

WiSCC TOOL TRAINING

August 30th, 2007

Front Page:

Shift in language, i.e., Consultative vs. Reviewer

Quality Improvement Consultant vs. Quality Assurance Reviewer

Added sentence: It explores organizational practices, which may include leadership, systems, and quality management.

Element 1: WSC has an effective method for learning about the People who are receiving their supports and services.

Probe 3 dealing with satisfaction with services was placed in element 4.

Considerations: Learning Components – Language concerning satisfaction with services also moved to element 4.

Considerations: Findings – Language added concerning documentation needed for each determination of Achieving, Implementing, Emerging and Not Emerging.

Achieving: Documentation in the Support Plan and the progress notes reflects a systematic and consistent approach for learning about the People who are receiving supports and services including historical, current, and future information.

Implementing: The WSC has a good understanding of where the Person has been, where the Person is now, and where the Person is going, however documentation in the Support Plan and the progress notes does not consistently reflect the WSC's system for learning about the People who are receiving supports and services.

Emerging: Documentation in the Support Plan and progress notes does not reflect a consistent system for gathering historical, current, and future information.

Not Emerging: Documentation in the Support Plan and progress notes is inconsistent and not systematic with gathering historical, current, and future information

Element 2: WSC has a clear understanding of the health, safety, and well-being of the People served and advocates and coordinates in concert with them to support and address identified needs or issues.

This element is also an “alert” which can be turned on/off.

Probes: Added - The alert will be activated when the QIC determines that a Person's health, safety and/or rights are placed in jeopardy and immediate corrective interventions are needed.

Considerations: Changed Awareness Component to Understanding Component.

Language concerning satisfaction with health services placed in element 4.

Findings: Language added concerning documentation needed for each determination.

Findings: Strengthened language in each finding.

Achieving: (In all environments), abuse and neglect and exploitation. Person is directing their own health care. Documentation in the Support Plan and progress notes reflects a systematic and consistent approach for understanding and coordinating health, safety, and well being.

Implementing: Person's needs are being addressed, but the provider/support is making the decisions excluding the Person from understanding the issues and taking on these responsibilities. Documentation in the Support Plan and progress notes reflects a consistent system for gathering health, safety, and well being information.

Emerging: provide ongoing education on preventive health, safety, and well-being are limited and/or inconsistent. Documentation in the Support Plan and progress notes does not reflect a consistent system for gathering health, safety, and well being information.

Not Emerging: WSC is not aware of concerns relating to abuse/neglect. WSC has not assessed the Person's safety or is not aware of a significant safety issue. Documentation in the Support Plan is sparse or nonexistent and not systematic with gathering health, safety, and well being information.

Element 3: The support plan is developed with the Person and is reflective of the communicated choices and preferences that matter most to the Person.

Probes: No changes.

Considerations: Develop Components – Added: Support Plan Development includes information gathering, including effective use of the Personal Outcome Measures tool or another Person centered planning tool, building of support...

Considerations: Facilitate Components – Added: WSC has a documented method to ensure Person is an active participant in each phase...

Added: There is documentation that SC works with Persons...

Findings: Language added concerning documentation needed for each determination.

Findings: Strengthened language in each finding.

Achieving: All priority goals are consistently assessed and addressed. Progress notes reflect WSC's activities with the Person, the Person's family as applicable, and the Person's circle of supports prior to the Support Plan meeting. WSC has annual progress reports from other service providers which accurately describe the Person's progress with their goals prior to the Support Plan meeting. Documentation for Support Plan development, and the Support Plan reflect the Person is consistently driving the Support Plan process.

Implementing: Progress notes reflect minimal contact with the Person, the Person's family as applicable, and the Person's circle of support. Annual progress reports from other service providers do not adequately address the Person's progress towards their goals and have not been received by the WSC prior to the Support Plan meeting. There is little or no effort to reexamine priorities.

Emerging: Documentation for Support Plan development, and the Support Plan reflect most People are not driving the Support Plan process. Progress notes reflect minimal contact with the Person, the Person's family as applicable, and the Person's circle of support prior to the Support Plan meeting. Annual progress reports from other service providers have not been obtained.

Not Emerging: Documentation for Support Plan development and the Support Plan is rudimentary and the same information is repeated from year to year. Progress notes only reflect the Support Plan meeting occurred. Annual progress reports from other service providers have not been obtained.

Element 4: WSC has evaluated the effectiveness of and satisfaction with all supports for each Person served, and has implemented strategies to address any barriers that have been identified.

Probes: Added -Discuss with the WSC the methodology for annually assessing People's satisfaction with the WSCs services, and also paid and unpaid supports. Review documented steps/actions the WSC took to address any concerns raised in the satisfaction surveys.

Probes: Added - Discuss with the WSC methods in place for educating Persons on the support system so the Person can better assess satisfaction.

Considerations: Assessment Components – Added: WSC is aware of all supports (paid/unpaid) in Person's life, including healthcare providers;

Added: determines the Person's satisfaction with and effectiveness of each support;

Effecting Change Components – Added: Discusses with Persons the results of assessment and satisfaction activities;

Added: Supports building connections with agents outside the typical service delivery network, e.g. civic organizations, business community, religious institutions;

Demonstrates how aggregate information is used to develop strategies to address barriers.

Mindset Added: Are services effective at assisting the Person to get where they want to go?

Findings: Language added concerning documentation needed for each determination.

Findings: Strengthened language in each finding.

Achieving: Reevaluates supports and satisfaction with supports after changes have been implemented.

Provides evidence that the WSC is supportive of building connections with and informing the Person of agents outside the typical service delivery network...

Documentation in the Support Plan, progress notes, and satisfaction surveys reflects a systematic and consistent approach for evaluating the effectiveness of, and the Person's satisfaction with, all supports. WSC consistently acts upon this information to achieve results towards Person's goals or priorities.

Implementing: Documentation in the Support Plan and progress notes is thorough.

Strategies and/or systems used to address barriers have not yet been effective in achieving results for the Person, or in addressing identified.

Emerging: Documentation in progress notes is inconsistent.

Not Emerging: Documentation in progress notes is rudimentary.

Element 5: WSC has facilitated educational opportunities, practical experiences, and exposure to ideas, to increase opportunities for choice and promote self-determination.

Probes: No changes.

Findings: Language added concerning documentation needed for each determination.

Achieving: The three E's are utilized to share and deliver choices, options and information in life areas that are important to the Person served. Documentation in the Support Plan and progress notes reflects a systematic and consistent method for facilitating the three E's. It is evident these efforts have generated new life experiences for Persons.

Implementing: Documentation in the Support Plan and progress notes reflect a systematic and consistent method for facilitating the three E's, however, it is not clear that these

efforts have generated new life experiences for Persons or an increased ability to make informed choices.

Emerging: Documentation in the Support Plan and progress notes reflects an inconsistent method for facilitating the three Es.

Not Emerging: Documentation in the Support Plan and progress notes is rudimentary or nonexistent for facilitation of the three Es.

Element 6: WSC has facilitated the accomplishment of positive results that reflect communicated choices and preferences that matter most to the Person.

Probes: Added - Discuss the method to gather and track aggregate data for all of the goals for the People the WSC supports.

Added: Projected Service Outcomes are used as a tool to support goal achievement.

Findings: Language added concerning documentation needed for each determination.

Findings: Strengthened language in each finding.

Facilitation Components: Added - WSC completes an annual self assessment. WSC uses the findings of the self assessment to improve their service delivery system.

Results Components: Added - WSC has a consistent method to document Person's results in the SP and case notes. WSC has a system to track the progress towards and achievement of the Person's stated goals and outcomes.

Findings: Language added concerning documentation needed for each determination.

Achieving: Everything in Facilitation and Results components are present.

WSC proactively involves Person and his/her supports in achieving desired results.

Documentation in the Support Plan and progress notes reflects a consistent and systematic method for facilitating the accomplishment of positive results that matter most to the Person.

Implementing: Documentation in the Support Plan and progress notes reflects a consistent and systematic method for facilitating the accomplishment of positive results that matter most to the Person. However, Persons are not yet consistently achieving the results they desire.

Emerging: Documentation in the Support Plan and progress notes reflects an inconsistent method for facilitating the accomplishment of positive results that matter most to the Person. Persons are not yet achieving the results they desire.

Not Emerging: Documentation in the Support Plan and progress notes does not reflect a method for facilitating the accomplishment of positive results that matter most to the Person. Persons are not achieving the results they desire.