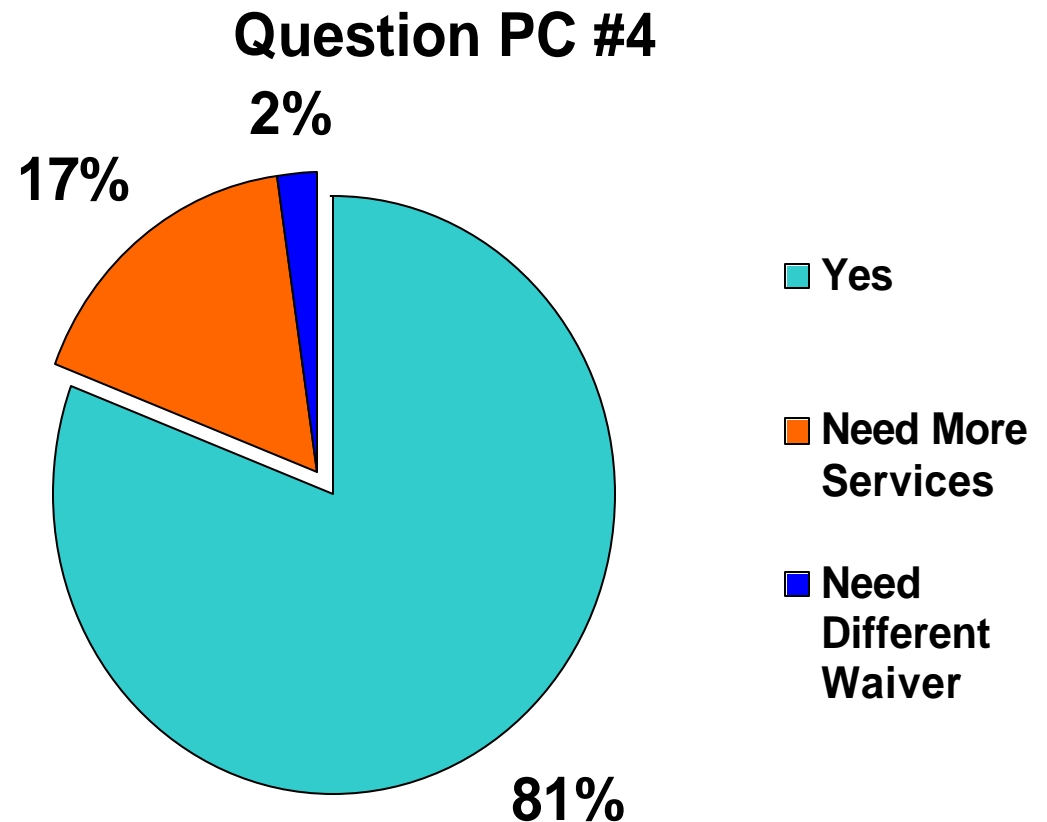
- Additional waiver questions have been added to face to face visits
 - Questions with waiver implications are highlighted for CMS use

■ Quality Improvement activities

- Data that shows need for improvement is analyzed and activities are begun to remedy the situation
- Data is used in CMS Oversight Committee meetings and Administrative Oversight Meetings

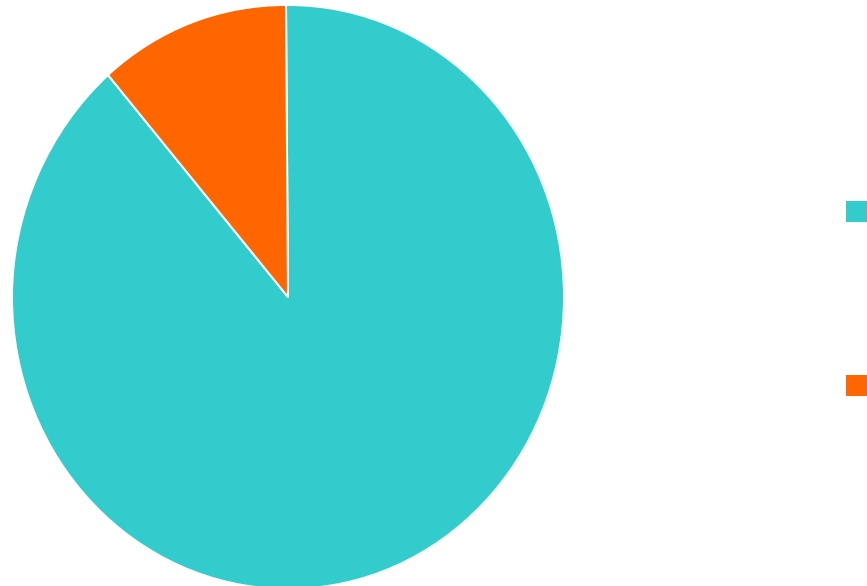
Example of Question Added to Show Waiver Satisfaction

- PC#4 Do the services and supports offered on your Plan of Care meet your child's and family's needs?



Example of Question Added to Show Waiver Satisfaction

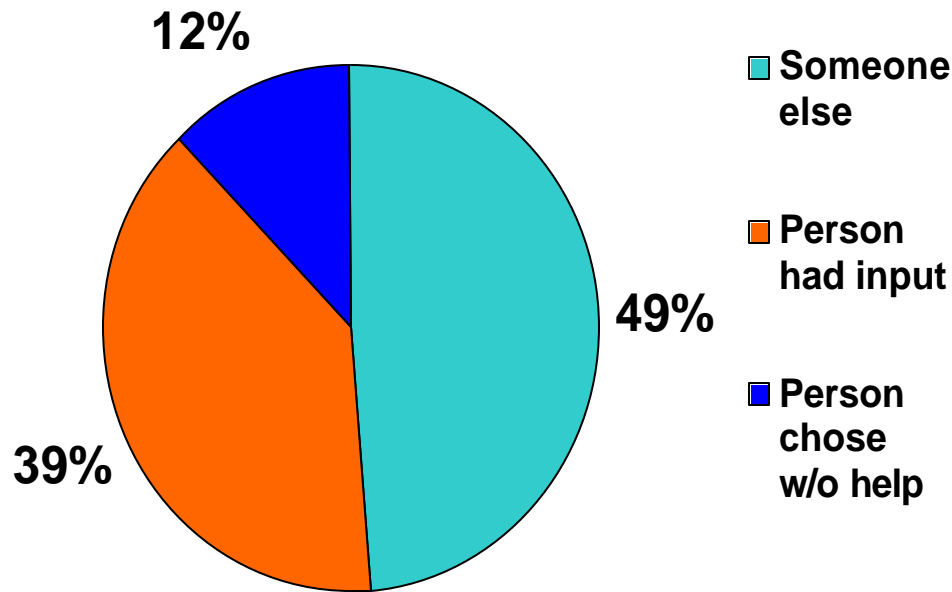
- PC1. Did you (did this person) receive information at your (his/her) plan of care meeting about the services and supports that are available under your (his/her) waiver?



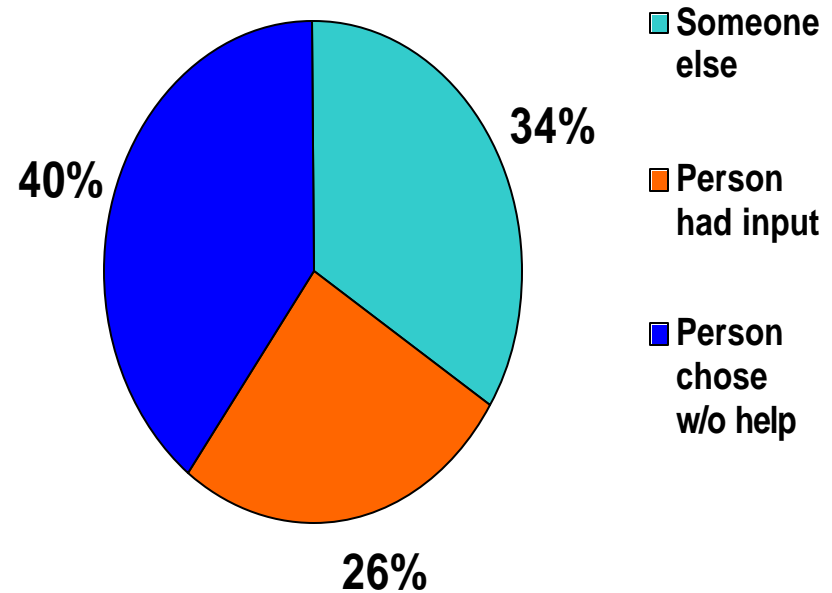
Example of Data used to show Progress over time.

Who chose the place where you live?

All Clients 2001-2002



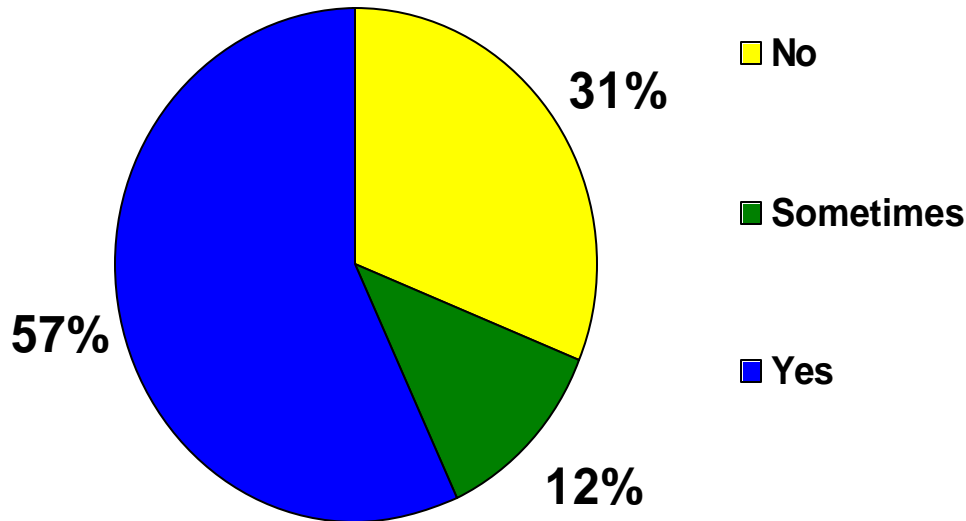
Waiver Clients Only 2005-2006



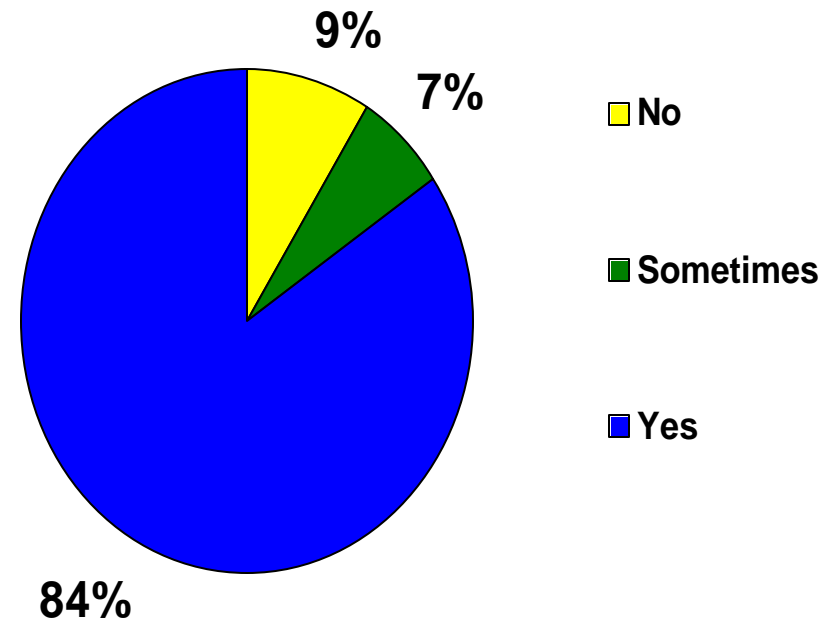
Example of Data used to show Progress over time.

If you ask for something, does your case manager help you get what you need?

All Clients 2001-2002

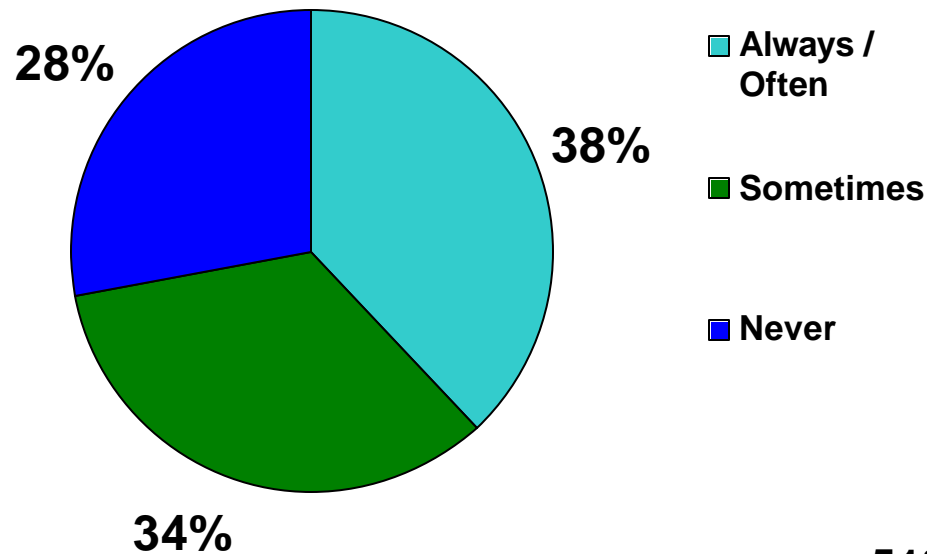


Waiver Clients Only 2005-2006

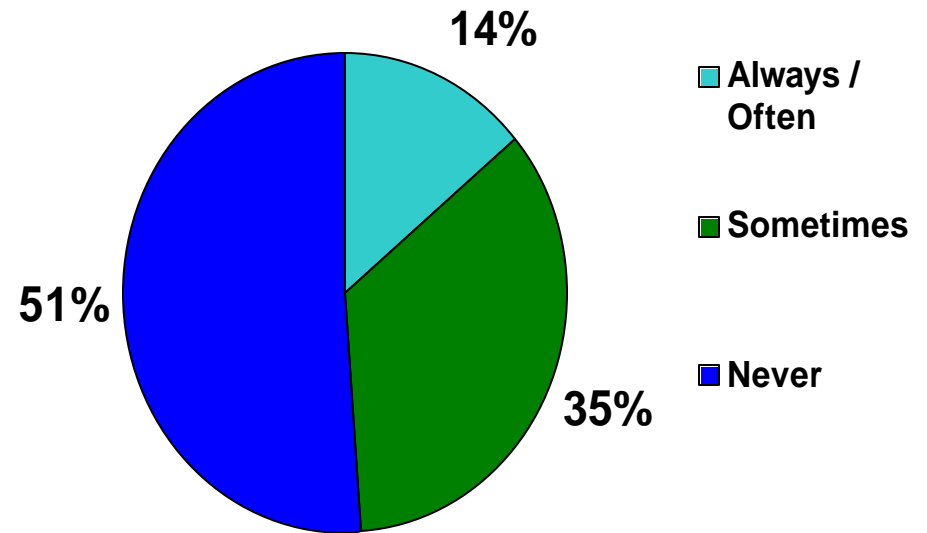


Example of data used to Identify Area for improvement: Do you feel lonely?

Waiver Only Clients 2005-2006



All Clients 2001-2002





FUTURE PLANS

- **Yearly quality assurance report** to stakeholders based on performance indicators in the NCI data
- **Comparisons** of WA state progress over time
- **Continuous Improvement** of Quality and Services to our clients

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