

## Quality Council

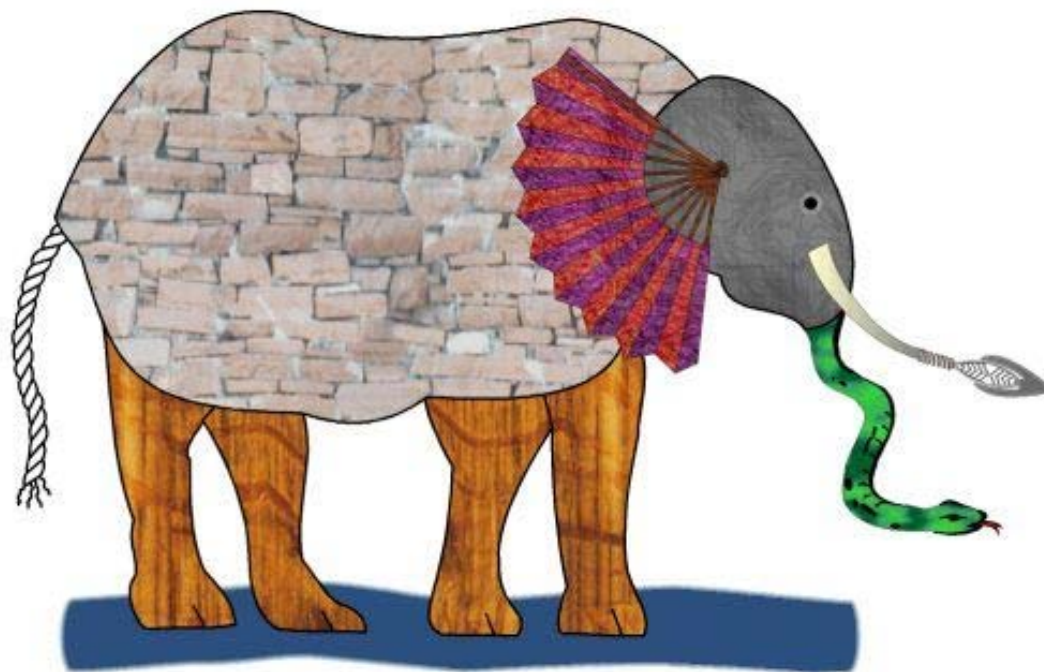
# Who Are We, Why Are We Here?

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June 2, 2011





# Quality Management: It's Everybody's Business





# Why Should We Care About Quality?

- We have created a movement and made promises to people with disabilities and their families
- Ideology alone does not create a stable and reliable system of supports
- The greater the investment the greater the expectations
- Unless we build quality in at the beginning, it is very hard to retrofit a program later





## Remember Our Mission

- To collaborate with stakeholders, organizations and agencies to ensure that Floridians with developmental disabilities are receiving the highest quality of services from providers in order to allow individuals to utilize their abilities to the fullest extent





## Our Responsibilities

- To ensure that quality processes continue to reflect and elicit information on the system principles
- To identify other system principles that are not reflected in QA processes
- To make sure that the data are being used to improve system outcomes
- To use the data to make suggestions for quality improvement at several levels:
  - Provider level
  - Agency for Persons with Disabilities (APD) area level
  - Statewide level
- To compare Florida's performance to other states based on results from National Core Indicators



## Current Composition

- 8 members -- each member serves a two year term
- Membership includes:
  - ✓ 2 individuals receiving waiver services
  - ✓ 1 family member or Family Care Council representative
  - ✓ 1 representative from an advocacy organization for people with developmental disabilities (e.g., the DD Council)
  - ✓ 1 representative of a large service provider association (Florida ARF or The Arc of Florida)
  - ✓ 1 Waiver Support Coordinator
  - ✓ 1 Consumer Directed Care Plus (CDC+) Consultant
  - ✓ 1 representative of a small service provider



## Participation

- Each person's input is needed to maintain the collective voice
- Active participation is expected. This means attending meetings, and participating on conference calls.
- Members who miss two consecutive meetings or conference calls without an excused absence will receive warning letter from ACHA. If no response is received within 15 days, you will be removed from the Council.
- Members who miss 3 consecutive meetings without excused absences will be recommended for replacement.



## Meetings

- Meetings 4 times a year
- Two meetings in Tallahassee; the other 2 in other locations around the state.
- Members receive written notice 30 days before the meeting date
- Members receive written notice of conference calls at least 2 weeks before a scheduled call.
- All meetings are public and open to all.
- Meetings will be advertised on the Florida Statewide Quality Assurance Program web site: [www.dfmc-florida.org](http://www.dfmc-florida.org)





## Time to Reflect

- Is the current composition of the Council sufficient? Do we need to recruit new members? If so, who?
- How can we get better participation?
- What additional support do we need?
- How can we begin to prioritize our goals for quality improvement?
- What have we learned over the past year?



What did she say?



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# Questions???

