



Building a Comprehensive Quality Framework in Pennsylvania

Reinventing Quality Conference
July 30-31, 2002



Pennsylvania's MR Program

- State Funded and County Administered
- 46 County administrative agencies
- Budget includes funding MR Services for Medicaid Waivers = \$ 1 Billion (\$500 M State; \$500 M Federal) and ICFs/MR Program = \$ 480 Million (\$240 State; \$240 Federal)



Pennsylvania's Quality Management Framework

- Guided by Values and Principles in *“Everyday Lives- Making it Happen”*
 - *Choice, Control, Quality, Stability, Freedom, Individuality, Relationships, Success, Contributing to Community*
- *Transforming Processes -enhances collaboration & accountability, promotes Continuous Quality Improvement (CQI), and furthers adoption of promising practices*



Pennsylvania's Quality Management Framework

- ❑ Responsive to participant feedback (Independent Monitoring for Quality, National Core Indicators – Foundation of QM Plan)
- ❑ Informed by Data entered into Home and Community Services Information System(HCSIS) which is Web-based
- ❑ Integration of Quality Initiatives enhances Multi-level Systems Review and Empirical (CQI) Activities



Pennsylvania's Scope of Quality Management

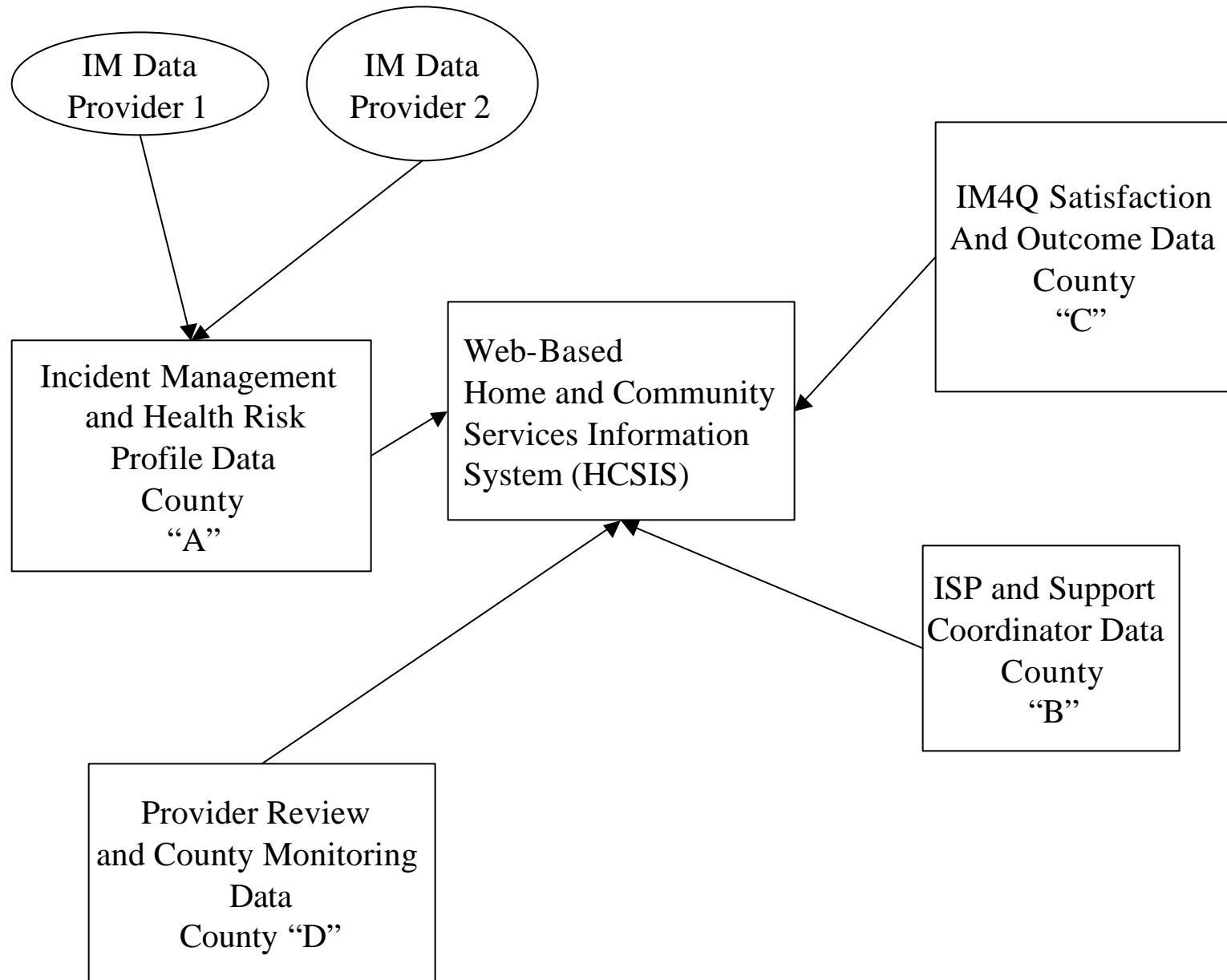
- Established upon CMS Domains- Access to Services, Participant-centered Service Planning and Delivery, Provider Capabilities, Participant Safeguards, Participant Rights and Responsibilities, Participant Outcomes and Satisfaction, System Performance (Draft- HCBS Quality Framework)



Pennsylvania's Scope of Quality Management

- Building Links and Dependencies with CMS Quality Domain →
- OMR Business Process →
- (HCSIS) System Design →
- Information (Data) Collected →
- Performance Indicators →
- Statistical Process Control-CQI Actions

Quality Inputs into (HCSIS)





Utilizing Information in QM

Evolution of Total Quality Management

- Scientific Management Movement
- (PDCA) cycle first published at Bell Lab
- CQI applied to Health Care – mid-1980's
- Deming (1993) continues to refine TQM and asserts “Management needs to undergo a ***Transformation***”
- New Challenge- Applying QM in MR/DD



Utilizing Information in QM

- 1990s = “Decade of Accountable Quality” in healthcare.
- As we talk about “CQI” and “TQM” in the year 2002 and beyond, we are also talking about the collection and management of meaningful statistical information as one of the means to that end.
- Governmental organizations are asked increasingly for the “proof” of quality.
- Statistically valid data which assists in explaining patterns of care & cost of care and in justifying variations in both is as valuable as that which identifies problems in the provision of care.



Utilizing Information in QM

- **Data**: Uninterpreted observations or facts.
- **Information** is data transformed through analysis and interpretation into a form useful for decision-making.
- **Webster's Dictionary**: Information is “something told; news; intelligence; word; knowledge acquired in any manner; facts; data.”
- **Goal**: Information Management a “function” (a set of processes) with the goal **to obtain, manage, and use information to improve consumer outcomes and individual and [organization] performance in consumer care, governance, payer and fiscal management, and support processes.**



Utilizing Information in QM

Decision Making Processes

- If we are to make appropriate decisions to truly improve the care and services provided to persons we serve over time, we must collect quality data which converts into understandable, useful information
- DATA ⇒⇒ leads to ⇒⇒ INFORMATION
⇒⇒ leads to ⇒⇒ DECISION MAKING



Utilizing Information in QM

Decision Making: Traditional Model

(Data-Deficient)

Intuition

Opinion

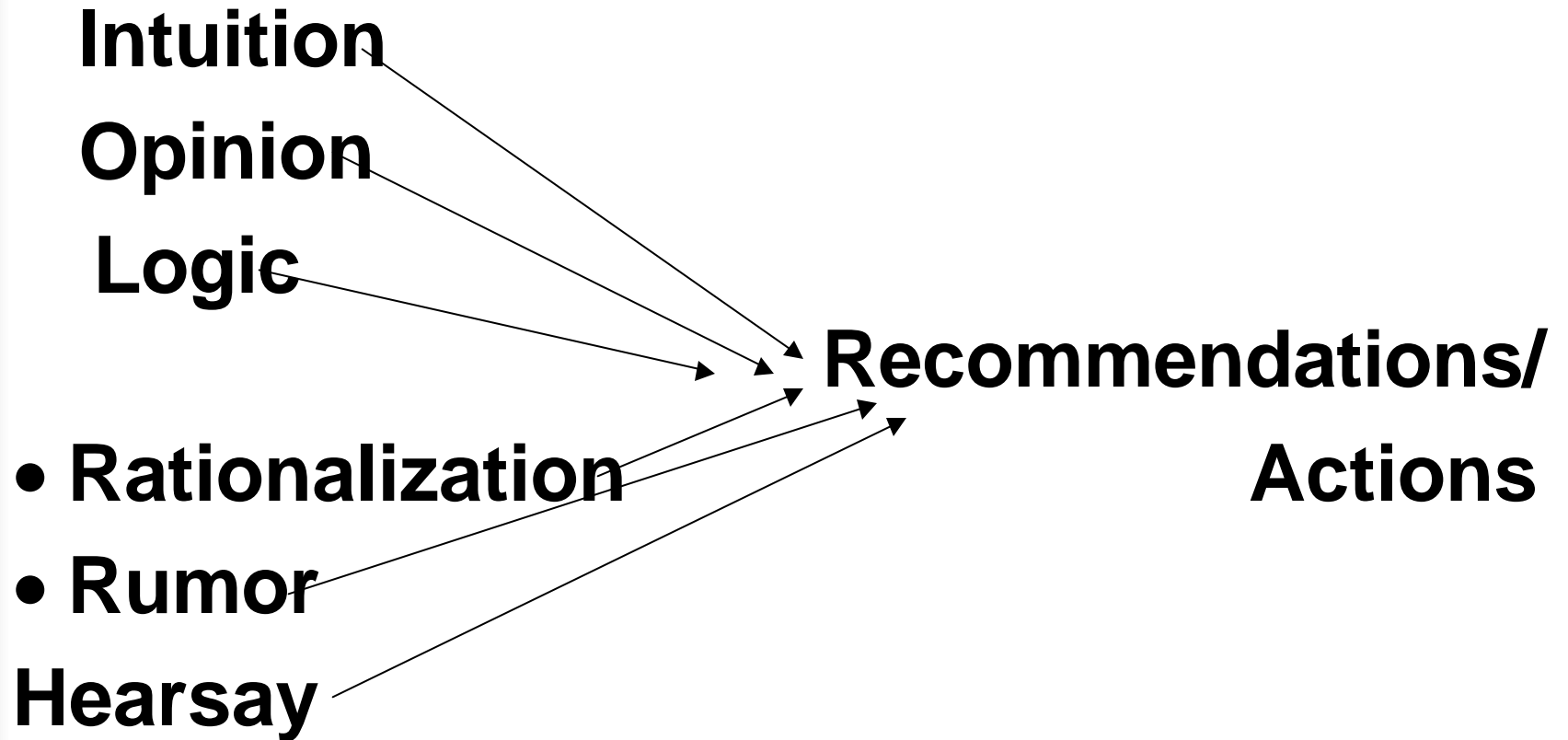
Logic

• Rationalization

• Rumor

Hearsay

Recommendations/
Actions





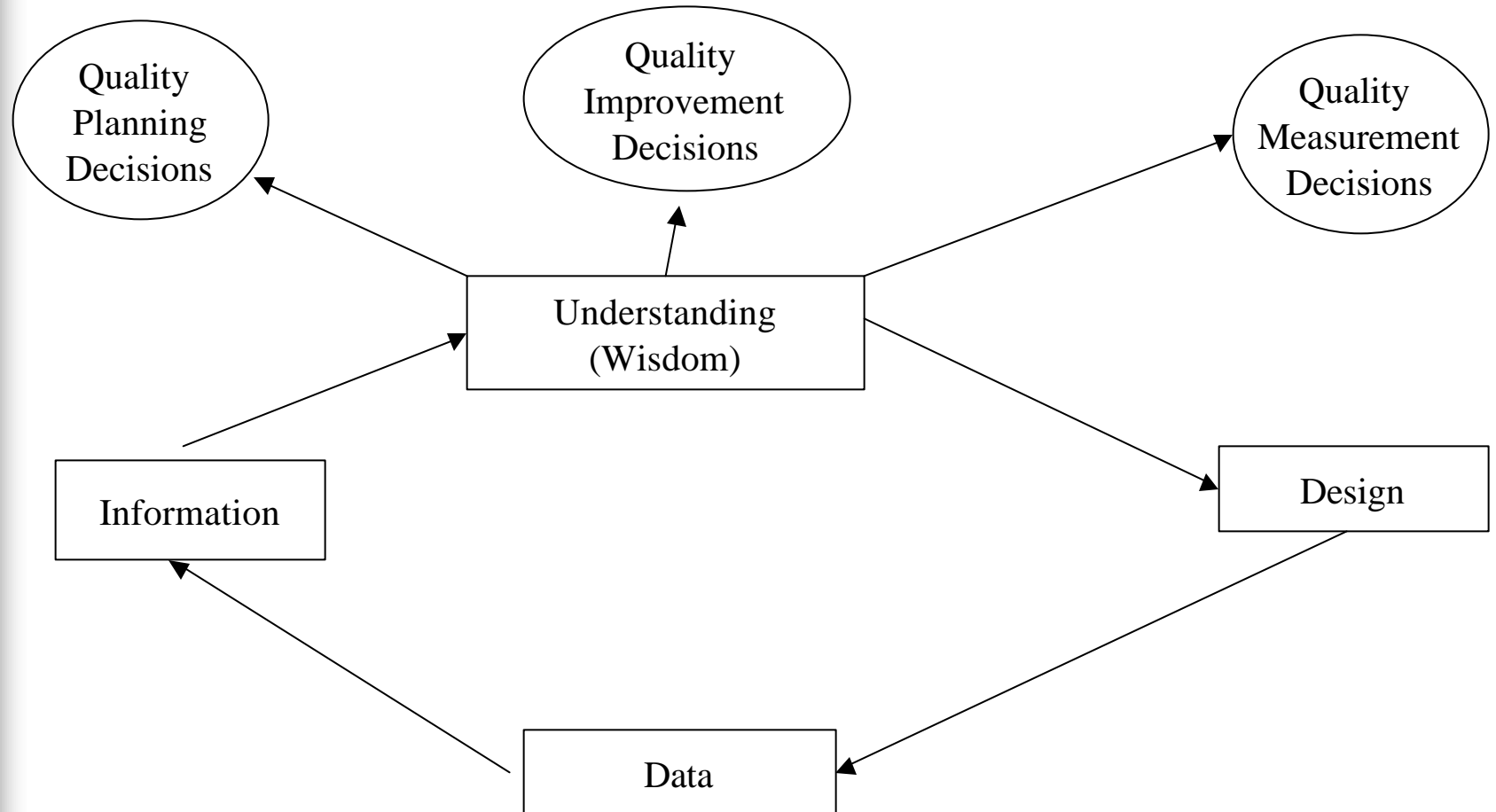
Utilizing Information in QM

In a data-based model of decision making, the information management function closely resembles scientific method (Quality Management Model)

- Design is based on proposal/hypothesis;
- Design enables data collection;
- Data, through statistical analysis, leads to information
- Information must be interpreted and “appreciated” to be understood;
- Understanding leads to wisdom and appropriate decision making;
- Decisions in quality management fall into three categories of activity (the “Quality Management Cycle”):
 - Quality Planning, Quality Measurement & Quality Improvement

Utilizing Information in QM

Decision Making: QM Model (Data-Based)

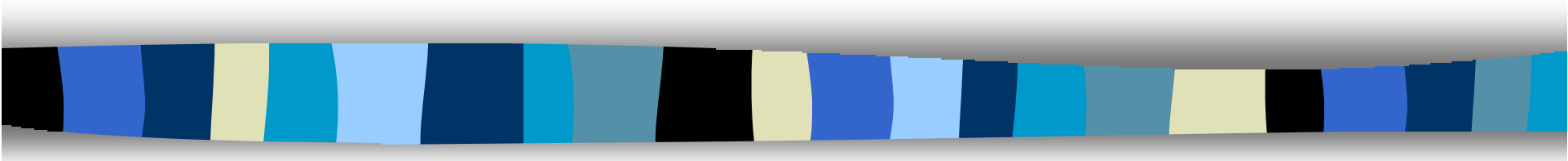




Converting Information into Action

Quality Management Information Process

- Identify critical information needs
 - Define data elements
 - Determine data collection plan
 - Aggregate and display data
 - Analyze data
 - Present data/information
 - Report Information
 - Act on Information
 - Collect more data to assess decision
- (Example-IM4Q in Pennsylvania)



Independent Monitoring for Quality (IM4Q): The Pennsylvania Experience

Reinventing Quality Conference
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Overview

- In 1997, the Office of Mental Retardation's Planning Advisory Committee recommended that PA develop the capacity for independent monitoring for quality (IM4Q)
- IM4Q was designed to be conducted by people with mental retardation, families, and other interested people
- IM4Q does not measure compliance with government regulations; instead it measures the people's quality of life outcomes



Instrument Development

- What exists in PA?
- What exists in other states and nationally?
- What needs to be developed?



OR and OK: Advocates Involved in Monitoring (AIM)

- **Goal** - Trying to enhance service quality
- Teams of volunteers including people with disabilities, families and interested others visit people receiving supports



OR and OK Advocates Involved in Monitoring (AIM) cont'd.

■ Issues

- No info with which to make choices regarding providers
- Existing QA doesn't
- Existing processes don't address issues important to people



OR and OK Advocates Involved in Monitoring (AIM) cont'd.

■ Areas Addressed in Surveys:

- Relationships
- Community Involvement
- Recognition of Rights
- Protection of Health and Safety



Maryland's Ask Me Project

- Interviewers are people with disabilities who are paid
- Interviewers work in pairs with a support person available if necessary
- Instrument developed with significant input from people with disabilities



Ask Me, Cont'd.

■ Areas Addressed:

- Satisfaction
- Healthy, Safety and Dignity
- Community Integration
- Employment
- Transportation
- Independence



What Existed in Pennsylvania?

- ARC Allegheny – Citizen Monitoring Program – based on The Council's outcome measures
- National Core Indicator's Project
- National Consumer Survey
- National Home of Your Own Homeseekers Survey



PA: Independent Monitoring for Quality (IM4Q)

- Annually, IM4Q surveys approximately one-third of the people living in licensed residential settings
- Data are also collected for individuals who are part of the National Core Indicators Project (NCIP) sample (may be living in licensed or unlicensed residential settings, with families or independently)



IM4Q Cont'd.

- All county MH/MR programs were required to begin IM4Q projects by FY 1999-2000
- This presentation summarizes data from the first complete round of data collection (FY 2000-2001) – 5298 interviews were conducted and analyzed



The IM4Q Survey Instrument

- Satisfaction
- Dignity, Respect, and Rights
- Choice and Control
- Relationships
- Inclusion
- Impressions of the IM4Q Team
- Family/Friend/Guardian Survey

Note: The first two sections could only be answered by the people themselves. Generally, between 44% and 63% of the people were able to respond in these sections

Satisfaction

- In general, people were satisfied with where they live (89%) and with what they do during the day (90%)
- 91% of the people were happy with staff at home, and 91% were happy with staff at work or day activity





Satisfaction

- 90% of the people liked what they did in their free time (responded always or most of the time)
- 74% of the people reported usually feeling happy
- 57% reported never feeling lonely (5% reported always feeling lonely)



Satisfaction with Work/Day Activity

- 84% of those who work (n=2070) felt they worked sufficient hours
- 13% would like to work more hours
- 3% wanted to work fewer hours

Dignity, Respect, and Rights

- People said less often that their housemates are nice (79%) as compared to staff at work (90%) or at home (91%)
- Most people were never afraid at work (84%), at home (74%), or in their neighborhood (76%)



Dignity, Respect, and Rights

- 93% of people knew that they had rights
- 42% would like to vote and did not
- 48% of the people had discussions about voting
- 76% always had a choice in how to spend their money
- 85% always had someone to fix problems



Choice and Control

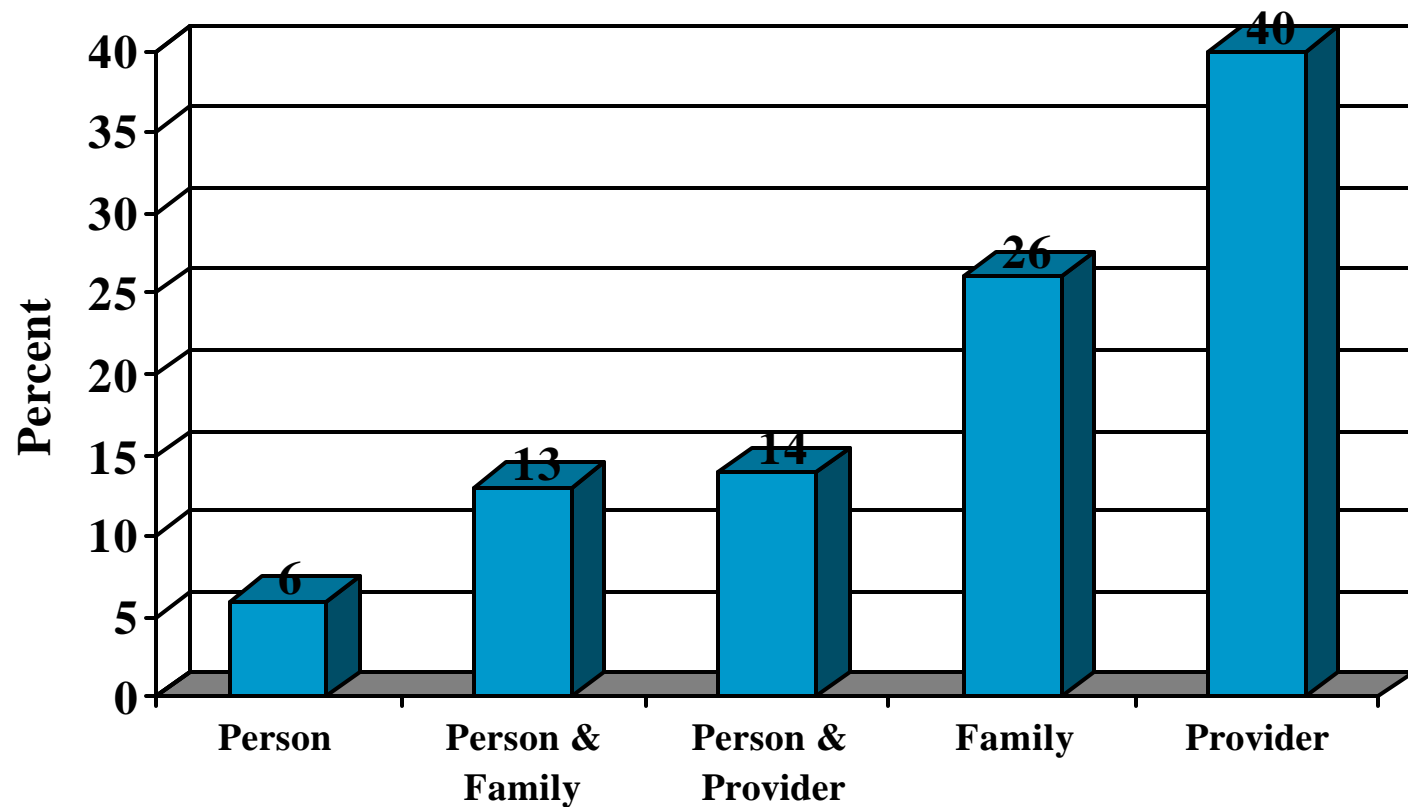
- 29% of people have a key to their home, while 71% do not
- 73% rarely or never had their mail read without their permission, so for 27% it happens sometimes or all the time



* 44% of the questions in this section were answered by the individual

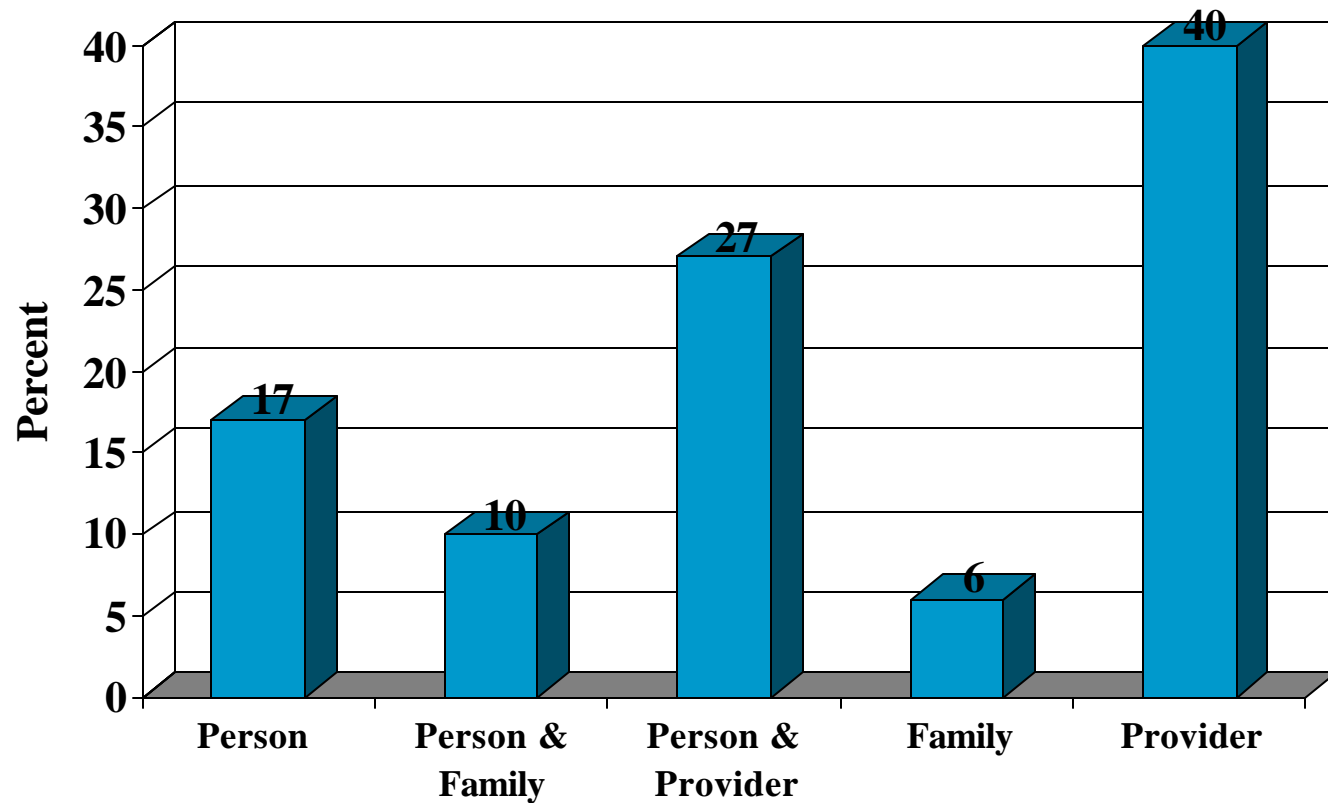
Choice and Control

Who Chose Where the Person Lives?



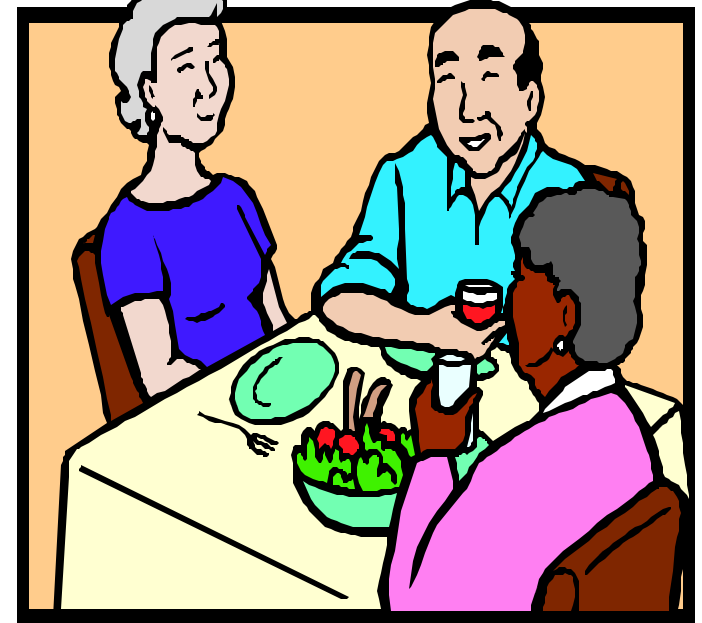
Choice and Control

Who Chose the Person's Day Activity?



Choice and Control

- 78% did not choose any of their housemates
- Most people have their own bedroom (73%)
- Of those who share a bedroom, 65% did not choose with whom they share it
- 90% of the people always have privacy when they want it





Choice and Control

- 32% of the people chose at least some of their staff at home (alone or with help)
- 32% chose at least some of the staff at work or day activity (alone or with help)
- 10% chose their case manager/support coordinator (alone or with help)

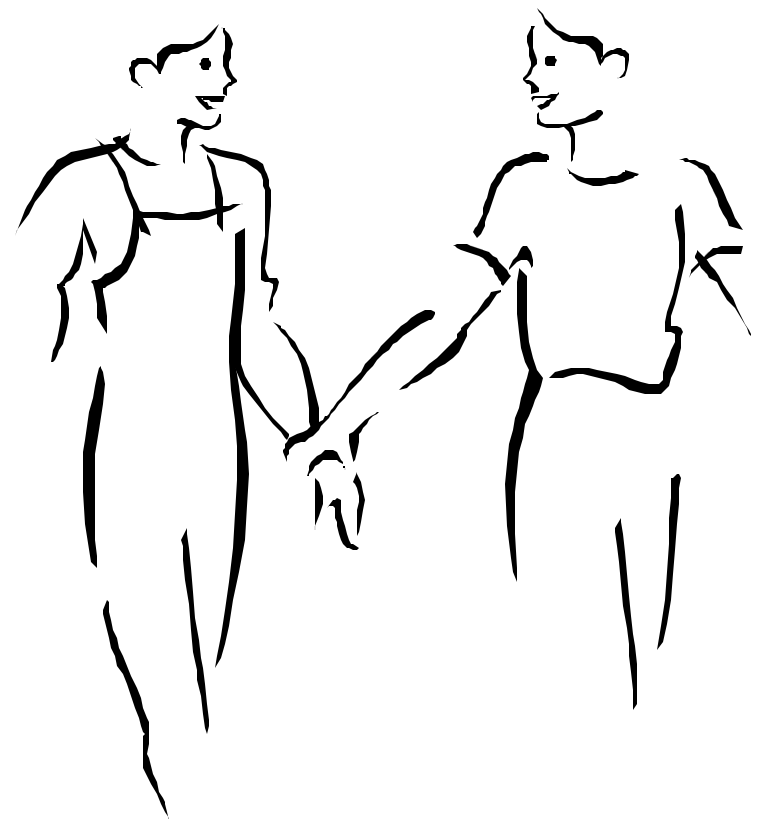


Choice and Control

- 70% said people always knock before entering their home
- 66% said that people always knock before entering their bedrooms
- 62% said they always had their spending money when they wanted it
- 53% said they could have as much of their spending money as they want

Relationships

- 85% of the people said they have friends
- 77% said they have a best friend
- 77% could always get in touch with family when they wanted to
- 64% could always see friends when they wanted to



* 46% of the questions in this section were answered by the individual



Relationships

- 44% of the people could see, talk to, or visit old friends whenever they wanted
- 61% got a chance to meet new people at least somewhat often



Relationships

- 71% reported that support coordinators asked them what was important
- 73% said their support coordinator helped them get what they needed
- 73% said they could talk to their support coordinators whenever they wanted



Inclusion

What percent do the following at least weekly?	IM Sample	Harris Poll of People with Disabilities	Harris Poll of People without Disabilities
Socialize	51%	70%	85%
Shop at mall/store	41%	23%	41%
Shop for food	47%	55%	83%
Go out to eat	46%	40%	59%
Go to worship	31%	30%	47%

* 41% of the questions in this section were answered by the individual



Inclusion

- People participated in different community activities
 - Social events (82%)
 - Entertainment (80%)
 - Exercise (77%)
 - Community organizations (41%)
 - Self advocacy group meetings (19%)

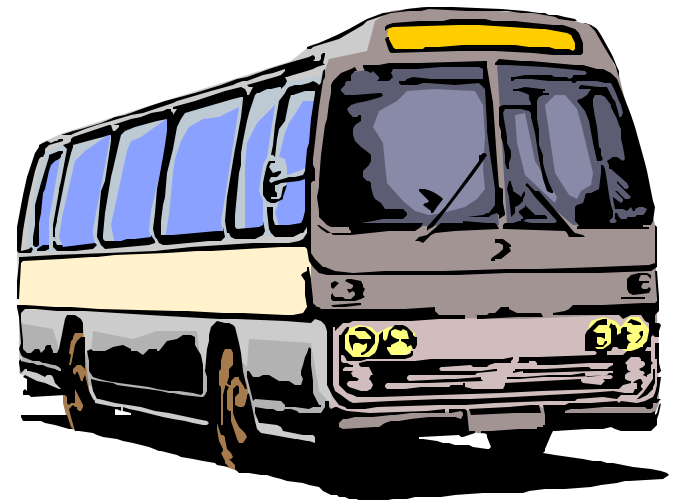
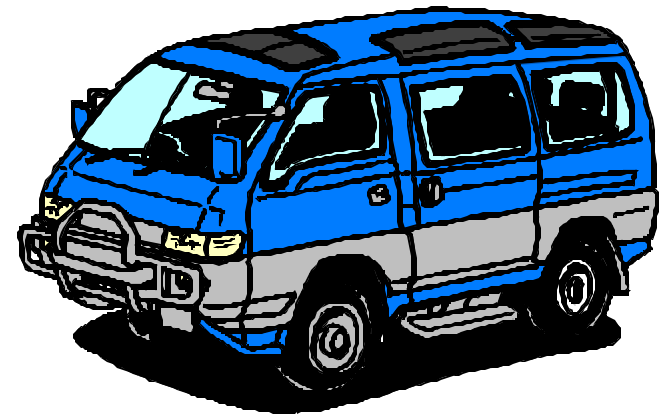


Inclusion

- 22% report they always or most of the time attend community events that are only for people with disabilities
- 71% of people never go out alone
- 40% of people go out with just one staff most or all the time
- 42% never carry an ID card

Inclusion

- People rely heavily on agency transportation for work (63%), for leisure (73%), and for medical/business appointments (74%)
- Most individuals feel that their transportation is reliable; only 4-7% reported that it is less than reliable



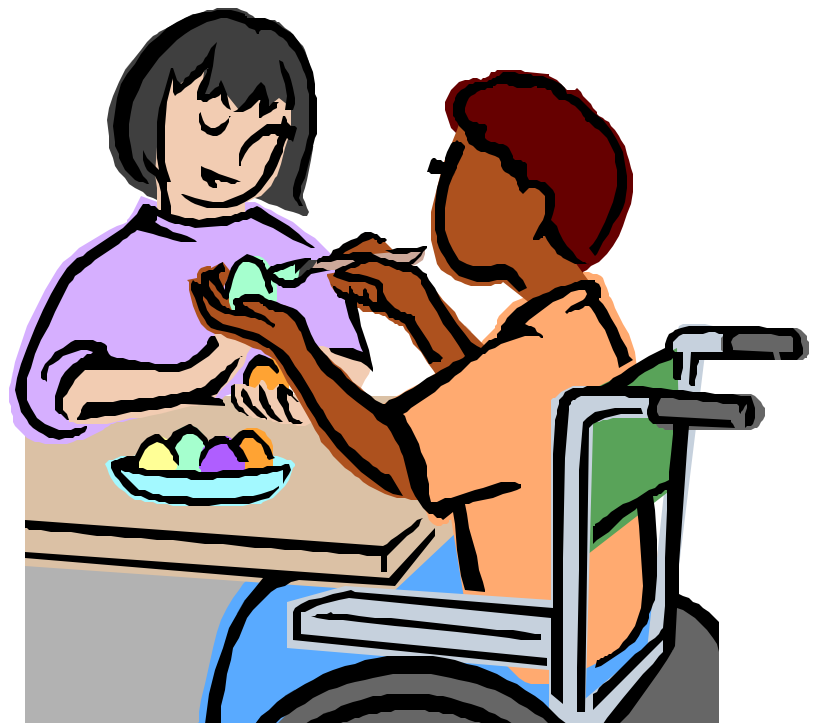
Equipment and Modifications

- 85% of people report that they have all of the adaptive equipment and home modifications they need



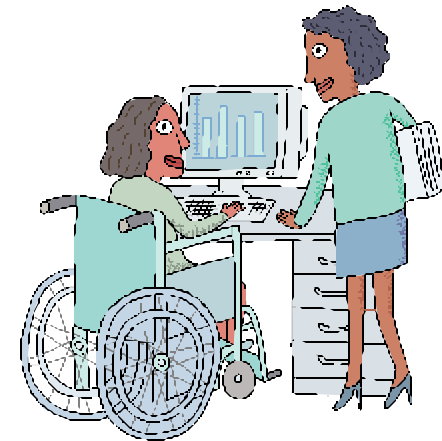
Impressions of the IM4Q Teams

- 84% of the people had staff who interact in ways that give control
- 93% had staff who treat them with dignity and respect
- For 71% of the people, all staff have the skills needed to support them



Impressions of the IM4Q Teams

- Of the 1780 people who do not communicate verbally, only 356 (20%) have a formal communication system in place
- For only half of the people (53%) who have such a system, is it in working order and being used





Impressions of the IM4Q Teams

- 82% say that people seem to have the opportunity to learn new things
- IM4Q teams report that 42% of people have staff that have high or very high expectations for their growth



Homes: Repair and Safety

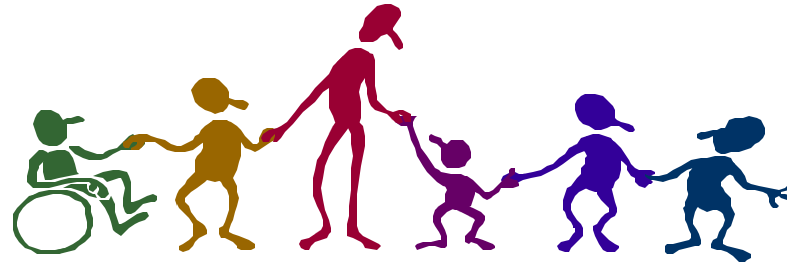
- 89% of individuals live in homes in good outside repair; 87% in good inside repair
- 89% live in homes in safe neighborhoods
- 84% live in homes that look harmonious with the neighborhood in which they are located



Personal Belongings

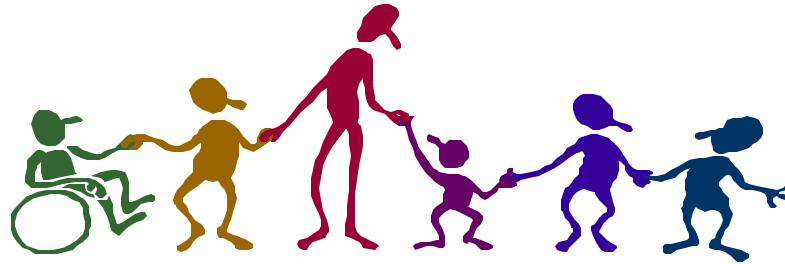
- 93% of people lived in homes that had sufficient space for personal belongings
- 66% lived in homes that reflect the hobbies, interests and personalities of the people who lived there

Family/Friend/Guardian Survey



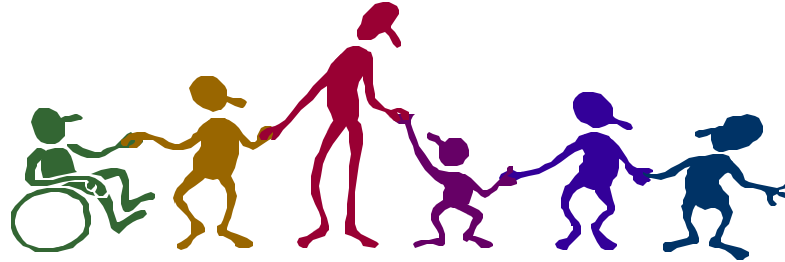
- 2,356 surveys were collected
 - 62% answered by parents
 - 23% answered by siblings
 - 15% answered by others
- Most respondents were satisfied with where their relative lives (92%) and with what they do during the day (87%)

Family/Friend/Guardian Survey

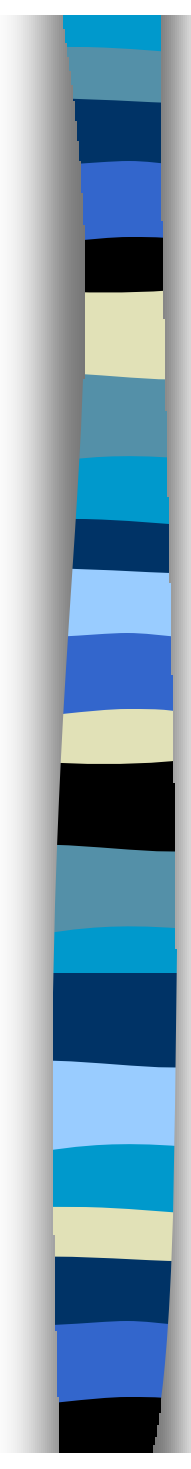


- Most respondents also were satisfied with their relative's staff at home (89%) and with their daytime staff (89%)
- Most respondents believed that their relative is happy at home (87%) and at their work or day activity (84%)

Family/Friend/Guardian Survey



- Staff Communication with their Relative
 - 73% say staff always understand the ways their relative communicates
 - 75% say staff always listen to their relative
 - 77% say staff always respond to their relatives' communication



Issues to Consider in the Development of Consumer-based QA Systems

- Composition of teams
- Training and support to teams
- Payment of team members
- Training of team members



Issues to Consider in the Development of Consumer-based QA Systems, Cont'd.

- Reliability and Validity of instruments
- Applicability of instrument across populations and across settings
- Interviewing people who don't communicate in traditional ways
- Closing the loop!!!!