




# New Hampshire Quality Outcomes Partnership

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August, 2001



# NH Quality Outcomes Partnership (NHQOP)

- Established in 1996 through a Health Care Transition Fund grant
- A Collaborative Effort
  - Division of Developmental Services
  - Community Support Network, Inc.
  - Institute on Disability (UAP)
  - HSRI
  - Families
  - Individuals

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## Under Original Grant:

- Public forums held throughout the state
- Written input from over 200 people
- Developed over 70 outcome measures for children and adults
- Developed instruments and processes to collect data
  - Used existing data sources
  - Created new surveys where none existed
- Developed Guide to Interviewing and trained interviewers statewide for consistency
- Pilot tested in two regions
- Produced 30 minute video

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## Current Status

- Joint funding commitment from CSNI and DDS
- Statewide Implementation
- Staffed by local site coordinators and statewide project manager
- Independent data analyst
- Partnership Management Team Established
- First report issued in Fall, 2000
- Annual reports to be issued each November

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## Results

- High satisfaction with services reported
- Good connections with family, friends and community reported
- Loneliness and social isolation is significant issue
- Better understanding of individual rights is needed by families and consumers



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## What We Have Learned

- Collaboration is key to success
- Don't reinvent the wheel
- Take time to explain what outcome measures are and why they are important to families, consumers and professionals
- Learning is a two way street
- Get good technical support
- Plan for multiple uses of the data
- Involve the right people

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## Next Steps

- Reduce number of indicators
- Refine family and provider surveys
- Continue to develop technology to collect and report data

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## Sharing Information

- Posted on website [www.nhdds.org](http://www.nhdds.org)
- Published report distributed to families, agencies, legislators, providers
- Individual reports provided to each area agency
- Shared with legislators at budget hearings