



MN Region 10 Quality Assurance Project

Funded by the MN State Legislature

**Minnesota Region 10 Quality Assurance:
A Unique Option**

Contact Person:

Cindy Ostrowski, Project Director

(507) 932-0292 or

qacommis@rconnect.com

What is the Quality Assurance Project?

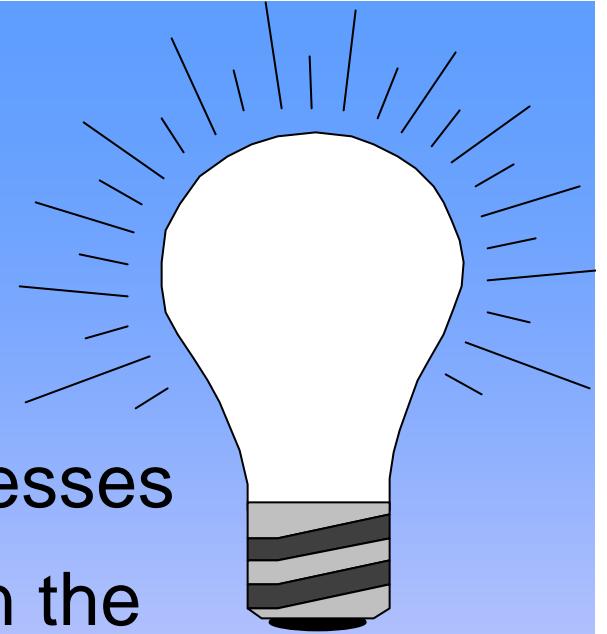
- In 1995, Stakeholders (persons with developmental disabilities, family members, legal representatives, advocates, support providers, county and state representatives from Region 10) held a meeting to assure quality of services to persons with developmental disabilities despite whatever changes were made at the state or federal level.
- Stakeholders and legislators developed and passed legislation that would allow counties to participate in an alternative licensing system focusing on quality outcomes of support providers versus minimal licensing requirements.

Region 10 QA Purpose

The purpose of the Minnesota Region 10 Quality Assurance System is to continually improve the assistance provided to individuals with developmental disabilities. We do this by assessing the value people experience through the support and services received at home, at work or school and throughout the community.

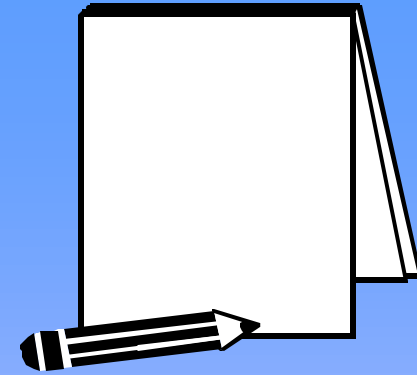
STAKEHOLDER THOUGHTS

- Need for good guidelines and processes
- Need for continuous improvement in the system
- Rules/regs don't always produce quality
- Rules/regs focus on minimum standards
- Rules/regs tend to discourage risk and choice
- Rules/regs tend to add barriers



COMMON THEMES

What Stakeholders want to address in the QA process:



- Quality of support services
- Value experiences
- Key relationships
- Breaking down barriers
- Communication & coordination
- Choices
- Dignity of Risk
- Continuous improvement
- Desire for change
- Commitment

GOAL:

Develop a New System using these QA Principles:

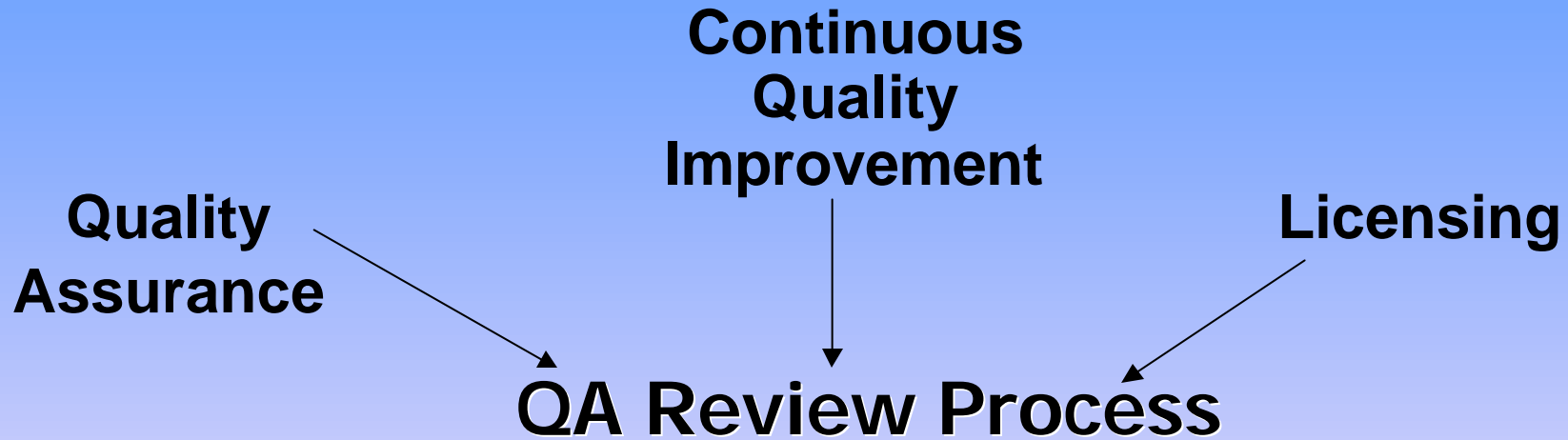
- Person Driven
- Comprehensive
- Integrated
- Value Based
- Continuous Review Process
- Continuous Improvement



Stakeholder Commitment

- Ongoing Participation in the process through:
 - QA Commission
 - Review Council
 - QA team members
(Review Team)
 - Committees
 - New development
 - Continual review
& improvement
- Responsive to issues
- Ownership in the QA process
- Efficiency and timeliness in all processes
- Empowerment to the person

Three Reviews in One



QA Commission Functions

- Develop new QA Assessment Tool
- Develop Alternative Licensing System
- Implement and Pilot Test New System in Region 10 Counties

COUNTY PARTICIPATION

- Region 10 Counties Opt In
- Select County QA Manager
- Appoint QA Review Council
- Select QA Teams
- Review QA Review Council Recommendations
- Make Licensing Recommendations to State

PARTICIPATING COUNTIES

Currently 5 of 11 counties participate in the QA Project

- Fillmore
- Houston
- Mower
- Olmsted
- Winona

Matt Shoen

- How I got involved in the Region 10 QA Project

My case manager personally talked to me about getting involved as a Quality Assurance Team Member.

- VOICE Reviews

I like doing VOICE reviews. I can give people an opportunity to speak up for themselves.

- QA Commission

I represent self advocates and people who receive support services.

Matt Shoen

- My involvement

By being on the QA Commission and doing VOICE reviews, it helps to give people a voice who can not speak for themselves or people who don't know who to speak to.

- QA Sustainability Committee

I was interested in the project continuing. If QA shuts down, then people won't be heard from or heard from less. Growing up with a challenge is hard enough, people need to be heard.

- Questions and Discussion

Tom Cramer

- How I got involved in the Region 10 QA Project

My support provider and friend asked me if I wanted to get involved in a committee with the Region 10 QA Project.

I have been involved in the VOICE Assessment and Review Committee and the QA Commission since 1999.

Tom Cramer

- My Role on the QA Commission

I represent the people who receive support services and self advocates.

I help people with disabilities to have a better life.

I give input and give my suggestions at the meetings.

I vote on decisions that are made about the project.

I give my view to the Legislators.

Tom Cramer

- VOICE reviews

I do VOICE reviews to see if people have good services, to see if people are happy and to see how their circle is working with them.

I ask questions.

I give input on the write-up and the Learning Portrait.

Learning Portrait – examples: Model Bicycle and Poster Board.

Tom Cramer

- VOICE Assessment and Review Committee

I have been involved in the VAR Committee for three years.

I gave input for changes on the VOICE book.

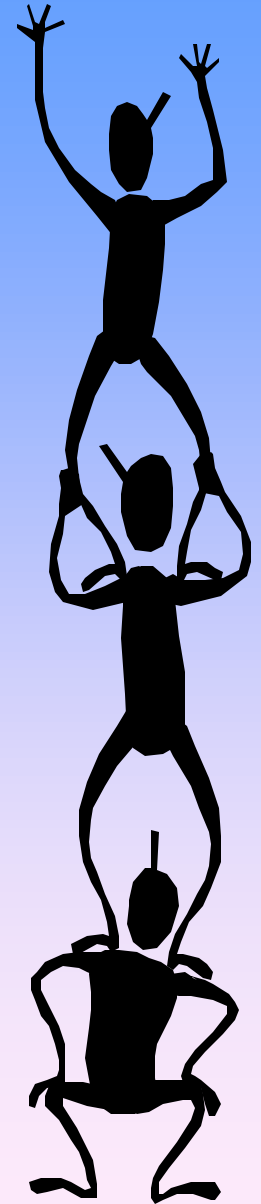
I give my input for the feedback forms to make the forms easier to understand.

- Questions and Discussion

QUALITY CIRCLE

The people the participant interacts with

- (You) Participant receiving support
- Family Members
- Legal Representative(s)
- Friends
- People who assist you with support and services
- Case Manager



VOICE Review Steps

- 1.) Contact participant**
- 2.) Review information forms completed by the Quality Circle members**
- 3.) Conduct preliminary meeting with Quality Circle**
- 4.) Conduct On-site interviews and gather information**
- 5.) Draw Learning Portrait and prepare findings**
- 6.) Provide feedback for Quality Circle meeting**
- 7.) Provide report to QA Manager**

VOICE

Life & Service Domains

The areas targeted to get a full picture of what a person wants and needs in life



Basic Assistance



Inclusion



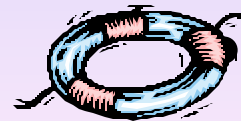
Special Assistance



Economic Support



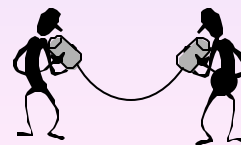
Relationships



Safety and Dignity



Choice



Coordination

VOICE ASSESSING QUALITY

What the review addresses:

- **What is most important to the person?**
- **What are the person's principle needs?**
- **Who is responsible for the assistance?**
- **How is assistance being provided?**
- **How does person perceive the value of the assistance being provided?**
- **What assistance contributes more value to the person's experience?**
- **What assistance reduces value for the person's experience?**
- **Identifies Barriers**

VOICE

Quality Circle Feedback Meeting

- Present findings of QA Team
- Focus on quality improvement
- Non-prescriptive
- Consider actions that may be desired by person
- Empower Quality Circle for future actions
- Strengthen Quality Circle

VOICE

Assists Quality Circle With

- Looking at opportunities to improve support
- Preparing the Individual Service Plan with the person
- Facilitating discussion on person centered planning
- The annual planning process – the personalized plan

VOICE

An Excellent Resource

- Training direct support individuals
- Person can share VOICE with new circle members
- Highlighting what is working – sharing information
- Information gathered to improve supports at every “level” – Personal, Support Provider, County and State

VOICE

Responding to Barriers

- Identify barriers through individual VOICE reviews (at every “level” – Personal, Support Provider, County and State).
- Quality Assurance Review Council reviews identified barriers and makes recommendations.
- Stakeholders respond to recommendations and take action.