

QUALITY MATTERS

QM

# Florida Quality Council Meeting

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VALERIE J. BRADLEY, HSRI

TALLAHASSEE, FL

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# Project and Tools Overview

# What is NCI?

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NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance.

Collaboration began in 1997

Currently 46 states and Washington D.C. represented plus 22 sub-state entities

Coordinated by HSRI and NASDDDS

# NCI Tools

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\*Formerly Adult Consumer Survey

# Surveys Used in Florida

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## Adult In-person Survey (IPS)

- Face-to-face meeting with individual receiving services
- Some questions allow for proxy respondents
- 2015-16 FL conducted 1,457 surveys

## Adult Family Survey

- Mail out survey to families of an adult family member receiving services who lives in the family home
- 2015-16 FL received 435 valid surveys

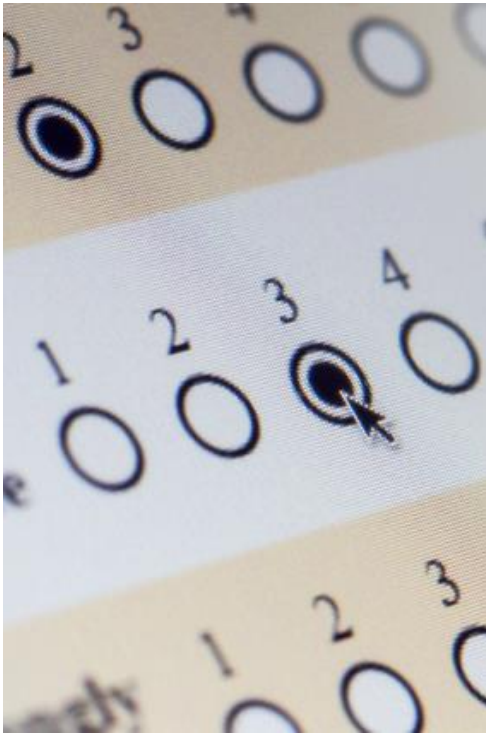
## Family/Guardian Survey

- Mail out survey to families or guardians of an adult family member receiving services who lives somewhere other than the family home
- 2015-16 FL received 340 valid surveys



# NCI Surveys

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Common domains (e.g., themes and indicators):

- Service planning
- Service coordination
- Community participation
- Overall satisfaction

All surveys use a random sample

Final sample for each survey is *different*

# Significance

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Statistical significance means that the outcome is *not* due to chance

NCI typically looks at significance to:

- Compare statewide average to the NCI average
- Compare outcomes within groups (e.g., compare community participation outcomes for people who are fully mobile v those who are not)

Is statistical significance always important?

Outcomes shown in the presentation are denoted with:

- Two asterisks (\*\*) if significant at .01
- One asterisk (\*) if significant at .05

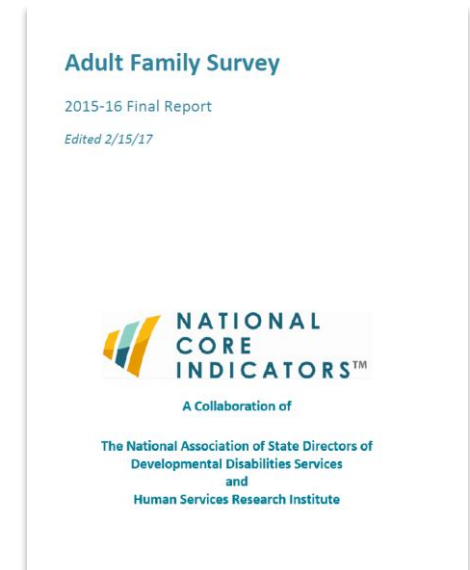
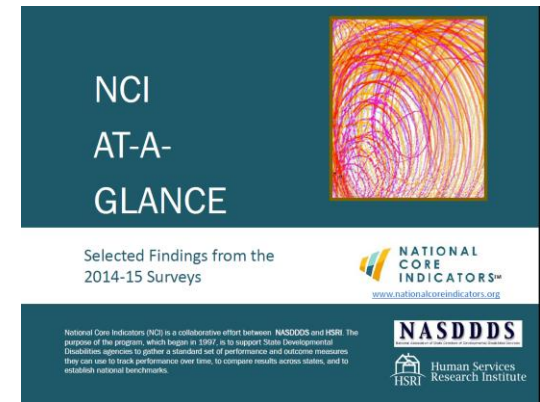
# NCI Reports

## At-a-Glance Report

- Summarizes key findings across surveys

## National Reports

- Shows each state's outcomes compared to the NCI Average
- Ranks states significantly above, within, or significantly below the NCI Average
- IPS survey also shows break-outs by residential setting





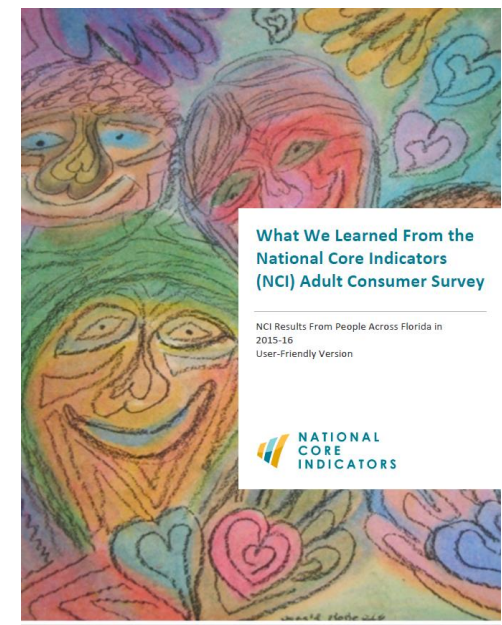
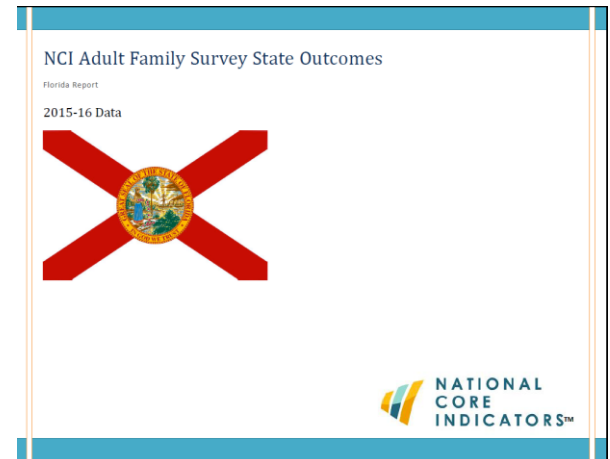
# NCI Reports

## State Reports

- Show only the individual state results compared to the NCI Average

## User-friendly reports

- Shows state outcomes for 20 items in an easy to understand way



What do NCI data tell us about people who need behavioral supports in Florida?

DATA FROM FLORIDA ACS 2015

# People Who Need Behavior Supports

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**31%** of people in FL need some or extensive support for a behavioral challenge

**46%** of those who require support for a behavioral challenge have a behavior plan

**68%** of those who require support for a behavioral challenge take at least one medication to treat mood, anxiety, or psychotic disorder

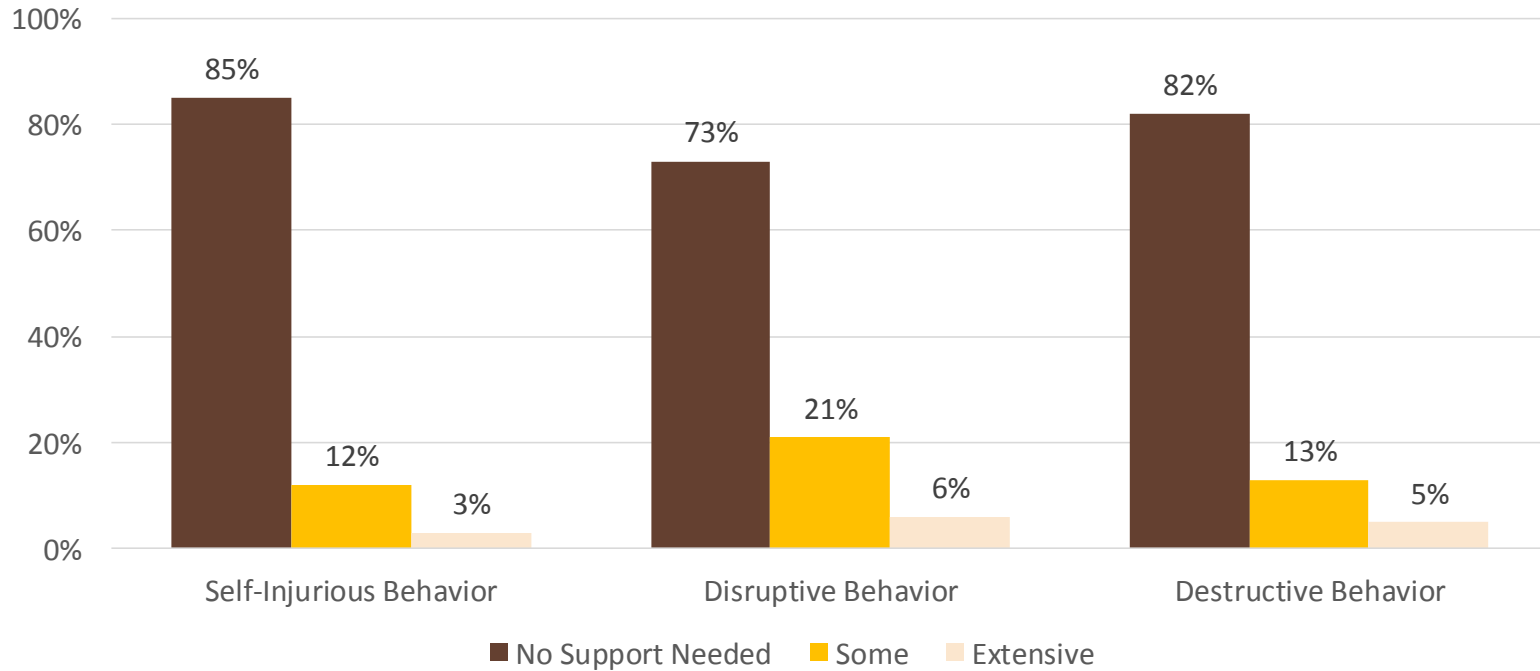
**54%** of those who require support for a behavioral challenge take at least one medication to treat a behavioral challenge



# Behavioral Support Needs

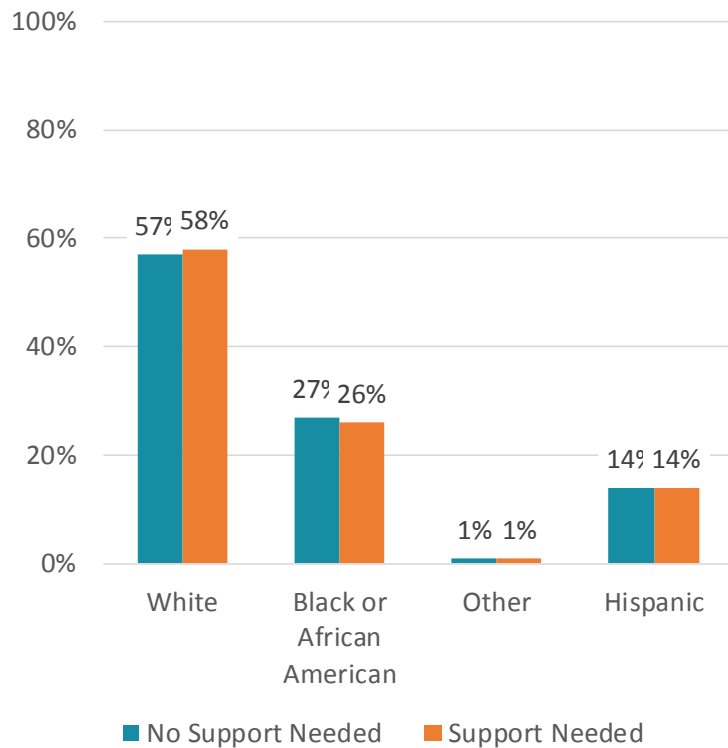
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Level of Support Needed by Behavioral Challenge



# Demographics

## Race and Ethnicity



## Gender

No Support Needed

Support Needed



54% male

46% female

65% male

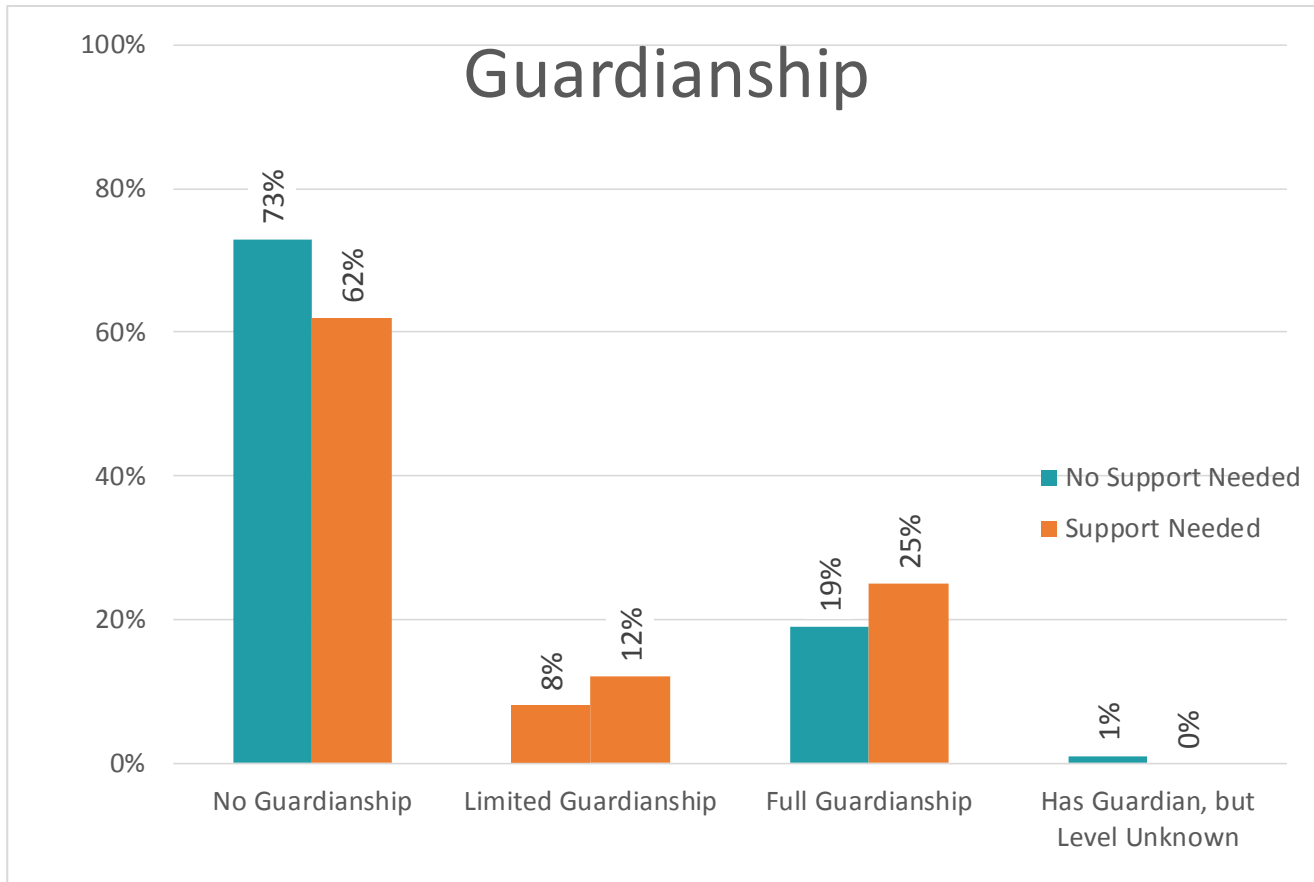
35% female

**Primary Means of Communication is Verbal\*\***

**77% no support needed**

**68% support needed**

# Guardianship and Self-Direction



# Type of Residence

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## Group Residential Setting

- 17% no support needed
- 54% support needed

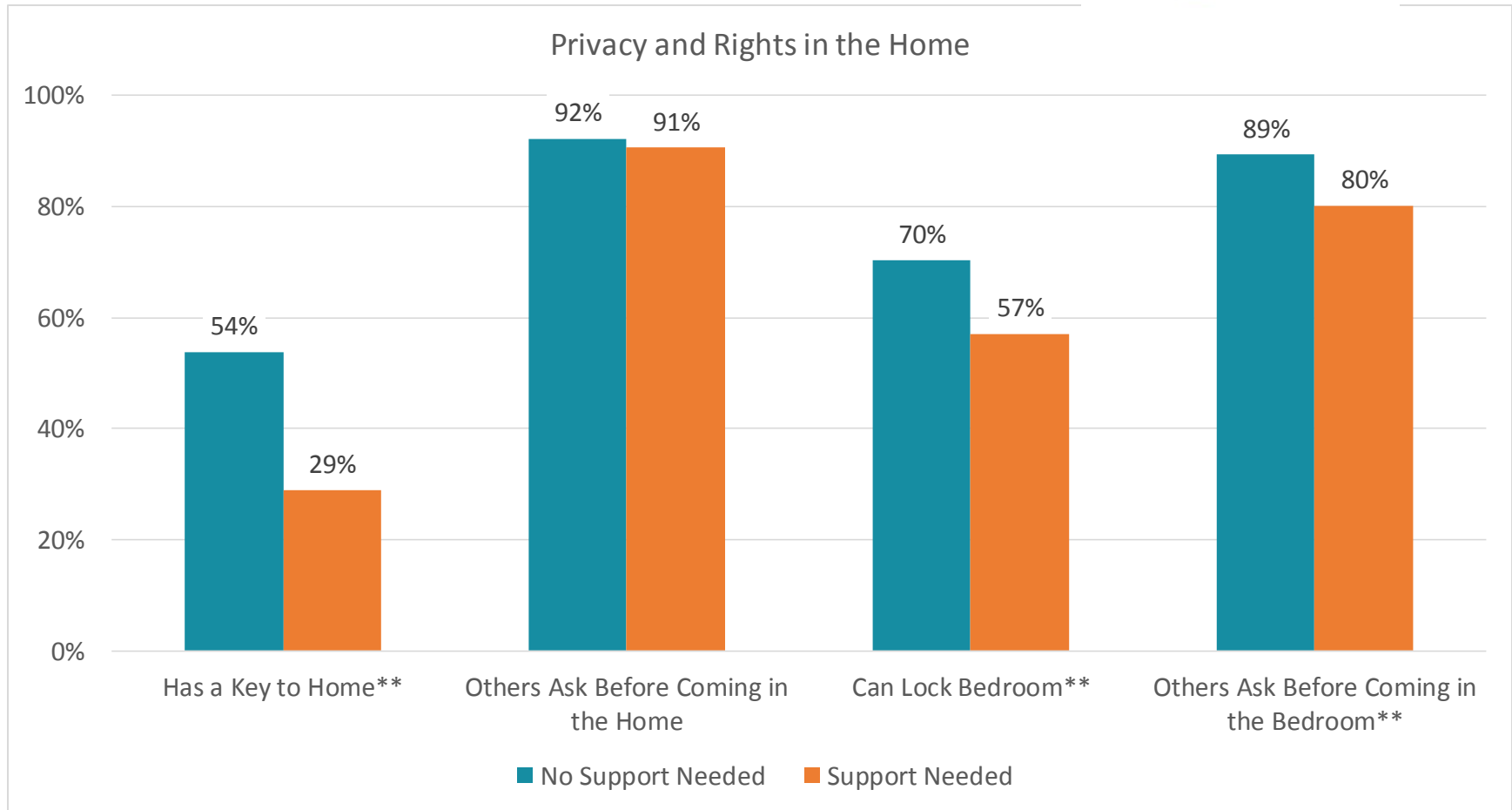
## Own Home or Apartment

- 29% no support needed
- 17% support needed

## Parent or Relative's Home

- 54% no support needed
- 28% support needed

# Privacy and Rights in the Home





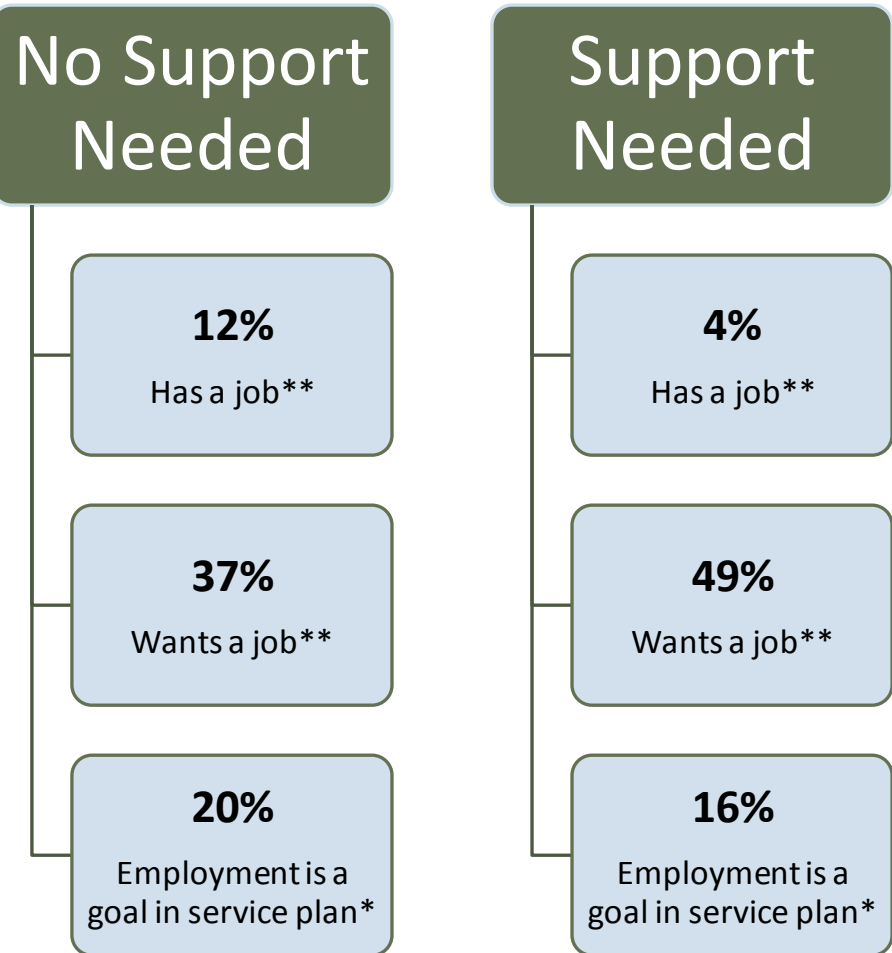
# Attends a Day Activity or Workshop

**41%** no support needed

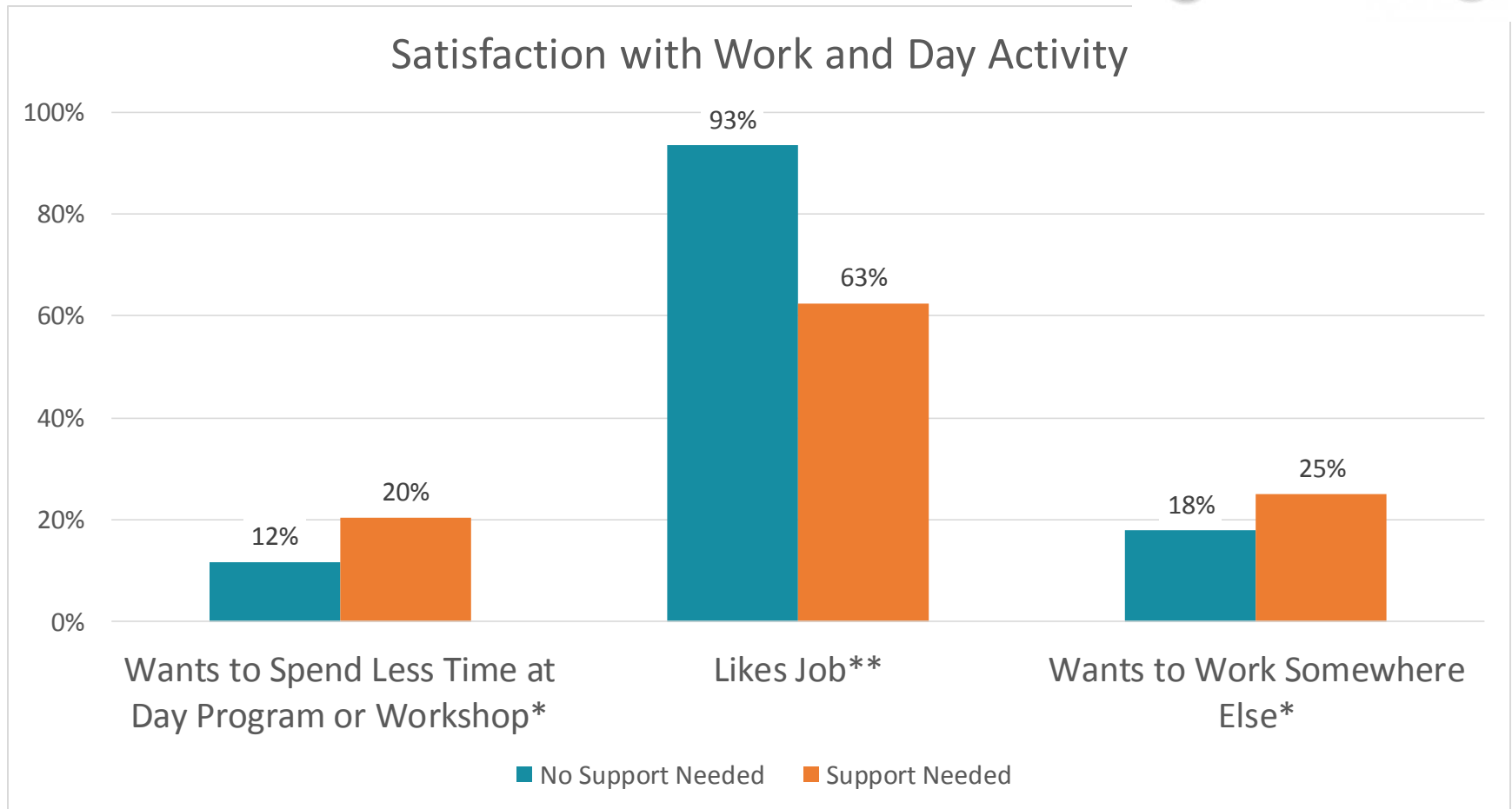
**53%** support needed



# Employment Status



# Satisfaction with Work and Day Activity



# Relationships

## Can See or Communicate With Family

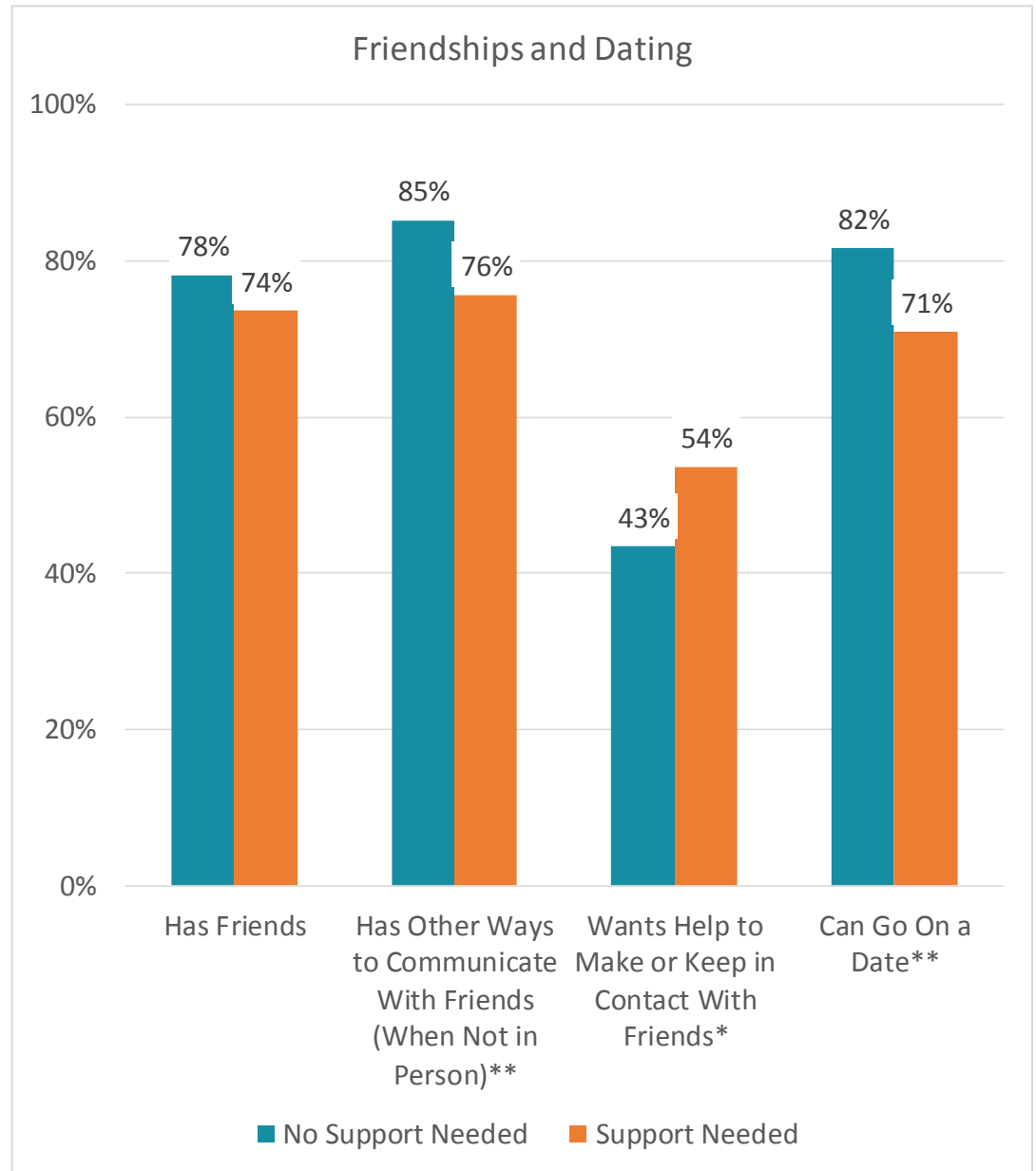
**87%** no support needed

**76%** support needed

## Often Feels Lonely

**6%** no support needed

**12%** support needed





# Emergency Preparedness

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DATA FROM FLORIDA FAMILY SURVEYS 2015



# Emergency Preparedness Statewide Outcomes

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The vast majority of respondents from both surveys reported that they discussed how to handle emergencies and felt prepared to handle their family members needs in an emergency



# Emergency Preparedness

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Discussed How to Handle Emergencies at Planning Meeting

- **83% AFS**
- **81% FGS**

Feels Prepared to Handle Emergencies

- **96% AFS**
- **88% FGS**

# Emergency Preparedness Statewide Outcomes

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Outcomes were not significantly influenced by demographics relating to:

- Family member's residence, primary means of communication, behavioral support needs
- Respondent's age or health
- Household Income







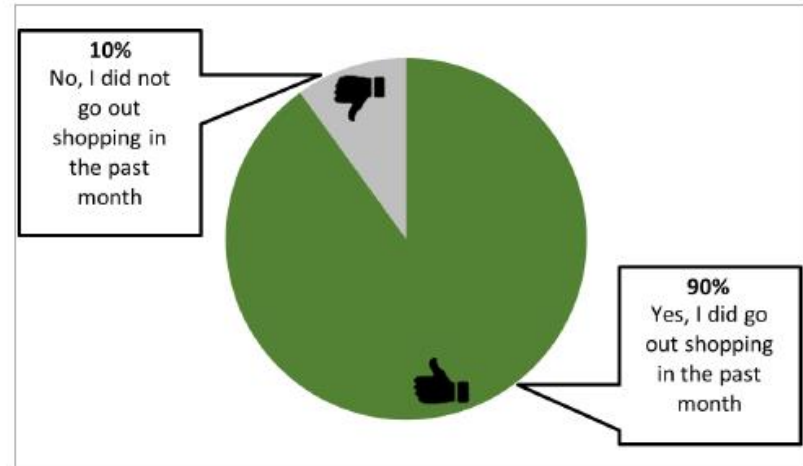
# Illustrating Data

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EXAMPLES FROM NCI USER-FRIENDLY AND AT-A-GLANCE REPORT

# Example of How to Show Data: User-friendly Report

Did you go out shopping in the past month?



NCI tells us **9** out of every **10** people said **they went out shopping in the past month.**



KEEP  
THINGS  
SIMPLE

## User-friendly Report

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Show selected items from each survey

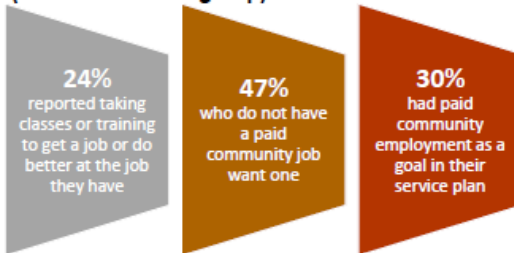
Uses clear, concise, and consistent language and visuals

Intended as a first step to using and understanding data

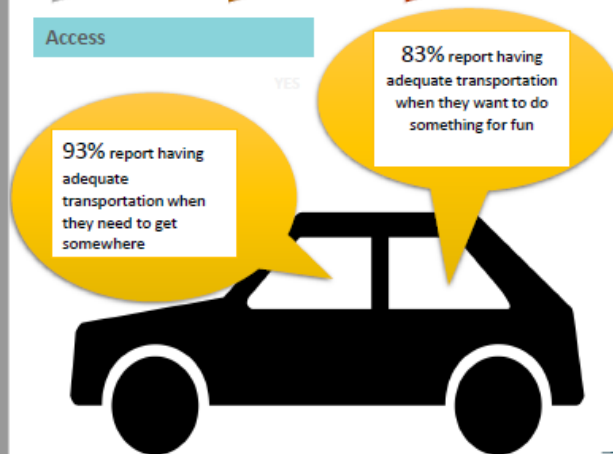
# Example of How to Show Data: At-a-Glance

## Employment

**19%** of respondents were reported to have a **paid community job** (Individual and or group)

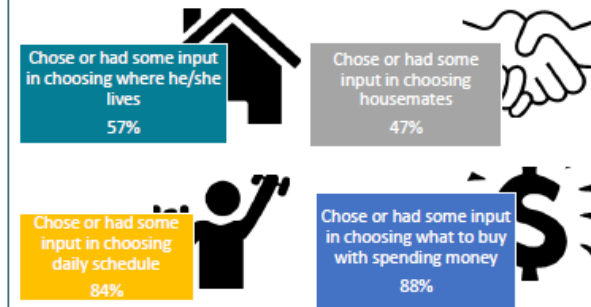


## Access



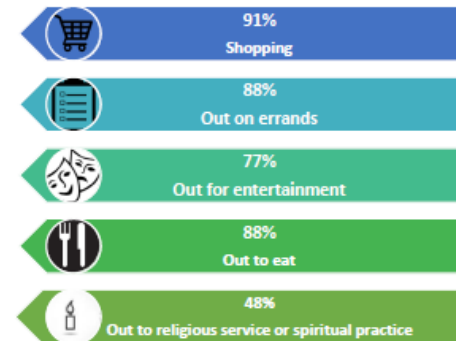
## Choice, Decision-making and control

Adjusted variables



## Community Inclusion, Participation and Leisure:

Percentage of respondents that report having done the following activities in the community at least once in the past month



2015-16 Adult Consumer Survey

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# Take Aways

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People who have behavior support needs have poorer outcomes, what else can be done to provide evidence based supports?

There are some emergency preparedness questions in data collection but the Council may want to develop Florida specific questions for the individual survey as well as the family survey?

There are many ways that data can be displayed that makes the results easier to understand – are there things the Council can do to disseminate data to a range of stakeholders?





# What Did She Say?

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ANY QUESTIONS?