



## **ISAC**

### **Recommendation 9: Improve Quality - 2021 Updates**

Together we must plan and deliver services and supports that adhere to our values, measure person-centered outcomes, and continuously improve an individual's quality of life. All stakeholders must be engaged in the process of measuring how well services assist people in achieving an everyday life.



Continue to offer ODP's QM Certification Curriculum to build system capacity in applying quality management principles and practices across the system.



- ✓ **QM Cert training modules revised** (made available to everyone)
  - ✓ Continued emphasis on QM planning with *person-centered outcomes* data
- ✓ **QM Cert Handbook developed** (made available to everyone)
- ✓ **Moved to Zoom platform in 2020**
  - ✓ More frequent classes (monthly)
  - ✓ Increased yearly capacity and accessibility for participants
  - ✓ High demand
- ✓ **# ODP QM Certified: 623 (9/2020) + 247 (12/2021) = 870**
  - ✓ **40%** increase over # reported in 2020 ISAC Report
  - ✓ **28%** increase of overall total # certified since 2016





## ✓ QM Certification Handbook

### ODP Quality Management Handbook 2021



Develop, implement, and maintain the Quality Assessment and Improvement (QA&I) process as ODP's annual monitoring of the system's performance in supporting individuals and families.

- ✓ **QA&I Cycle 1 Report developed and distributed**
- ✓ **QA&I Interim process developed**
  - ❖ **Aligned process across all waivers**
  - ❖ **IY1 completed – Annual Report distributed (1st with ID/A and AAW data together)**
  - ❖ **IY2 started September 2021**
- ✓ **ODP continued collaboration with New Editions (NASDDDS) for technical assistance**
  - ❖ **QA&I shifting towards measuring person-centered outcomes, not just compliance**
  - ❖ **Work to improve reviewer fidelity**

✓ **AE, SCO, & provider use of data to inform QM plans**

| QA&I Questions  | <u>AE</u><br>Cycle 1<br>3-yr<br>Average<br>% | <u>AE</u><br>Interim<br>Year 1 | <u>SCO</u><br>Cycle 1<br>3-yr<br>Average % | <u>SCO</u><br>Interim<br>Year 1 | <u>Provider</u><br>Cycle 1<br>2-yr<br>Average % | <u>Provider</u><br>Interim<br>Year 1 |
|---|--|--------------------------------|--|---------------------------------|---|--------------------------------------|
| # / % of QM plans that reflect ODP's Mission, Vision and Values | 100%   | 96.6%<br>(28/29)               | 95.8%                                      | 94.3%<br>(33/35)                | 86.6%   | 96.5%<br>(137/142)                   |
| # / % reviewed and used performance data in developing QM plan  | 100%   | 86.2%<br>(25/29)               | 84.2%                                      | 77.1%<br>(27/35)                | 77.2%   | 91.4%<br>(128/140)                   |



- ✓ **Ongoing, virtual ISAC meetings**
- ✓ **Reports Distributed:**
  - ❖ **ISAC Report - 4th Annual distributed, 5th forthcoming**
  - ❖ **Annual Wait List (PUNS) Report**
  - ❖ **ODP Annual Data Report**

