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# What **IS** a Qualified Provider?



Quality - It's Everyone's  
Business

Chicago, IL

August 27-29, 2001

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## Why is *This* Important?

### Questions (From the Community):

- Should it matter in a Self-Determination environment?
- Won't natural market competition take care of the question?

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## Why is *This* Important?

Answers (From the Community):

- We are spending public money.
- This is a vulnerable population.
- There is still a responsibility for
  - Health and Safety,
  - Dignity,
  - Risk Vs. Choice, etc?

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# What We are Learning

- A Consumer and Self-Advocate
- A Parent
- A Federal and State Funding Agency
- A National Advocacy Coalition
- An Accreditation Organization
- YOU, The Audience!

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## Consumer/Self-Advocacy

- How does the organization address disability in their materials, training, offices?  
(Employees are a reflection of the organization, their life experiences and training.)
- Do they respect and value me as a person?
- Do they see themselves as care givers or as my assistants to achieving success in my life?

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# Consumer/Self-Advocacy

- How I am treated - on the phone, in the office, and in my home?
- Do they treat me as a customer?
- Are they willing to be a partner in the success of my life?
- Is flexibility available (People and \$\$\$)
  - Are there back-up plans if things go wrong?

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# Parent

- A consumer/family focused organization
- An organization with a history of success
- A “stable” organization
- “Friends” vs.. “Staff”
- A responsive organization
- An organization that understands “Risk vs. Choice”

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# Federal/State Funding Agency

## HCFA/CMS Waiver Protocol

- Quality Assurance System
- Qualified Provider Definition
  - Qualifications
  - Training
  - Quality enhancing activities



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# National Advocacy Coalition

## Developmental Disabilities Quality Coalition (DDQC)

### Recommended System Capabilities:

- \*Consumer Protections
- \*Safeguarding Rights
- \*On-Site Monitoring
- \*Health and Behavioral Health Surveillance
- \*Consumer Satisfaction and Outcomes
- \*Quality Improvement
- \*Service Planning
- \*Provider Oversight
- \*Financial Integrity



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# Where Does Accreditation Fit?

CARF Standards Address:

- Consumer Input
- Accessibility
- Health and Safety
- Leadership
- Human Resource Development
- Financial Planning and Management
- Outcomes Management (Results/Impacts)
- Specific Service Quality

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## What Can Accreditation Provide?

Customer Information about Service Delivery:

- Person Centered Service Planning
- Specific Program/Service Descriptions
- Consumer Information for Choice
- Specific Service Delivery
  - Availability
  - Ability
  - Results

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# The Accreditation Process

Provides Observations of Services which address:

- Quality Assurance (Program/Service)
- Quality Improvement (Organizational Administration)
- Public Information (Proactive and Reactive)

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## Now, YOU, The Audience

- What's Important to YOU in the Definition of a Qualified Provider?
- WHY?
- How Can the Information from Accreditation help:
  - Individuals/Families?
  - Providers?
  - Funders?

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# Thanks for Participating!

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