



Human Services
Research Institute

QUALITY COUNCILS: USING DATA TO TELL A STORY ABOUT QUALITY

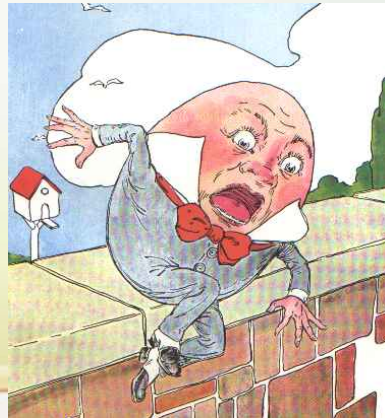
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Tampa, Florida
December 13, 2012

Quality Management

Definition: Quality management is an integrated system designed to collect data/information in order to continuously improve services. Two important aspects of quality management are:

- Information comes from a variety of sources.
- Everyone is involved in quality & quality is everybody's business!!!
- There are happy endings in quality improvement!



Quality Management is Non-Fiction



Chapter 1. Characters – Quality Council members, ACHA, APD, DF

Chapter 2. Plot development/rising action - Review information about system and identify good performance and areas for improvement.

Chapter 3. Climax – Decide on a QI project and begin implementation.

Chapter 4. Conflict worked through/falling action - Review progress toward targeted improvements. What made a difference? What did not? What progress was made?

Chapter 5. Resolution - Publish! Serialize! Sequel! Lessons learned and next steps.



Chapter 1. Character Development

Florida's Quality Council

- Membership
- Purpose
- Responsibilities

Quality Council Membership Options

- A Quality Council (QC) is a voluntary group of members representing different perspectives on the service system. States usually invite people receiving services (self-advocates), family members, and providers to be voting members.
- States may also include non-voting members. These types of members may include APD, AHCA, DF staff.
- QCs can be statewide, regional, local or a combination
- FL survey findings - Central and Suncoast areas have expressed interest. Could form a Regional Quality Council.

Quality Council Mission

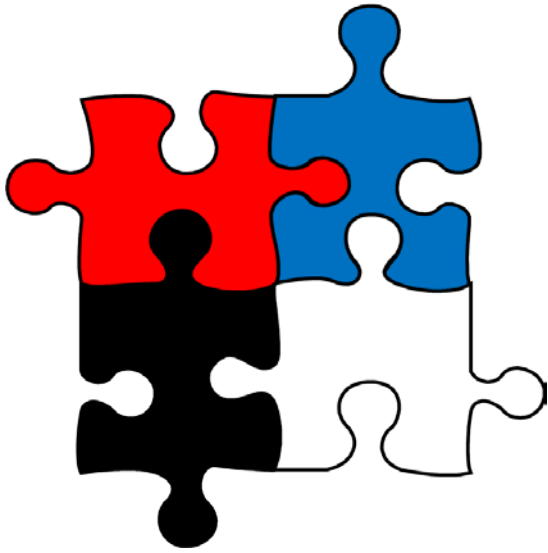
To collaborate with stakeholders, organizations and agencies to ensure Floridians with developmental disabilities are receiving the highest quality services to allow individuals to utilize their abilities to the fullest extent.

Member Responsibility

Review data on system performance and give feedback on:

- Delmarva Foundation quality assurance reports and activities
- National Core Indicators data

Participate in meetings and QI projects.



Chapter 2. Plot Development

- Review data
- Each piece tells some part of the story

Non-Fiction: Spoiler Alert

Quality Improvement Begins with the End

- Access to health care
- Symptom management and recovery
- Employment
- Relationships
- Affordable, accessible housing
- Safety and well being
- Assistance during crisis



Information about Quality in Florida

Delmarva data provides a picture of state's performance from data collected from individual's experiences (stories):

Person Centered Reviews

- Individual Interview Instrument
- National Core Indicators --“NCI”
- Health and Behavioral Assessment
- Service Specific Record Reviews

Provider Discovery Reviews

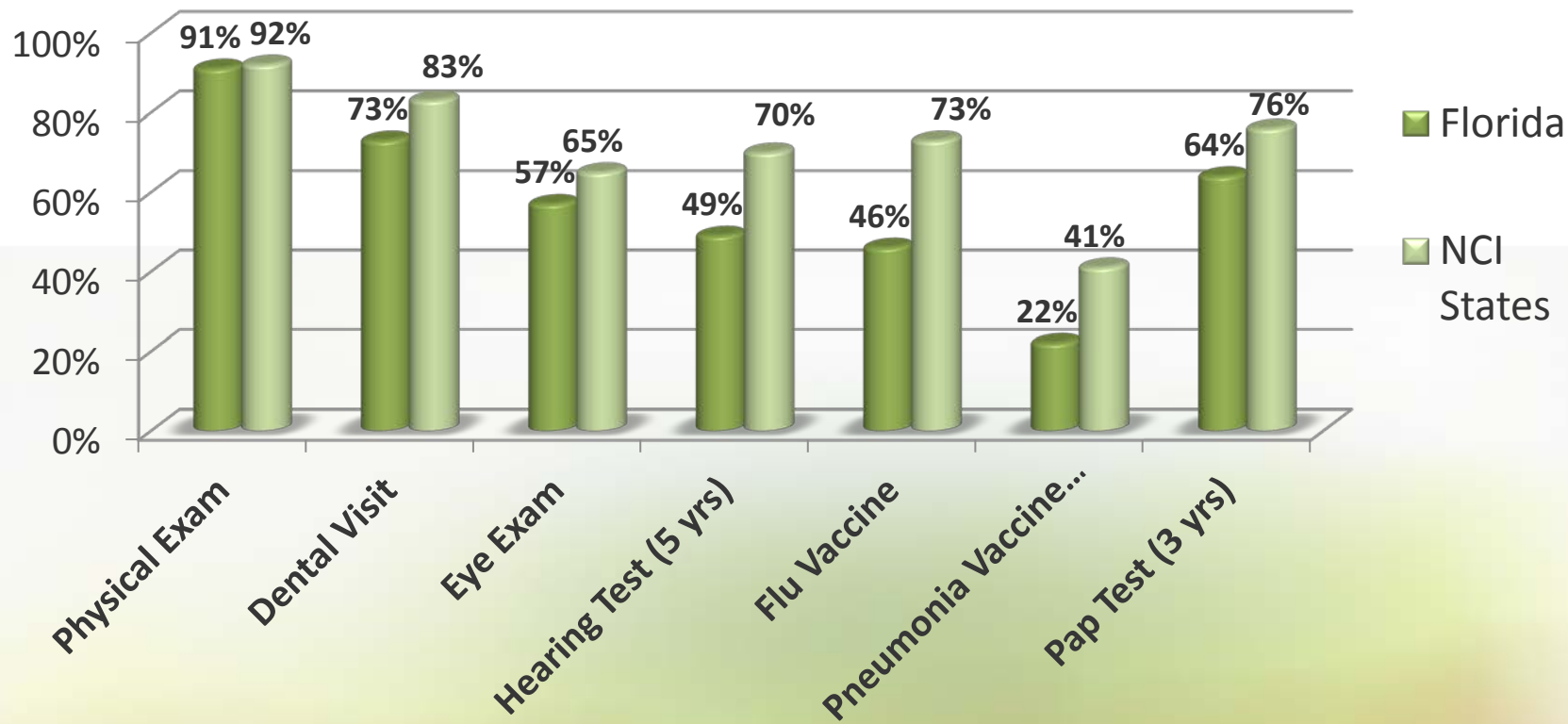
- Administrative Record Review
- Service Specific Record Reviews
- Observations

National Core Indicators



- In Florida, NCI data are collected by Delmarva 2 ways:
 - 1) in-person interviews with people receiving services and
 - 2) mail surveys with family members and guardians.
- States use NCI data to evaluate current performance but also to track changes in their state performance over time, and to compare their performance to other participating states.
- Link to resource for QCs, *Using NCI Data for Quality Improvement Initiatives*
<http://www.nationalcoreindicators.org/resources/guides>
- Link to NCI annual reports including FL State Report:
<http://www.nationalcoreindicators.org>

Preventive Health Care



What does this chart tell us?

- People in FL get physical exams at the same rate as individuals nationally.
- However, FL ranks lower in dental care, vaccinations, eye exams, and gynecological exams.
- What is the state's target goal? We can't tell this from the chart.
- It is probably important to look at these findings by residence
- NCI data are statewide which gives a picture across the state, but there may be regional or local variance not captured in statewide picture.

Provider Discovery Review (Fake Data)

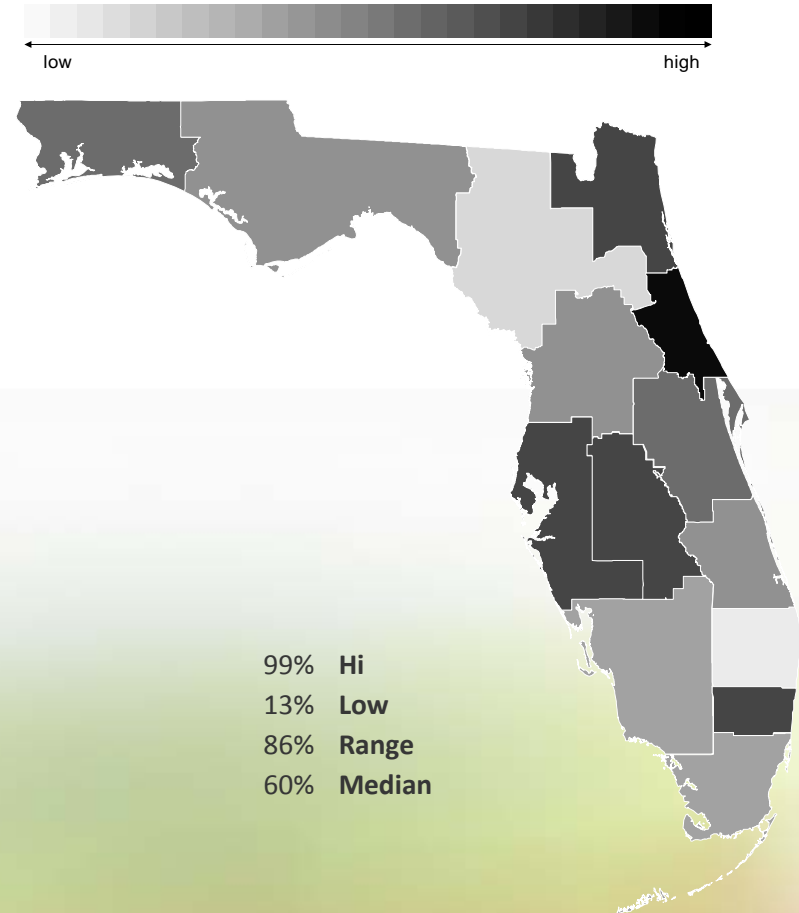
April - June 2010

Area	Policy & Procedure	Train/ Bkgrd Screen	Record Review	Observation	Overall Score	Overall Rank
1	95%	65%	73%	98%	83%	2
2	12%	46%	79%	75%	53%	13
3	32%	65%	99%	95%	73%	3
7	15%	26%	37%	42%	30%	15
....						
State	61%	61%	64%	70%	64%	7

APD Area Comparison for Selected Service (Fake Data) Adult Day Training

Area	Percent	vs State
1	67%	
2	49%	
3	26%	
4	77%	
7	64%	
8	47%	
9	13%	
10	79%	
11	42%	
12	99%	
13	56%	
14	78%	
15	49%	
23	80%	
State	59%	

Reporting Period: July 2010 - Sept 2010



Data Analysis Tips for Quality Councils*

1. Use multiple sources of information.
2. Are the data VALID? Validity means the data you collect actually measure what you intended to measure.
3. Watch out for BIAS, factors that could influence the data:
 - When information is self-reported (e.g., abuse/neglect reports, incident reports) you may want other oversight and quality monitoring in place
 - When a person is interviewed about their services in front of a provider or their Support Coordinator
4. Be wary of small numbers. If a sample size is small only a few cases can have a large impact on the results.

*Report by Steve Staugaitis, Ph.D., General Principles for Using Data as a Quality Improvement Tool: A User's Guide for the Massachusetts DMR Quality Councils, 2005. (Hand out)



Tips for Reviewing Data*

5. ALWAYS:

- Analyze the analysis
- Identify BIG issues that may compromise the data
- Do NOT generalize the finding beyond their limits
- BALANCE your review and consider other sources of information

6. NEVER:

- Make assumptions about the data – ask questions.
- Expand the findings to the whole served population – unless it's appropriate.
- Treat the data as “significant” unless it says it is.
- Jump to conclusions without checking other sources.



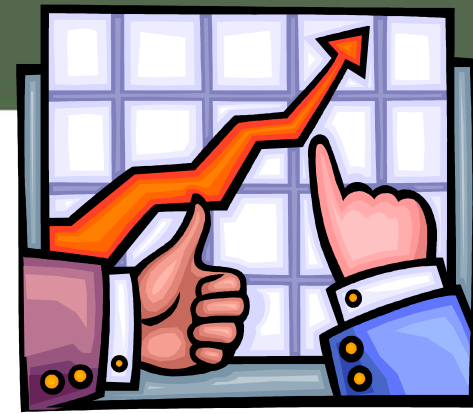
Chapter 3. Story Climax

- Decide on a QI Project
- Begin Project Implementation
- FL Quality Council QI Project Considerations



Suggested QI Project Selection Criteria

- Has an impact on a large number of individuals
- Important for compliance with federal or state requirements
- Issue has high cost(s) to the system: \$, timing, etc.
- Problem is growing/worsening
- Likely to be amenable to improvement
- Improvement is likely in a reasonable amount of time
- Improvement is likely with reasonable resource expenditure
- Aligns with other agency priorities



QI Project Storyboard: Implementation Work Plan*

- Name QI project & identify workgroup members.
- State problem & how improvement will be measured.
- Brainstorm possible interventions, potential barriers & methods to minimize the barriers.
- Select intervention strategies & how data will be collected.
- Apply intervention(s).

QI Project Idea #1: Employment

Florida's data shows that people with ID are employed at very low rates. Not being competitively employed equates with higher rates of poverty, less community inclusion, reduced health and welfare outcomes, and fewer relationships with people without disabilities.

- Create a family education campaign to address fears around competitive employment. Workgroup created a project work plan, June 2012 meeting.
- Create a FL clearinghouse (information center) for employment initiatives and their impact.
- Collect and share stories of successful employment matches and cost, and relate to needed policy changes.

QI Project Idea #2: Self Assessment

Vision: Create a self assessment best practices guide and minimum standards template.

- Ask Sue Kelly to pull data on the not met reasons for the Self Assessment and Quality Enhancement Plan standards.
- Determine recommended sample size matrix for number of record reviews and staff record reviews based on size of organization and number of people served.
- Val Bradley will share sample satisfaction survey and interview questions with workgroup.
- Share resources with providers.
- Determine if an online/web based training would be beneficial.
- Sub Folders include: Policy and Procedure, Record Review, Individual Interviews, Satisfaction Surveys, Overview of Self Assessment, Self Assessment Guide, Self Assessment Template, Best Practices, Creating a Quality Enhancement Plan from your Self Assessment, Resources, and Involving your Board (if applicable)



Chapter 4. Review Project Effectiveness

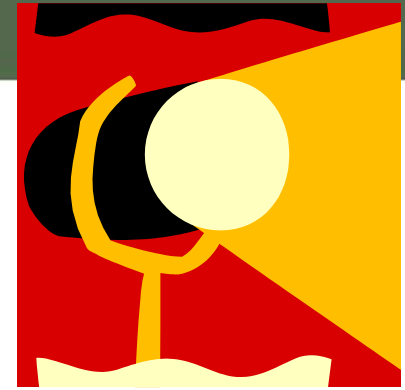
- The Plot Thickens
- Other Quality Councils' Projects

The Plot Thickens: Are We There Yet?

For your own QI project, are you making a difference?

- Continue intervention strategies.
- Measure and analyze any change.
- Determine if intervention(s) is reason for change or if other reasons for change were at play.
- Should intervention be continued/not?





Other States Spotlight: Washington State

- For several years, the DD Council has convened a quality review group that looked at results of the NCI consumer and family surveys.
- Created an Annual National Core Indicators Review Panel Report
- Provides Recommendations and Ideas for Action to Washington's Division of Developmental Disabilities and the DD Council
- Example: Because about 1/3 of respondents state that they seldom or never get emergency services/supports, the Panel recommends the Division create a 24/7 response system for people with disabilities and their families.

Other States Spotlight: Massachusetts

- State and Regional Quality Councils
- State Council advised on accessibility of state QA Report
- Regional councils reviewed employment data and developed local initiatives
- Councils receive ongoing training regarding how to review data

Massachusetts DDS



Quality Assurance Brief

Information about the
Quality of DDS Services
FY 2008
Vol I No. 1

ISSUED MAY 2009



A NEW FORMAT for the DDS Annual QA Report!

Welcome to the first DDS Quality Assurance Brief. In an effort to enhance the usefulness and readability of the DDS Quality Assurance Report a new format has been developed. The new report will be broken up into topic-based briefs that will be issued throughout the year. Beginning in July of 2009 the Briefs will be published on the web in a special DDS site entitled "Exploring Quality." By changing the format of the QA Report we hope to make it easier for readers to target the information of most interest to them. Over the course of the year seven (7) Briefs will be published, each focusing on a specific area of quality.

- Topic 1: Health
- Topic 2: Protection and Safety
- Topic 3: Rights
- Topic 4: Community Membership and Relationships
- Topic 5: Choice and Achievement of Goals
- Topic 6: Work
- Topic 7: Qualified Providers

The use of a web-based approach will facilitate the reader's ability to "move around" within each Brief through the use of links. It will also provide an easy mechanism for keeping information up-to-date and providing links to additional information and resources that some readers may find of interest.

This first Brief focuses on **HEALTH**. Because the web site is still under construction, this preliminary Brief is being issued in hard copy. Once the DDS Quality internet site is established, it will be published on the web.

QA Briefs are Developed in Partnership with the
University of Massachusetts Medical School ~ Commonwealth Medicine
Center for Developmental Disabilities Evaluation & Research (CDDER)

Other States Spotlight: Georgia

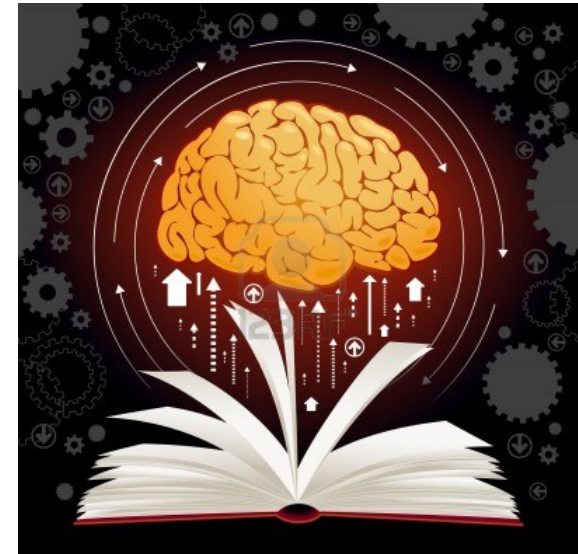


- State and Regional Quality Councils
- Reviewing data from person centered reviews, council members saw poor performance on person centered goals in service plans
- Led to QI project to re-design the service planning process and form
- Workgroup included individuals receiving services, family members, DD agency staff, providers. Facilitated by Delmarva staff.
- Workgroup designed and presented new service plan that allows authorized people to make real time changes (including by individuals and families), electronic record.

Other States Spotlight: New Mexico

- Advisory Council on Quality Supports for Individuals with Developmental Disabilities and their Families
- Begun 7 years ago and includes people with DD and their families, advocates, and providers – state representatives are ex-officio
- Focused on issues such as employment, resource allocation and waiting lists.





Chapter 5. Resolution

- Lessons Learned
- Spread Knowledge! Publish! Sequel!
- Next Steps

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