

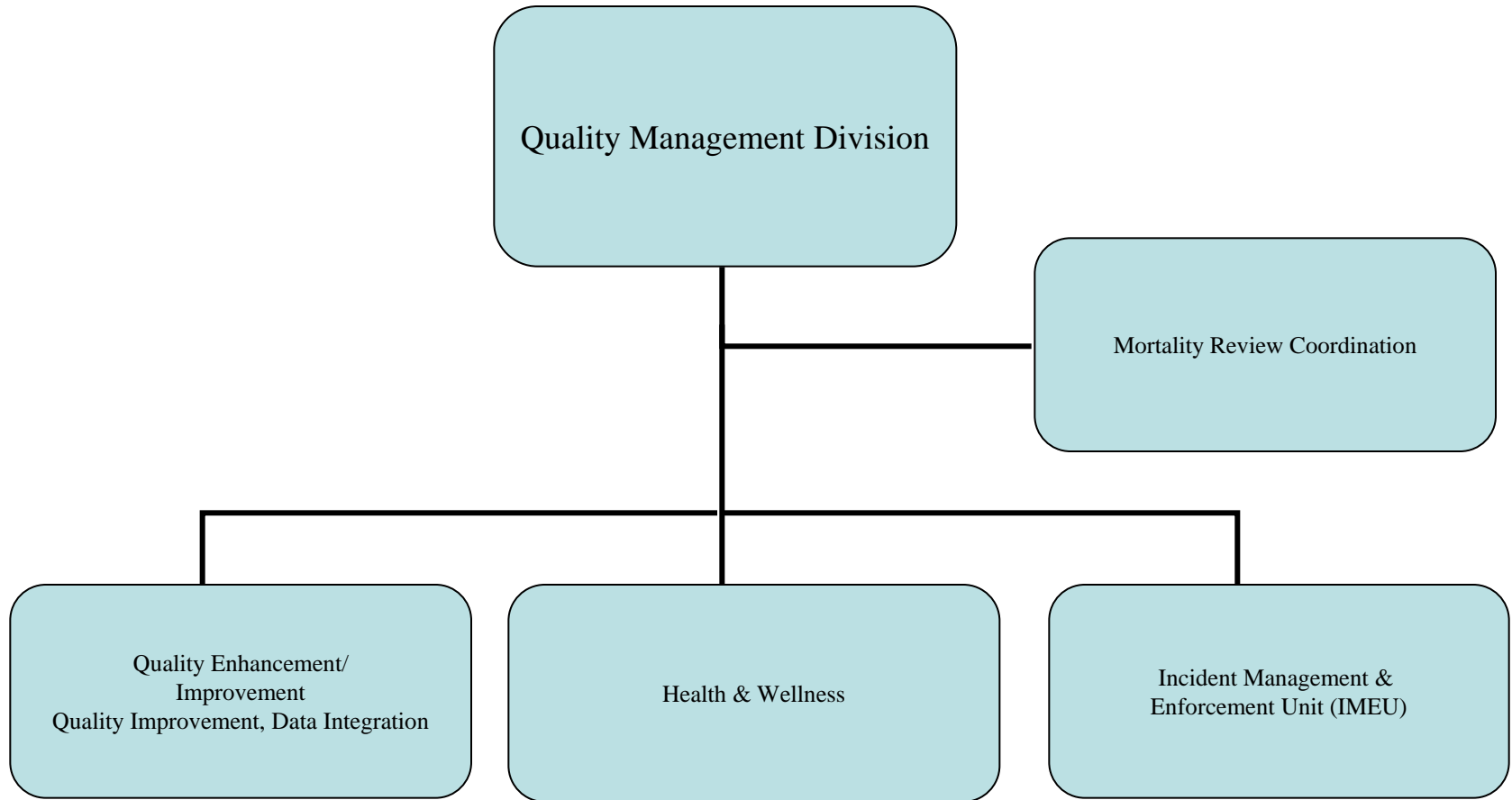
# **Quality Management : Data Collection and Analysis**

District of Columbia  
Department on Disability Services  
Developmental Disabilities Administration  
2010

Presented by:

**Kenneth Cabral**  
Director, Quality Management Division

# Quality Management Division



## Quality Enhancement/ Improvement

### Data Integration Unit

- Coordinate IRC
- Integrate DDA's ability to capture, analyze and report on critical performance data, incident and issue data,
- DDA Quarterly/Annual Report
  - CQI Quarterly Report
  - Watch List Monitoring
- Ensure HRLA and Evans Monitor issues are captured in MCIS.

### Quality Improvement Unit

Ensure follow up on:

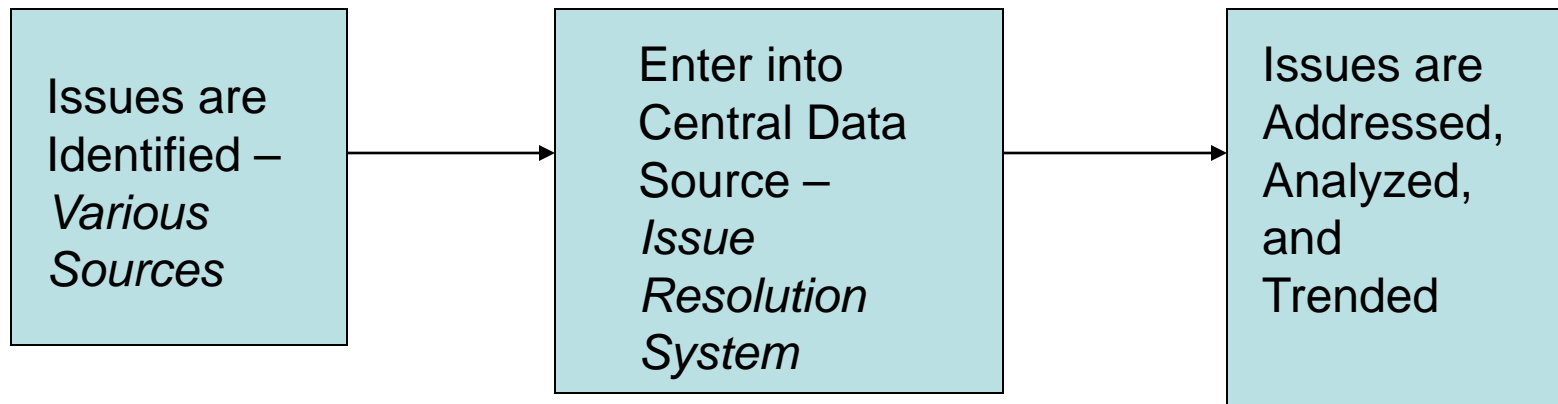
- Issue resolution system as assigned,
  - HRLA Reports,
- Coordinate Enhanced Monitoring
  - Ensure issues/incidents are entered regarding Evans Reports, QT Reports, and other entities
  - DDA Internal Requests
- Reporting and Participate in
  - Provider Performance Review Meetings

### Provider Certification Review (PCR)

- The process for DDA to determine if a provider has the overall organizational strength vision and capacity to safeguard individuals across all services it provides
- Review all aspects of the service
  - delivery system
  - Certify waiver services

## How are Issues Reported on, Addressed and Trended ?

### Effective Data Collection Drives the Quality Management Process



## Examples of Data Sources Which Feed into Issue Resolution System - Quality Management

The effectiveness of DDA's Quality Management Processes is driven by centralized system to capture all issues.



## Immediate Response Committee

- The Immediate Response Committee (IRC) is the single-point-of-entry for all Incidents and Issues reported to DDA.
- The IRC is an interdepartmental committee that serves as a central point of review for all reported incidents and issues reported to DDA. The IRC is composed of representatives from the Incident Management and Enforcement Unit (IMEU), Quality Management, Service Coordination and Provider and Resource Management. The IRC receives, reviews and triages all reported incidents and issues on a daily basis to ensure timely and appropriate responses.
  - Triage and classify all incoming incidents and issues
  - Identify any trends in the data and forward to DDA Senior Management
  - Based on review IRC will may make a recommendation to place a provider on enhanced monitoring
  - Forward findings to the appropriate DDA units for follow-up

## MCIS and Data reports

- Reports:
  - Providers over time
  - Providers by Domain
  - Provider Site by Domain
  - Provider site by issues and incidents over time
- Management Reports:
  - Service Coordinator Dash Board
  - Manager Dashboard
  - Provider Dashboard
- Service Coordination Monitoring tool

## Provider by Incident Date

Provider Incidents by Date FY10 to Date

	October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	April 2010	May 2010	June 2010	Grand Total
Provider A	2	2	5	3	2	1	1	1	2	19
Provider B	3	5	4	6	5	1	3	2	1	30
Provider C	2	4	6	3	3	9	7	3	4	41
Provider D	1	3	3	3	1	6	4	4	2	27
<b>Grand Total</b>	8	14	18	15	11	17	15	10	9	117

Sum of Number of Records broken down by Incidentreceiveddate (MY) vs. prov\_prov\_name. The data is filtered on Incidentreceiveddate, which ranges from 10/1/2009 12:00:00 AM to 9/30/2010 12:00:00 AM. The view is filtered on prov\_prov\_name, which keeps ASSOCIATED COMMUNITY SERVICES, CARECO INC., National Children's Center and Wholistic Habilitative Services.



## Provider Incidents by Type

Provider Incidents by Type FY10 to Date

	911 Calls - Criminal	911 Calls - Emergency Medical	Allegation Of Abuse	Death	Emergency Inpatient Hospitalization	Improper Use Of Restraints	Missing Person (Vulnerable/Threat)	Neglect
Provider A		1	2	1	2		1	
Provider B			1	2	13			2
Provider C	3		4	1	8	1		10
<b>Grand Total</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>12</b>

Sum of Number of Records broken down by Inc\_inc\_reportableType\_desc vs. prov\_prov\_name. The data is filtered on incidentreceiveddate, which ranges from 10/1/2009 12:00:00 AM to 9/30/2010 12:00:00 AM. The view is filtered on prov\_prov\_name, which keeps ASSOCIATED COMMUNITY SERVICES, CARECO INC. and National Children's Center.

## Incidents by Site

Provider Incidents by Site by Date FY10 to Date

		October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	April 2010	May 2010	June 2010	Grand Total
Provider A	Site 1	1									1
	Site 2		1								1
	Site 3				2						2
	...			1							1
			1								1
		1		2	1	1				1	6
									1		1
										1	1
					1	1	1		1		3
					1						1
Provider B			1	2	3		1	2		1	10
	Site 1							1			1
	Site 2		1						1		2
	Site 3	1			1	2					4
	...		2	1		1					4
Provider C		2	1	1	2	2			1		9
							3				3
	Site 1									1	1
	Site 2			2					1		3
	Site 3	1									1
	...						2				2
				1							1
								1			1
								3			3
							1	1			2
				1					1	2	
			1							1	
							1		2	3	
	1									1	

Sum of Number of Records broken down by Incidentreceiveddate (MY) vs. prov\_prov\_name and site\_site\_address1. The data is filtered on Incidentreceiveddate, which ranges from 10/1/2009 12:00:00 AM to 9/30/2010 12:00:00 AM. The view is filtered on prov\_prov\_name, which keeps ASSOCIATED COMMUNITY SERVICES, CARECO INC., National Children's Center and Wholistic Habilitative Services.

## DDA Domains

- Health and Wellness
- Choice and Decision Making
- Rights and Dignity
- Safety and Security
- Community Inclusion
- Relationships
- Service Planning and delivery
- Satisfaction

## Provider Issues

Provider Issues over Time FY10 to Date

		October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	April 2010	May 2010	June 2010	Grand Total
Provider A	Community Inclusion									7	7
	Health									34	34
	Rights & Dignity									6	6
	Safety and Security									8	8
	Service Planning and Delivery									15	15
Provider B	Community Inclusion					1		2		1	4
	Health			2	7	3	1	5		5	23
	Rights & Dignity					2					2
	Safety and Security			1			1			1	3
	Service Planning and Delivery	3	1	2	1	4	3	4	1	1	20
Provider C	Community Inclusion					1					1
	Health				15	25			2		42
	Rights & Dignity				3	7					10
	Service Planning and Delivery			1	6			2	1		10
Provider D	Health			2	1	2	6	5	6	4	26
	Rights & Dignity						1				1
	Safety and Security			1							1
	Service Planning and Delivery	1			2		1	1	1	2	8
Provider E	Health		1		3		5				9
	Relationships					1					1
	Rights & Dignity	1					1		2		4
	Safety and Security								1		1
	Service Planning and Delivery				2		3		2		7
<b>Grand Total</b>		5	2	8	35	52	22	19	16	84	243

Sum of Number of Records broken down by RECEIVED\_DATE (MY) vs. prov\_prov\_name and Domain\_desc. The data is filtered on RECEIVED\_DATE and status\_desc. The RECEIVED\_DATE filter ranges from 10/1/2009 4:16:27 PM to 9/30/2010 6:33:48 PM. The status\_desc filter keeps Resolved and Unresolved. The view is filtered on prov\_prov\_name, which keeps AGAPE HealthCare Services, ASSOCIATED COMMUNITY SERVICES, CARECO INC., National Children's Center and Wholistic Habilitative Services.

## Provider by Domain

Provider Issues by Domain FY10 to Date

		Community Inclusion	Health	Relationships	Rights & Dignity	Safety and Security	Service Planning and Delivery	Grand Total
Provider A	Site 1	6	21		5	6	9	47
	Site 2							
	Site 3	1	6			1	4	12
Provider B			7		1	1	2	11
	Site 1						1	1
	Site 2		9				3	12
	Site 3		1					1
	...		8		1		2	11
			1					1
			3				2	5
Provider C			2					2
						1		3
	Site 1		13		3		4	20
	Site 2		2				3	5
	Site 3	1	26		7		3	37
Provider D	...		1					1
		3	10			2	6	21
	Site 1		2					2
	Site 2		3				1	4
	Site 3		2				1	3
	...						4	4
							1	1
							1	1
							1	1
							1	1
				2			2	4
			2			1		3
	Provider E			1				
Site 1		1	1		2		2	6
					1			1

Sum of Number of Records broken down by Domain\_desc vs. prov\_prov\_name and Address. The data is filtered on RECEIVED\_DATE and status\_desc. The RECEIVED\_DATE filter ranges from 10/1/2009 4:16:27 PM to 9/30/2010 6:33:48 PM. The status\_desc filter keeps Resolved and Unresolved. The view is filtered on prov\_prov\_name, which keeps AGAPE HealthCare Services, ASSOCIATED COMMUNITY SERVICES, CARECO INC., National Children's Center and Wholistic Habilitative Services.

## Provider Issue by Site

		Provider Issues by Site FY10 to Date									
		October 2009	November 2009	December 2009	January 2010	February 2010	March 2010	April 2010	May 2010	June 2010	Grand Total
Provider A	Site 1									47	47
	Site 2									12	12
	Site 3									11	11
Provider B						1	1	11		8	21
	Site 1				2						2
	Site 2				4						4
	Site 3	1				2					3
	...	2				1	1				4
				1							1
							1				1
							1				1
				1	1	2				1	4
				3							3
Provider C	Site 1					6					6
	Site 2					18			2		20
	Site 3					2		2	1		5
	...				18	19					37
					1						1
Provider D									1		1
	Site 1	1						5	6		12
	Site 2							1			1
	Site 3						6			5	11
	...								1		1
Provider E					3						3
	Site 1					2	2				4
	Site 2	1									1
	Site 3								1		1
	...						1		1		2

Sum of Number of Records broken down by RECEIVED\_DATE (M/Y) vs. prov\_prov\_name and Address. The data is filtered on RECEIVED\_DATE and status\_desc. The RECEIVED\_DATE filter ranges from 10/1/2009 4:16:27 PM to 9/30/2010 6:33:48 PM. The status\_desc filter keeps Resolved and Unresolved. The view is filtered on prov\_prov\_name, which keeps A.GAPE HealthCare Services, ASSOCIATED COMMUNITY SERVICES, CARECO INC., National Children's Center and Wholistic Habilitative Services.

## Manager DashBoard

- Issues Total Issues: 1932
- Closed Issues: 1610
- Open Issues: 322 Past Due: 111 Incidents
  
- Serious Reportable Incidents: 503 Past Due SRIs: 353
- 15 Days Until Past Due SRIs: 33 5 Days Until Past Due SRIs: 10
- Reportable Incidents: 1503
  
- Recommendations Total Recommendations: 306
- Past Due Recommendations: 5
- 60 Days Until Past Due Recommendations: 168
- 30 Days Until Past Due Recommendations: 133
  
- ISP Individuals w/no ISP in Last 365 Days: 102
- ICF Individuals: 33 Non-ICF Individuals: 69
- Waiver Individuals: 4 Out of State Consumers: 30

- **Intake and Eligibility** # of Pending cases(current):181 1 to 30 days old:11 31 to 60 days old:10 60 days old:160 cases in crisis: #of pending appeals by level: # of cases made eligible to date by fiscal year:167
- # of new cases (by fiscal year):284
- **Waiver** # of People enrolled:1415 Evans:345 Non evans:1070 # of people discharged this fiscal year:21 # of people enrolled this fiscal year:106



## What else:

- The Data is used to inform DDA to:
  - Place a Provider on Enhanced Monitoring
  - Provider support and assistance
  - Data used in PCR
  - Data presented to the Provider at their annual Provider Performance Review
  - Look at how DDA is performing by Service Type

## Contact Information

Kenneth Cabral, M.Ed.

Director, Quality Management Division

Developmental Disabilities Administration

202-730-1587

[kenneth.cabral@dc.gov](mailto:kenneth.cabral@dc.gov)