




New Hampshire Quality Outcomes Partnership

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NH Quality Outcomes Partnership (NHQOP)

- Established in 1996 through a Health Care Transition Fund grant
- A Collaborative Effort
 - Families
 - Individuals
 - Division of Developmental Services
 - Community Support Network, Inc.
 - Institute on Disability (UAP)
 - HSRI

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Accomplishments

- ◆ Developed over 70 outcome measures for children and adults
- ◆ Developed instruments and processes to collect data
 - Used existing data sources
 - Created new surveys where none existed
- ◆ Developed Guide to Interviewing and trained interviewers statewide for consistency
- ◆ Statewide data collection for FY 2000 and 2001 completed
- ◆ Produced first annual report in 2000
- ◆ Annual reports printed each November

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Quality Indicator Domains

- Community Inclusion/Relationships
- Choice, Control and Communication
- Access to Quality Support & Services
- Personal Growth, Accomplishments
- Health & Safety
- Family Support
- Agency Strength

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Results

- High satisfaction with services reported
- Good connections with family, friends and community reported
- Sense of safety within the community is high
- Loneliness and social isolation is significant issue
- Better understanding of individual rights is needed by families and consumers
- Employment for persons expressing a desire to work is low

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Current Status

- Joint funding commitment from CSNI and DDS
- Statewide Implementation
- Staffed by local site coordinators and statewide project manager
- Independent data analyst
- Partnership Management Team Established
- First report issued in Fall, 2000
- Annual reports to be issued each November

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Sharing Information

- Posted on website www.nhdds.org
- Published report distributed to families, agencies, legislators, providers
- Individual reports provided to each area agency
- Shared with legislators at budget hearings