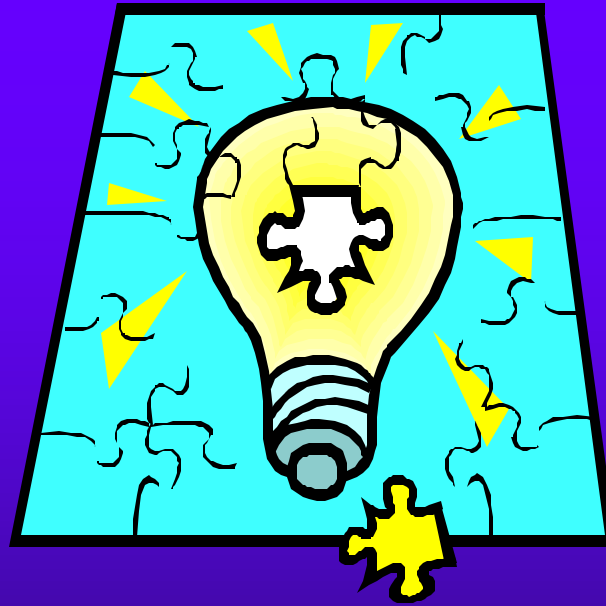


Utilizing Data for Real Quality of Life Improvement

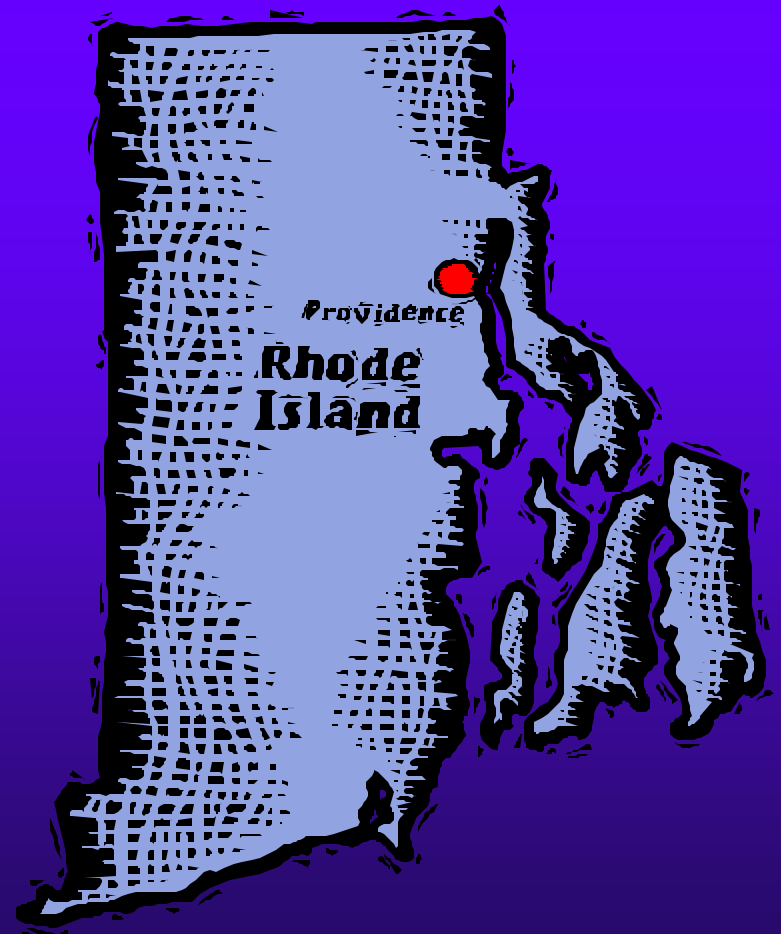


July 2003

R.I. Division of Developmental Disabilities
Susan Babin, Administrator

RI's System for People with Developmental Disabilities

- ◆ Community based
- ◆ 4000 adults
- ◆ 35 providers
- ◆ State case managers
- ◆ Focus on each person's choice of supports, providers
- ◆ Individualized Funding Authorization

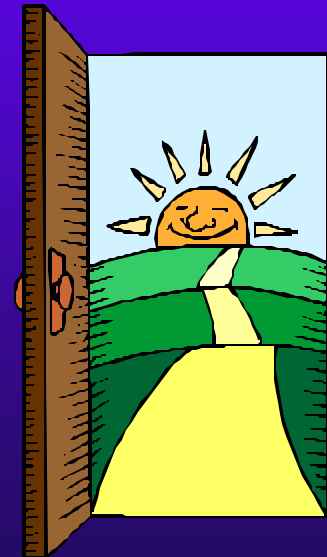


Mission:

For people to live good quality lives

The primary role of the system is to administer a community system of services/supports for people with disabilities by:

- ◆ Ensuring various safeguards are in place to promote health and safety
- ◆ Providing equitable access to available resources
- ◆ Developing informational materials to assist people to make informed decisions
- ◆ Enhancing the quality of supports



Identifying Information



- ◆ What information is available?
- ◆ What format is the information in?
- ◆ Is the information reliable?
- ◆ What information is important to use?
- ◆ *What is really important to people with disabilities?*



Available Information

- ◆ NCI data
- ◆ Personal Interviews
- ◆ Family Satisfaction
- ◆ Licensing
- ◆ Agency Reviews
- ◆ CQI
- ◆ Incidents
- ◆ Mortality
- ◆ Health Care
- ◆ Employment





Integrating Information... A Three Tiered Approach

- ◆ Tier 1: Internal Incident Management Committee
- ◆ Tier 2: Incident Management Trends Analysis Committee
- ◆ Tier 3: Statewide Quality Consortium



Internal Incident Management Committee

Purpose: Responding to Serious Incidents

- ◆ Review all reported incidents
- ◆ Classify each incident
- ◆ Determine necessary follow-up
- ◆ Monitor the status of investigations



Incident Management Trends Analysis Committee

Purpose: **PROACTIVE APPROACH OF
QUALITY IMPROVEMENT TO
PREVENT INCIDENTS**

- ◆ Emphasizes **PREVENTION** of harm
- ◆ Values the **SHARING** of information
- ◆ Works to create systems of **support *and* shared accountability**
- ◆ Uses **DATA TECHNOLOGY** to identify **TRENDS**
- ◆ Makes recommendations for **SYSTEM IMPROVEMENT**



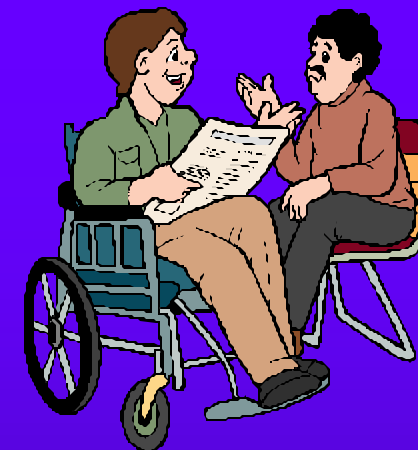
Statewide Quality Consortium

Purpose: **SYSTEM IMPROVEMENT**

- ◆ Review ongoing activities that collect information (*National Core Indicators, CQI Agency Reviews, Incident Management, Licensing, Health Care, etc.*)
- ◆ Analyze data/ information regarding services, satisfaction, outcomes
- ◆ Identify trends
- ◆ Focus on goals for system improvement... *What is REALLY important?*



Quality Consortium Goals



What REALLY MATTERS?

- ◆ Implementing Strategies for Improving Health and Safety
- ◆ Building Personal Friendships and Intimate Relationships
- ◆ Enhancing Opportunities for Employment

Positive Accomplishments

- ◆ Statewide visibility
- ◆ Diverse representation
- ◆ Resource materials... *“The More You Know”*, *“Questions To Ask In Choosing A Service Provider”*
- ◆ Informational sessions... Incident Management, Relationships
- ◆ Leadership of Advocates in Action
- ◆ Statewide employment survey
- ◆ Value of TA from national experts





Strategies to Share Information



- ◆ Newsletter articles
- ◆ Websites
- ◆ Written reports
- ◆ Conferences
- ◆ Trade Show
- ◆ Feedback to providers
- ◆ Informational bulletins
- ◆ Advocacy meetings
- ◆ Committee agenda items
- ◆ Press Conference

What Are We Learning?

- ◆ Good work happens with teamwork
- ◆ People get engaged about themes that really matter
- ◆ Information/data are powerful tools
- ◆ TA from Val Bradley and Dale Dangremond is very useful ...national perspectives
- ◆ Benefits of CMS *Quality Management Framework*
- ◆ We can do better!!!

