

HOW TO DEVELOP AND USE QUALITY COUNCILS

THE MASSACHUSETTS EXPERIENCE

Presentation by
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WHAT WILL BE COVERED

- **WHY COUNCILS ARE IMPORTANT TO A ROBUST QUALITY MANAGEMENT AND IMPROVEMENT SYSTEM**
- **STRUCTURE AND FUNCTIONS OF COUNCILS**
- **GETTING STARTED: HELPFUL TOOLS**
- **DATA AND ITS PLACE IN THE COUNCILS' WORK**
- **SUPPORTING SELF-ADVOCATES**
- **SETTING SERVICE IMPROVEMENT TARGETS**
- **EARLY SUCCESSES**
- **ON-GOING CHALLENGES**

WHY COUNCILS ARE IMPORTANT

- **COMPLETES CONTINUOUS QUALITY MANAGEMENT LOOP**
- **DEDICATED PURPOSE OF REVIEWING AND ANALYZING DATA**
- **BRINGS TOGETHER INTERNAL AND EXTERNAL STAKEHOLDERS**
- **FACILITATES IDENTIFICATION OF ISSUES AND SERVICE IMPROVEMENT TARGETS**

STRUCTURE OF COUNCILS

- **4 REGIONAL COUNCILS**
- **1 STATEWIDE COUNCIL**
- **BROAD REPRESENTATION**
 - **SELF ADVOCATES**
 - **FAMILY MEMBERS**
 - **PROVIDERS**
 - **DMR STAFF**
- **LIAISONS FROM EACH REGIONAL COUNCIL TO STATEWIDE COUNCIL**
- **CHAIRIED BY REGIONAL DIRECTORS**
- **MEET QUARTERLY**

FUNCTIONS OF COUNCILS

- **TO REVIEW AND ANALYZE STATEWIDE DATA FROM QA REPORTS**
- **TO IDENTIFY ISSUES, CAUSES AND AREAS FOR FURTHER REVIEW**
- **TO RECOMMEND STATEWIDE AND REGIONAL SERVICE IMPROVEMENT TARGETS**
- **TO REVIEW PROGRESS TOWARDS ACHIEVING TARGETS**
- **TO REVIEW EXISTING OUTCOMES/MEASURES AND MAKE RECOMMENDATIONS FOR NEW ONES**

GETTING STARTED: HELPFUL TOOLS

- **ORIENTATION AND TRAINING**
- **USER'S GUIDE TO REVIEWING DATA**
- **ANNUAL QUALITY ASSURANCE REPORT**
- **SUPPORT TO REGIONAL COUNCILS**

The Massachusetts QA Report

- **Organizational Maturity**
- **Open Government:**
posting on web for easy review
by public
- **Easy to Read** format and
use of symbols

Commonwealth of Massachusetts
Department of Mental Retardation

QUALITY ASSURANCE REPORT For Fiscal Years 2002 and 2003

Period Covering
July 1, 2001 – June 30, 2002
July 1, 2002 – June 30, 2003



Prepared by the Department of Mental Retardation
OFFICE OF QUALITY MANAGEMENT

In Partnership with the University of Massachusetts Medical School,
Center for Developmental Disabilities Evaluation and Research

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PROCESS

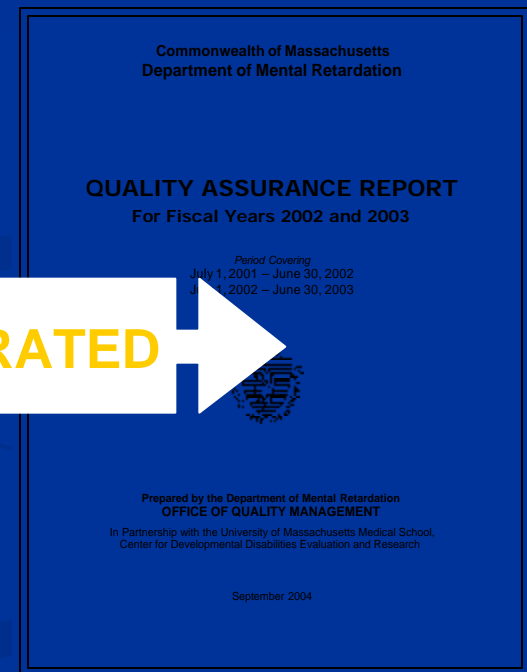
From Collecting Data to Issuing the Report

DATA SOURCES

- Survey & Certification
- National Core Indicators
- Medication Occurrence Reporting System
- Investigations
- Critical Incident Reporting System
- Restraint Reporting System
- Employment Supports Performance Outcome Reports

COLECTED
ORGANIZED
ANALYZED

INTEGRATED



SUPPORTING SELF-ADVOCATES

- **RECRUITING PARTICIPANTS**
- **ROLE OF SUPPORTERS**
- **PREPARATION FOR MEETINGS**
- **STIPENDS FOR INVOLVEMENT**
- **ACCOMMODATIONS TO FOSTER INVOLVEMENT**

SETTING SERVICE IMPROVEMENT TARGETS

- **IDENTIFICATION OF ISSUES EMERGING FROM ANNUAL QA REPORT**
- **EACH COUNCIL COMPLETED SURVEY**
- **RANK ORDERED PRIORITIES**
- **AGGREGATED RESULTS**
- **STATEWIDE COUNCIL ESTABLISHED – 2 TARGETS:**
 - **EMPLOYMENT**
 - **FRIENDSHIP/COMMUNITY INVOLVEMENT**
- **OPTION FOR REGIONAL COUNCILS TO SET ADDITIONAL LOCAL TARGETS**

EARLY SUCCESSES

- **BENEFITS OF HAVING ALL STAKEHOLDERS AT THE TABLE**
- **MOVEMENT FROM OBLIGATION TO APPRECIATION OF THE VALUE OF COUNCILS**
- **ALLOWS FOR CONCERTED FOCUS ON CRITICAL AREAS**
- **APPRECIATION OF THE PLACE OF DATA IN REVIEWING QUALITY**

ON-GOING CHALLENGES

- **MAINTAINING FOCUS WITH COMPETING PRIORITIES**
- **PROVIDING DATA TO FACILITATE REGIONAL ANALYSIS**
- **KNOWING HOW MUCH DATA TO PROVIDE**
- **SUPPORTING SELF-ADVOCATES**
- **TIME**
- **BALANCING REGIONAL AND STATEWIDE PRIORITIES**

WHAT'S NEEDED TO GET STARTED

- **COMMITMENT FROM LEADERSHIP AT ALL LEVELS**
- **REPORT(S) THAT ARE EASY TO READ**
- **TIME**
- **SKILL SETS NEEDED:**
 - **COMMITMENT AND ENTHUSIASM ABOUT IMPORTANCE OF COUNCILS**
 - **ORGANIZATIONAL SKILLS**
 - **ASSISTANCE FROM INDIVIDUAL WHO UNDERSTANDS DATA**

FOR MORE INFORMATION

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- **DMR WEB SITE**
 - **MASS.GOV/DMR**
 - **PUBLICATIONS DMR REPORTS**