

Independent Monitoring for Quality in Pennsylvania

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Purpose of Presentation

- To explain the Independent Monitoring for Quality (IM4Q) System in Pennsylvania
- To explain the IM4Q instrumentation, process and results.

IM4Q: How We Started

- 1997: OMR-PAC recommends independent monitoring
- 1998: National Core Indicators (NCI) pilots, OMR reorganization
- 1999: Independent Monitoring Pilots
- 2000: Local IM4Q Programs established
- 2001: IM4Q established statewide
- 2002: IM4Q system merged into HCSIS

Part of State Frameworks

- Quality Frameworks for Community and State Operated Service Systems
- Constructed around CMS Quality Domains
- Web based access through HCSIS
- Will include data from support coordination, incident management, individual planning and budgets, licensing, health care quality assessment, and county monitoring
- People Stat on the Medicaid Agency level

IM4Q: What It Consists Of

- Essential Data Elements
- Subsets for people in licensed settings, waivers, and National Core Indicators
- County MH/R Program samples
- Web-based data entry and reporting
- Independent monitors
- Multiple accountability loops

IM4Q Reports

- Annual State Summaries
- Annual County Summaries
- Provider Level Reporting in HCSIS
- Public Report
- Web access to reports
- Population subset reports (In process)

Opportunities for Quality Improvement in IM4Q

- Survey team reporting on health and welfare concerns
- Loop back process with the County Program: Closing the loop
- System improvement through OMR-PAC
- System wide quality councils and structures
- External evaluations of IM4Q Program

IM4Q Infrastructure

- Bureau of Quality Improvement and Policy
- Framework for Community Services and State Facility Bureaus
- Office of Information Systems
- Statewide training in Quality Management
- County and provider organizations

IM4Q Consultants and Advisory Structures

- Institute on Disabilities at Temple
- HSRI
- Deloitte
- OMR-PAC Quality Committee
- IM4Q Steering Committee
- IM4Q Management Committee

Emphasis in 2003/04

- Strengthen system's ability to use data to improve services
- Drill down on data for population subsets
- Develop quality council within State agency
- Promote provider and county level quality infrastructures
- Develop data warehouse

Challenges

- Developing a quality improvement culture
- Using data to improve services and support, policy and business processes
- Timeliness in data feedback, analysis and quality improvement actions
- Asking the right questions
- Technology interface

Further information

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