



Ohio Department of MRDD

Quality – The Road Ahead

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Ohio - Its Past

•Up until 1998 Ohio's Quality Management System has included these components:

- Regular Reviews of Licensed Facilities
- Reviews of County Boards of MRDD
- Reporting of incidents to ODMRDD via hard copies
- Technical Assistance

Ohio - Present

- **Starting in 1998 Ohio added the following important components to its Quality Management System.**

Major Unusual Incident Reporting and Follow up

- Ohio moved from a hard copy system of reporting Major Unusual Incidents and follow up to a web based system.
- This system was tied to a strong rule requiring prompt reporting and follow up at the community level. This system has developed to the point where it is now listed on the CMS Best Practices web site.



Major Unusual Incident

- As a part of this system the MUI unit reviews all reports, conducts investigations in situations where there is a conflict of interest, reviews the performance of county boards of mrdd in reporting incidents promptly and conducting thorough investigations, and analyzes incidents to discern trends and patterns.

Major Unusual Incident

–The MUI unit also provides initial training to all Investigative Agents (IA) and advanced training to some IA's. Health and Safety Alerts for the field are widely distributed based on analysis of health and safety trends identified from MUI's.

Accreditation

- ODMRDD created a new unit whose mission was to systematically review county boards of mrdd using the rules established by the department. Comments about this new review process have indicated it has been one of the most significant factors in enhancing Ohio's service delivery system.

Accreditation

–Orientation is provided to assist each county board of mrdd in preparing for reviews. Orientation highlights concerns that have been identified by the Department during the previous year to focus county's preparation efforts.

Accreditation

–This unit has increasingly included staff from throughout the agency to support its work. For example, staff from our MUI unit and Audit Division participate in the reviews.



Supported Living Quality Assurance Reviews

- Another new unit has been created to monitor the provision of community based residential services funded either by state or local supported living funds or federal and state or local waiver funds.

Supported Living Quality Assurance Reviews

- This review is unique in that it focuses on the individual, the individual's plan and the services and supports designed to meet the individual's need using a statistically valid sample of supported living and waiver recipients.
- Valuable information from comparisons of these reviews from year to year focus department strategies to address system issues.

CMS and Ohio's Future

- Ohio has added 4,000 new Individual Options Waiver slots in the past two years.
- Ohio has added 500 new Level One Waiver slots in the last year.
- Ohio reviewed the GAO Report re: CMS oversight and subsequent CMS reports of their plan of action

CMS and Ohio's Future

Ohio was also awarded a CMS grant to pursue and Independence Plus Waiver. This waiver required Ohio, as a part of the grant application, to describe its QA/QI process.

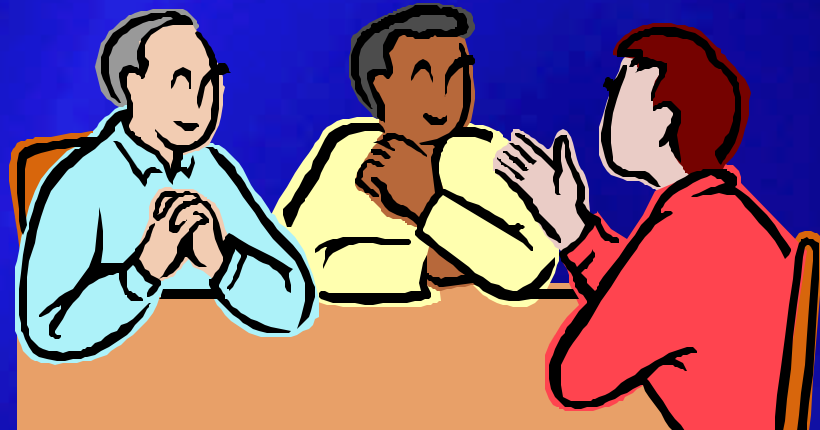


CMS and Ohio's Future

- Ohio has many strengths in that its quality management activities are both broad and deep. In addition, the local oversight by county boards of mrdd. However, connections within the department and at the county level did not specifically relate to the domains established by CMS. Nor did the quality framework that exists allow for analysis of the myriad of data elements contained within the reports that are generated.

Ohio's Future - CMS Grant

- CMS Grant
 - Ohio was fortunate to receive a CMS Quality Assurance and Quality Improvement in Home and Community Based Services grant in 2003.



Ohio's Future - CMS Grant

- QA/QI Grant Goal: Design and implement a quality information management system in which data generated by the service system can be interpreted into an integrated knowledge profile that identifies areas of improvement in effectiveness and efficiency specific to the management and delivery of services and supports to individuals with disabilities.

CMS Grant

- **Discovery**
- **Remediation**
- **Improvement**



CMS Grant – Discovery Phase

We began by conducting an in-depth analysis of the various quality initiatives performed by the Department.

CMS Grant – Discovery Phase

We developed domains and connected them with the CMS domains. Then we described the indicators and outcomes which are part of each domain.

CMS Grant - Remediation Phase

- With the assistance of HSRI we compared the structure we have created with the existing quality structure through “mapping”. Areas of duplication and less frequent or no reviews have been identified to be addressed.
- The Department has purchased computer hardware and software (COGNOS) to support the analysis of data that have been described above.

CMS Grant--Remediation

Using the COGNOS (business intelligence software) the Department will be able to capture data from different sources in a database and subsequently move them into a data warehouse. Using COGNOS we can then analyze it in a variety of ways which are not possible with data we presently maintain in separate “silos” of either hard copy or databases.

CMS Grant--Improvement

Having the ability to gather, store and analyze data will allow Ohio to utilize data to improve services throughout the system rather than in just for a particular segment.

It will also allow Ohio to look at information to address issues at both the system and individual level.

Outcomes

1. Establishment of a QA/QI Structure that meets Ohio's needs and is responsive to CMS expectations

Ohio will incorporate in our submission of the Independence Plus waiver to CMS our QA/QI structure. This framework will connect the CMS domains. It will provide evidence about our QA/QI activities and the results. This evidence will focus on assurances around level of care, plan of care, qualified providers, health and welfare, administrative authority, and financial accountability.

Outcomes

2. Movement toward transparency of data and our analysis of data

Ohio will expand its ability to share information about our QA/QI activities on line, in real time with CMS so at any point in time they can “look into” Ohio and see the outcomes we have achieved and the work yet to be done. Already the single state agency may look at the department’s information about MUI’s on line and in real time.

Outcomes

3. Utilization of data to support individual choice

Individuals receiving services and families will have access to information about the provider they are considering or have chosen to provide waiver services.

Outcomes will continue to move toward those that are most meaningful to individuals from the point of assessment and plan development through QA/QI.

Outcomes

4. **Creation of a philosophy of both oversight and self-management.**

An integral part of the QA/QI process will be the participation of providers through self-reviews.



Outcomes

While the department and local county boards of mrdd will continue to conduct reviews, this approach to continuous quality improvement will focus on adult learning. Providers will be supported in analyzing trends and patterns to improve their performance.

Outcomes

5. Enhancement of the systems ability of analyze data across systems and continuously improve at both the system and individual level using technology.



Outcomes

We will increase our ability to examine and subsequently analyze data using a multi-dimensional system and create new views the needs of the system and individuals.

Utilization of data will determine training initiatives, technical assistance methodologies, public policy, effectiveness and efficiency measures, improved state and local resource deployment, and statistically based trends and analysis.

QUESTIONS ?

Suggestions

- **We would be interested in participating in regular teleconferences with other states who are continuing to enhance their QA/QI systems to share ideas, issues, and solutions.**

Suggestions

- We are interested in continued teleconferences such as the one NASDDDS just arranged re: Risk Management.

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