

Quality Assurance and Consumer Directed Services

Area Agency for Developmental
Services of Greater Nashua, Inc.
Region 6

Setting a Local Stage

- How is quality assured when consumer or families manage the services?
- Greater Nashua, NH: 50 individuals participate in CDS
- (Agency Employer of record)

Most Important: Define Responsibility

- Roles & Expectations need to be clearly defined.
- As service purchaser consumer/family/representative assume significant authority & control.
- Partnership becomes dominant theme.

What is Quality ? Who Decides? Consumer?

- Safety
- Individual Perspective
- Acceptability of services and service provision.
- Financial Accountability
- When necessary, define risk with consumer/representative.
- Assure agreed upon plan describes outcomes. (Very comprehensive and time consuming)

Tools Used

- Meeting regional and state standards & requirements. i.e., paperwork, employee, consumer/representative
- Monthly narrative, Review P& L's
- Monthly check-ins
- **Power to change and Authority to do so.**

Assuring Quality of Life

- ❑ Ask Often
- ❑ Family and circle of support are the best safeguards (most invested)
- ❑ Use Formal Surveys and Informal indicators
- ❑ Education
- ❑ Power to change and authority to do so.

Values: Consumer Directed

- Changing your perspective
- Partnership versus Authority
- Viewing your responsibility differently