

## March 2012 Quality Council Selection of Priority Quality Improvement Areas

Health and Safety			
Quality Council Recommendations	Status of QC Recommendation	QC High Priority 2012	QC Lower Priority 2012
2012 I.B: Create system for seamless transition for services that have funding change at age 21	TRACKING Person responsible:		
2012 I.C: Crisis Triage	TRACKING Person responsible:		
2012 I.D: Define crisis to families	TRACKING Person responsible: Letter from APD		
2011 I.E: Include language in handbook about driver license and violation checks	TRACKING Person responsible: Requires handbook rule change.		
2011 I.F: Medication administration makes it a problem to get validated; need more practical rule with easier validation. 2011 I.G: Standardize steps for validation.	TRACKING Person responsible: Lori Kohler Requires handbook rule change and changes to Chapter 393. Would be part of Rule Revision 2012 if the Rule is maintained.		
2011 I.H: Increase health and safety monitoring for all living settings in addition to Delmarva's role.	TRACKING Person responsible: Lori Gephart, APD		
2011 I.I: Levy/sanction/ fine for non-compliance in medication administration and validation.	Related to recommendation 2011.F TRACKING Person responsible: Lori Gephart, APD		

Developed: 12/8/2011

Review Schedule: 3/2012, 6/2012, 9/2012, 12/2012

<b>Background Screening</b>			
<b>Quality Council Recommendations</b>	<b>Status of QC Recommendation</b>	<b>QC High Priority 2012</b>	<b>QC Lower Priority 2012</b>
2012 II.A : Background Screening Initiative	No action needed; recommendation is a heading for specific initiatives below.		
2011 II.B: One central location on a website to find out all the clarifications for the screening process.	TRACKING Person responsible: DCF is looking at AHCA's system to see if they want to do something similar or come up with a different system		
2011 II.C& F: Providers develop a tracking system for background screening & keeping current; consider including in self-assessment.	TRACKING Person responsible: Requires rule revision. Add to licensing rule for licensed providers and to Handbook for other providers.		
2011 II.D: Have agencies provide evidence of screening for all employees up front, and agencies need to report all new employees to APD.	TRACKING Person responsible: Requires rule revision. Add to licensing rule for licensed providers and to Handbook for other providers.		
2011 II.E: Clarity with who is currently licensed, and who needs to be licensed, and who needs to have the 5 year re-screening completed.	TRACKING Person responsible: Five year screening will be defined more clearly in the information shared on the websites. APD and AHCA will work together on that. In process for July 2012 for website combined information.		

<b>Provider Training</b>			
<b>Quality Council Recommendations</b>	<b>Status of QC Recommendation</b>	<b>QC High Priority 2012</b>	<b>QC Lower Priority 2012</b>
2012 II.G: WSC training from DF (video on website or webinar)	TRACKING Person responsible:		
2012 II.H: Develop a self assessment tool for providers that can also be used for QI projects & results posted for public	TRACKING Person responsible:		
2011 II.I: Require agency heads attending trainings bring an employee with them to share learning across agency.	TRACKING Person responsible: Can be encouraged as best practice, but would require handbook rule revisions to require this.		
2011 II.K: Conduct quality assurance trainings at provider meetings.	TRACKING Person responsible: Melinda Coulter APD will develop several components of a standardized course – so that a component can be presented during provider meetings		
2011 II.L: Explore Providers receiving treating numbers, similar to WSCs; to track training.	TRACKING Person responsible: Requires handbook rule change.		
2011 II.J: Notifications sent to providers when training is needed. 2011 II.M: Identify what training is needed Specific to Area. 2011 II.O: Use simple web tracking for training. Training needs to be competency based. 2011 II.T: More training resources and	TRACKING Person responsible: Melinda Coulter Post training chart on APD’s website which breaks down requirements as waiver requirement, or licensure . APD may provide a training matrix to display who needs what training, and when. This could be published online. Develop a central repository for training requirements. Post a training chart on APD’s website noting requirements as waiver requirement,		

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ways to validate training.	or licensure. Tracking of training is being considered (learning management system)... RE: training resources -Develop white paper containing recommendations		
2011 II.N: More on-line training is needed. Consider webinars.	TRACKING Person responsible: APD is currently focusing on standardization of courses in preparation to developing more web-based courses and webinars, as funds are available.		
2011 II.P: Allow peer training: Replicate AQL training from Area 23.	TRACKING Person responsible: Steve Dunaway, Marcia DiGrazia and Melinda will coordinate on this		
2011 II Q: Standardize training statewide. QC will rreview and provide feedback on recommend elements for standardized training module.	TRACKING Person responsible: M. Coulter will share with QC for feedback.		
2011 II.R: Offer more locations for Training, specifically large Areas.	TRACKING Person responsible: M. Coulter For several years, APD has been certifying providers to train specific courses. Once all courses are standardized, efforts will begin to certify providers on majority of courses so that there is a greater variety of persons able to provide classroom training and in a greater variety of locations.		
2011 II.U: Increase of the current number of State trainers for WSCs.	TRACKING Person responsible: APD tracking: Terry, Rene and		

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	Melinda will coordinate on this		
2011 II.V: Training families (CDC+), what do they expect, or maybe develop a checklist?	TRACKING Person responsible: APD, Alexandra Weimorts "Easy Background Screening for CDC" CDC program will continue to provide monthly bulletins with up to date information. Checklist may be appropriate and can be developed.		

<b>Service Documentation</b>			
<b>Quality Council Recommendations</b>	<b>Status of QC Recommendation</b>	<b>QC High Priority 2012</b>	<b>QC Lower Priority 2012</b>
2012 III.A: Utilization of the Standardized CCR forms as a template guide for providers.	TRACKING Person responsible:		
2011 III.B: Standardization of documentation requirements.	TRACKING Person responsible: APD is planning on creating templates for standard documentation.		
2011 III.C: Create clear definition of a service log; example of 'good' and 'bad' service log needs to be in handbook.	TRACKING Person responsible: 2011 QC workgroup developed example of service log for Companion services to be posted on web site. Was approved by APD. Awaiting AHCA approval and updated Handbook.		
2011 III.D: Companion service needs to have an Implementation Plan.	TRACKING Person responsible: Requires a rule change.		
2011 III.E: Consider electronic documentation.	TRACKING Person responsible: This will be dependent on what replaces APD Connects. Requires rule change.		
2011 III.F: Require providers and WSCs to meet quarterly instead of relying solely on documentation.	TRACKING Person responsible: Requires rule change. Can be included in training sessions as a best practice.		
2011 III.G: Develop templates for documentation including monthly summaries, quarterlies, and	TRACKING Person responsible: APD is planning on creating templates for standard		

<b>Service Documentation</b>			
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Implementation Plans.	documentation.		
2011 III.H: Have a checklist packet for new providers. (same as 2011 II.S: Have a checklist packet for new providers.)	TRACKING Person responsible: Vicki Draughon, Vicki McCrary and Margie Collins APD will work on standardizing this checklist with the area offices.		

<b>Quality Assurance System</b>			
<b>Quality Council Recommendations</b>	<b>Status of QC Recommendation</b>	<b>QC High Priority 2012</b>	<b>QC Lower Priority 2012</b>
2012 IV.A: Include Quality Assurance Tools in Provider Agreements Packet (or list link to QA tools)	TRACKING Person responsible: Delmarva Fdn, Charmaine Pillay, will provide link to local APD Areas.		
2012 IV.B: Include Quality Assurance Tools in Enrollment training for providers. [Related to rec. A above.]			
2012 IV.C: iBudget-QA and tools	TRACKING Person responsible:		
2012 IV.D: Add person and provider barriers to quality monitoring tools	Person responsible: Delmarva Fdn-QC initiative		
2012 IV.E: System for provider to have a copy of outcomes from a Record Review for PCR's occurring pre-PDR-preliminary forms (worksheet)	TRACKING Person responsible:		
2012 IV. F: Expand preliminary form to include all standards, not just alert/recoupment	TRACKING Person responsible:		
2012 IV. G: Educate provider to take notes during the review and summary using tools so they know status of each Standard at the end of the review.	TRACKING Person responsible:		
2012 IV. H: Standards-Assure consistency between reviewers on Provider Interview questions	<b>COMPLETED!!!</b>		

Quality Assurance System			
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2012 IV. J: Share results of NCI mail out surveys	Delmarva Fdn will share link to all NCI reports: <a href="http://www.nationalcoreindicators.org">www.nationalcoreindicators.org</a> Select 'Resources' then select 'Reports'. Scroll down to family survey reports.		
2012 IV. K: Adding a "Shared Practices" sections to the DF website (replaces Best Practices)	TRACKING Person responsible: Delmarva Foundation, Charmaine Pillay		
2012 IV. L: Add "topical issues" section to QC agenda and use to determine potential future recommendations from QC to AHCA, APD, and DF.	TRACKING Person responsible: AHCA and APD		
2011 IV. M: Levy a fine/sanction for re-occurring non-compliance.	TRACKING Person responsible: APD and AHCA This is already in statute for licensed providers of group homes. However, for waiver services APD does not have the authority. AHCA may have authority.		
<b>New Suggestion:</b> Track numbers and percent of people engaged in "meaningful day supports" and their outcomes.			
<b>New Suggestion:</b> Create collaborative state agency (APD, VR, DD Council, etc.) approach to increase employment.			
<b>New Suggestion:</b> Family education campaign to address fears around competitive employment.			