

# Maintaining Quality in Individualized Settings

Vermont's Quality Enhancement Process



# Introduction

- Individualized services in Vermont
- Principles of Service
- Quality Review Process
- Use of Technology

# Vermont's DS system

- Serves a total of 2,795 people
- 1885 are funded through HCBW
- Options include residential supports, community/social support, employment support, family support, support coordination, crisis support, other

# Individualized Services in VT

- Most of VT's services are provided in individualized settings, e.g.
  - \* 94% of people in residential services live in settings of 1-3 people compared to 42% nationally
  - \* Average of 1.2 consumers per residence
  - \* Most work supports and supports to participate in the community are provided on an individual or small group (1-3 people) basis, e.g. only 14 of 719 employed people were supported in a group
  - \* Vermont has no institution, sheltered workshops or congregate day programs

# Monitoring has evolved

- With the move from institutions to the community and from large groups to individualized supports, including self-directed supports, the definition of quality has evolved.
- The standards of quality and methods for assessing and ensuring quality have evolved as well.
- Focus on outcomes.

# Principles of Service

- See handout
- In order to ensure that services are provided in a manner that is consistent with these principles, services are assessed against our Quality Goals and Outcomes (see handout)
- Most of the outcomes focus on quality of life, less on regulation compliance

# Quality Review Process

- Two teams of six reviewers, including a team leader, nurse, children's specialist, adult specialist, training specialist and employment specialist
- All specialists have dual roles
- Reviewers are also agency liaisons

# Review process, continued

- Annual review of provider agencies
- Sample of consumers served
- Info gathered through interviews with person receiving services, family or guardian, people providing direct support, service coordinators
- People visited in their homes and while receiving support on a job or in the community



# Use of Technology

- After all the information is gathered, the reviewer rates the quality of supports according to the Goals and Outcomes.
- Score of 1-5
- Information is input into a database
- The information is then electronically sent from each reviewer to one location where it is compiled and summarized.

# Use of Technology, cont.

- Trends are identified in terms of areas of excellence and areas in need of improvement.
- The report to the agency includes both summarized information and specific information on individual consumers.
- Agency trends can be compared from year to year

# Summary

- Compliance with regulations does not = quality. Need to focus on individual consumer outcomes
- Individualized services require an individualized approach to monitoring
- Use of computer technology for efficient management of quality information

# Where to Get More Information

- Jeff Coy or Clare McFadden, Vermont Division of Developmental Services, (802) 241-2614
- For information about the software used for quality reviews, contact Laurie Sabens at (802) 241-2655