

# Quality Improvement Project Work Plan: Provider Self Assessment Template

## Florida Quality Council

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Delmarva Foundation  
Florida Statewide Quality Assurance Program



apd  
agency for persons with disabilities  
State of Florida

# Project Vision

- Develop a self-assessment tool for providers that providers can also use for QI projects.
- Project could include:
  - a standard template
  - guidance on how to use the template to design and execute QI initiatives (including distinguishing between consumer satisfaction and outcomes)
  - examples of how to use data for QI projects
- Results from self-assessments could be publicly posted.



# Provider Self-Assessment Requirements

**Definition** - Each agency or group provider, or solo or individual provider furnishing specific services shall perform an annual self-assessment to determine the effectiveness of services being offered and the provider's compliance with requirements ...

This annual assessment will assist the provider to determine, within the realm and scope of the service(s) that is provided, the extent to which the provider is developing and maintaining person-centered processes that will assist recipients in the achievement of personal goals, choice, social inclusion, relationships, rights, dignity and respect, health, environment, security and satisfaction.

Source: DD Waiver Services Coverage & Limitations Handbook, Appendix A, p. A-3

# Provider Self-Assessment Requirements

At a minimum, the provider's self-assessment survey will include a combination of:

- a) records review;
- b) interviews to determine the extent to which provider actions support the achievement of personal goals identified by recipients receiving services; and
- c) annual recipient satisfaction surveys.

The provider, as part of the self-assessment process, develops a Quality Improvement Plan addressing the areas in need of improvement.

# Self-Assessment linked to Quality Improvement Plan

**Quality Improvement Plan means a plan of proposed, corrective actions developed by the provider** that address the improvements needed for services cited below standard by APD or its authorized agent. Those providers deemed non-compliant with these Assurances and requirements found in the Developmental Disabilities Waiver Services Coverage and Limitations Handbook, will submit written Quality Improvement Plans (QIPs) as required in their written monitoring report. The provider may also develop a Quality Improvement Plan, addressing needed program improvements identified through a self-assessment.

# Provider Self-Assessment Elements

*Policies & Procedures* - Self-assessment also reviews the provider's **policies and procedures** by identifying the extent to which they are consistent with their daily practices and the objectives stated in the Medicaid Waiver Service Agreement.

*Person-centered services* - The provider agrees, within the mission and scope of the service(s) offered, to **assist people in their achievement of personal goals, choice, social inclusion, relationships, rights, dignity and respect, health, environment, security and satisfaction.**

# Provider Self-Assessment Elements

Training - The provider shall **attend training sessions** specific to the type of services provided, **monthly support coordination** APD Area meetings and **quarterly provider meetings** as scheduled by the APD Area Office.

Technology - All Medicaid waiver providers shall have a **computer** with internet access which allows for transmission to and from APD on a valid, active e-mail address. Waiver support coordinators shall also have access through internet Explorer, emulation software, and a VPN. The computer must be used exclusively by the provider and stored in a secure manner.

# Self-Assessment: Policies & Procedures

1. How a person-centered approach to services will be provided in order to meet the needs of the recipients served and to achieve the personal goals on the support plan;
2. Promote the health and safety of every recipient
3. Detail the safe administration and handling of medication
4. Ensure the smooth transition of the recipient between providers and other supports and services;
5. Address the provider's staff training plan and that specify how pre-service and in-service activities will be carried out including HIV/AIDS training pursuant to Chapter 381.0035, F.S., CPR, and all other mandated training;
6. Grievance procedures
7. Procedures for conducting provider self-assessments.



# QI Project Work Plan Steps\*

- 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).

\* Source: CMS Workbook: Improving the Quality of Home and Community Based Services & Supports, Prepared by Muskie School of Public Service, 2003

# QI Project Work Plans (continued)

- Re-measure & analyze changes.
- Determine if intervention(s) or other reasons for change.
- Decide if intervention(s) should be continued/not. If yes, then decide how often to re-measure and evaluate.
- Disseminate findings widely – even if interventions were not as successful as desired.

# Work Plan

Tasks/ Action Items	Person Responsible	Due Date	
Determine template outline, e.g., length, assessment elements, data review tips, determination of priorities, developing the QI Plan, posting plan / report online...			
Review self assessment tools from other states			
Draft How to Use guide			
Examples/resources on How to Use Data for Quality Improvement			
Pilot test with several providers			

# Resources

- Link to the quiz developed by ANCOR and CQL designed as a creative and non-threatening way that organizations can assess person-centered values, culture and practice and begin to talk about ways to improve.  
<http://www.c-q-l.org/news/newsDetail.aspx?id=754&terms=ANCOR+quiz>
- CQL also has several other tools in Person-centered Excellence Accreditation and Focus Forum consultation. Copies are available. Contact Beth Mathis, Associate Vice President for Network Development, **CQL** | The Council on Quality and Leadership, [www.c-q-l.org](http://www.c-q-l.org), 410.499.6044 - cell
- New Mexico Provider Self Assessment instrument:  
[http://dhi.health.state.nm.us/eLibrary/QMBdocs/DDWSvcProvSelf-Assessment\\_2.pdf](http://dhi.health.state.nm.us/eLibrary/QMBdocs/DDWSvcProvSelf-Assessment_2.pdf)