

ISAC Recommendation #9: Improve Quality



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.

| Current Strategy | Accomplishments that support this Strategy | Recommendation for this Strategy (retain, revise, replace) |
|---|--|--|
| <p>1. Finalize and disseminate ODP's updated Quality Management (QM) Strategy Bulletin.</p> <ul style="list-style-type: none"> Communicates ODP's mission, vision, and values. Establishes the purpose of Quality Management in ODP. Describes ODP's QM structure, processes, and tools. Defines expected quality outcomes based on ODP's Everyday Lives and the Home and Community Based Services (HCBS) Quality Framework. Outlines roles and responsibilities for ODP and stakeholders to maintain and improve quality. Establishes the ISAC as ODP's stakeholder Quality Council. Establishes ODP's QM Certification Curriculum as part of building system capacity in applying quality management principles and practices across the system. | <p>ODP updated its QM Strategy Bulletin to incorporate all the bulleted points in this first strategy. ODP's QM Strategy Bulletin 00-17-01 was issued and effective on June 20, 2017. The Bulletin remains current.</p> <p>ODP continues to conduct 6-8 QM Certification Classes each year. To date, 423 individuals have become ODP QM Certified, including AE, SCO, Provider, HCQU and ODP Staff across the State.</p> | <p>Replace this strategy with the following two:</p> <ol style="list-style-type: none"> Maintain the Information Sharing and Advisory Committee (ISAC) as ODP's Stakeholder Quality Council, the entity that creates a detailed series of recommendations, strategies, and performance measures to guide the Office of Developmental Programs (ODP) and gauge its progress in achieving the important goals put forth in Everyday Lives. The ISAC will continue to use the quality improvement framework to plan and implement improvements, assess whether we achieve outcomes as intended, make changes as needed, and embed successful practices in the system. Continue to offer ODP's QM Certification Curriculum to build system capacity in applying quality management principles and practices across the system. |
| <p>2. Develop and disseminate an ODP annual report to show the implementation of approved recommendations and strategies across the system.</p> | <p>ODP has developed and published a report on progress made to achieve ISAC Recommendations, Strategies, and Performance Measures annually—in 2016, 2017, and 2018. 2017 and 2018 Reports capture</p> | <p>Retain as Strategy 3.</p> |

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| | Accomplishments along with updates to performance measures. | |
| 3. Create a provider profile to assist individuals, self-advocates, and families to make informed choices about providers and services. | <p>The Provider Profile Workgroup continues to work to develop and disseminate Provider Profiles. The initial set of Provider Profiles will incorporate a Provider Profile Summary submitted by 84 Residential Providers and a corresponding Provider Data Display using IM4Q data from the 2017 IM4Q Data File.</p> <p>Initial Provider Profiles will be posted in Spring 2019 to MyODP.org, and training will be provided to the field on using Provider Profiles to support individuals and families when choosing Providers.</p> | Retain as Strategy 4. |

New Strategies and/or Strategies that have been implemented but were not included in the original 2016 list

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

QA&I Process was implemented in July 2017 and is ODP's primary assessment tool to evaluate individuals' experience across our system, including individual interviews and evaluation of AEs, SCOs, and Providers. QA&I assesses both our quality assurance and quality improvement activities. QA&I involves programs across ODP, including CMS Waivers and Agency with Choice entities.