

*Quality*

Defining and Promoting Quality in  
Assisting Individuals with  
Developmental Disabilities

Patricia Morrissey, Ph.D.

Commissioner

Administration on Developmental Disabilities

Administration on Children and Families

Department of Health and Human Services



# *Quality Is on the Front Burner*

- Addressed in Home and Community Based waivers
- One of the Areas of Emphasis in the DD Act
- One of the developmental measures by which ADD and its programs will be judged under Government Performance & Results Act in the future
- Focus of the Commissioner's Forum  
February 2003



# *Challenges Related to Quality*

- Lack of a common frame of reference
- Assumption that problems and solutions lie with Medicaid
- Failure to think strategically
- Lack of a commitment to address public and private tensions in innovative ways
- Tension between belief in service integration and fear of flexibility in law



# *Macro View of Quality*

- Scope & Context
- Infrastructure
- Evaluation

# *Quality: Context and Scope*

## *WWWWH+W Approach*

Who What/Where When How Why

- Choices
- Control

# *Quality... Choice & Control*

- **Choice... a continuum**
  - at least two
  - ideally a range equivalent to an individual with the same resources and community residence opportunities
- **Control...a continuum**
  - direct...indirect control of WWWWH
  - partial...full control of WWWWH
  - by another individual authorized by the individual with a disability
  - control assumed by another individual w/o being authorized
  - by another individual designated officially

# *Quality... Choice & Control...by Whom*



- The individual with a disability
- The individual with a disability with another individual
- By a family member
- By a private provider
- By a state agency

# *Quality... Choices & Control... of What/Where*



- Residence
- Education
- Employment
- Health care
- Transportation
- Leisure



# *Quality... Choice & Control... of Timing & Frequency of*

- Services
- Supports

- Activities of Daily Living
- Instrumental Activities of Daily Living

# *Quality... Choice & Control of How*



- Alone
- With another individual(s)
- By another individual
- Through environmental accommodation
- With assistive technology

# *Quality... Choice & Control... Why*



- Law
- Cost
- Established funding streams
- Convenience
- Safety
- Satisfaction

# *Quality... Current Picture*



Choices & control related to supports & services being driven by ...

- Law
- Cost
- Established funding streams
- Convenience
- Safety
- Satisfaction

# *Quality... What Would Happen if...*



- Choices & control related to services & supports were driven first by...
  - who/where
  - when
  - how
- And then...
  - Law
  - Cost
  - Established funding streams
  - Convenience
  - Safety

**SATISFACTION**

**CONSTRAINTS**

## *Lots Would Happen...*

- Greater consumer satisfaction
- More creative thinking
- More partnerships
- More resources
- More education
- More consensus, fewer disputes
- Acceptance of final package of services & supports
- Delivery of final package of services & supports



## *Quality...Infrastructure Should*

- Provide for access -- both physical & informational
- Ensure & offer individual-centered planning
- Have the capability to deliver what is in an individual's plan
- Provide full range of safeguards related personal safety
- Define & explain rights & responsibilities
- Track individual outcomes
- Track system performance

## *Quality...Evaluation Should Measure Extent and Effects of*

- Physical & informational access
- Individual-centered planning in assessment, decision making, plan development, & plan direction
- Delivery of plan (the implementation of WWWW)
- Safeguards provided
- Rights & responsibilities as documented & observed
- Individual outcomes (customer satisfied, plan goals realized)
- System performance (e.g., data affect decisions & result in improvements, customer input built in, fiscal integrity measured)



# *Quality... Our Collective Role*



- Promote customer-centered planning in all contexts
- Demonstrate continuity, predictability & seamlessness in delivery of services & supports
- Explore innovative partnerships
- Educate others about how to define & deliver quality in services & supports

# *Contact Information*



- Pat Morrissey
- (202) 690-6590
- [pmorrissey@acf.hhs.gov](mailto:pmorrissey@acf.hhs.gov)