

# *Everyday Lives: Values in Action*



## Online Provider Profiles

Office of Developmental Programs  
2019

# Improve Quality



## 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.

### Strategies:

1. Finalize and disseminate ODP's updated Quality Management (QM) Strategy Bulletin.
2. Develop and disseminate an ODP annual report to show the implementation of approved recommendations and strategies across the system.
3. Create a provider profile to assist individuals, self-advocates, and families to make informed choices about providers and services.



# Provider Profile Workgroup Members

- Kelly Arnold, ODP
- Caroline Bingaman, OCDEL
- Audrey Coccia, Vision for Equality
- Mary Kay Cunningham, Temple IOD
- Mary Dunn, Bucks County
- Celia Feinstein, Temple IOD, Co-Lead
- Dolores Frantz, ODP Co-Lead
- Cherron Garland, ODP Southeast Region
- Kenley Hoats, ODP Northeast Region
- Francie Keeney, SAU1
- Lori McFarland, SAU1
- Ed Picchiarini, Provider Alliance
- Cindy Seemiller, Lenape Valley Foundation
- Natalie Symons, Milestone HCQU West
- Marian Tresky, Allegheny County
- Linda Washington-Brown, Horizon House
- Jeff Wilush, Horizon House
- Deirdre Wright, ODP


# Online Provider Profile

- Purpose
  - To inform individuals and families about qualified ODP providers and services available to them
  - To support individuals and families to make informed choices about qualified providers and services
  - To connect individuals and families to the broader ODP service system through registration
  - To foster a culture of quality
- Entry Point is easily accessible, no more than two clicks

*Easy to find &  
enter*




# Online Provider Profile



https://www.myodp.org/ My ODP

File Edit View Favorites Tools Help



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES  
OFFICE OF DEVELOPMENTAL PROGRAMS

MyODP  
Training & Resource Center

[Website Technical Support](#)  
Hours of operation: Mon-Fri 7am-5pm (ET)

HOME

EVERYDAY LIVES

INDIVIDUALS & FAMILIES

TRAINING ▾

RESOURCES ▾


COMMUNICATIONS

UPCOMING EVENTS


TRAINING PARTNERS ▾

SUPPORT ▾

SEARCH

 **Resource Account Emails Posted on MyODP**

A [Contact ODP](#) page has been posted on MyODP which lists various resource accounts that will provide ODP stakeholders with more specified information on who they can contact with their questions, suggestions or issues. You do not have to be a registered user to access this information, but may enter with guest access.

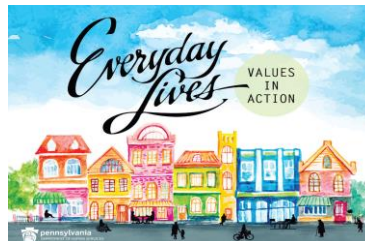


**SUPPORTING FAMILIES**  
of individuals with intellectual & developmental disabilities  
THE NATIONAL COMMUNITY OF PRACTICE • A COLLABORATION BETWEEN NASDDDS AND UMKC IHD, UCEDD  
**PENNSYLVANIA STATE TEAM**

Inbox - dofrantz@pa... Provider Profile IT Pr... Provider Profiles Sa... 2017 Final 2017 03 23 17 ISAC Rec - PowerPo... Measuring Quality ... My ODP - Windows ... 2:20 PM

# Online Provider Profile

- Home Page title is inviting to individuals and families. For example,
  - It's My Choice: Choosing an ODP provider in Pennsylvania
  - ODP: Opportunity and Choice
    - Tag Line: *Explore ODP's qualified providers, service options and data to enhance your choice and decision-making.*
- Home Page includes:
  - Everyday Lives visual, ODP's Mission and Vision statements, and
  - Visual icons linking to:
    - ODP's Website
    - COMPASS
    - Other sites supporting families: Arcs, Vision for Equality, Parent-to-Parent, etc.



# Online Provider Profile

- Search Providers Option on the page includes:
  - Find a provider by name
  - Find a provider by county *Easy to search*
  - Find a service by provider
  - Find a provider by service
- Opportunity exists to save providers of interest (favorites) *Easy to save*
- A link supports download &/or printing of a Word document listing recommended questions for families and individuals considering providers  
*Offers good tips!*

# Online Provider Profile

- When a provider is selected to view, the page should display:
  - Provider demographic information *Who we are*
    - provider-generated summary information + website link
  - Simplified Service Descriptions *What we do*
  - Outcome and performance information
    - **Phase 1:** IM4Q data for providers where more than 10 individuals were visited in the year
    - 5 Scale Scores initially, including:
      - » Individual Satisfaction
      - » Individual Choice *How well we do it*
      - » Individual Inclusion
      - » Individual Dignity and Respect
      - » Family Satisfaction



# Online Provider Profile Proposal FY18-19

- Outcome and performance information
  - Another few salient IM4Q questions
  - National Core Indicators data where feasible
  - Licensing data
  - **Phase 2:**
    - QA&I Process Data
  - **Phase 3:**
    - Employment First data
    - Data on Day Providers vs Residential Providers
    - Input from Supporting Families Initiatives



# Online Provider Profile Pilot May-June 2018

- Through collaboration with PAR, RCPA, The Alliance, The Provider Alliance, and Arc of PA, 13 Residential Providers volunteered to participate
  - Providers entered information for their Provider Summaries into a QuestionPro Survey that contained optional questions
  - Provider Summaries and Provider IM4Q Data Displays generated by Temple's Institute on Disabilities were returned to the Providers for their review and input
  - Providers commented on the process and results in a second QuestionPro Survey
  - Provider Profile Workgroup members and volunteer Providers joined together in a follow-up discussion by webcollaboration



# Online Provider Profile October Update 2018

- Based on feedback received from Providers who participated in the Pilot and Workgroup Members:
  - QuestionPro Survey to capture Provider Summary information was updated
  - Provider IM4Q Data Displays generated by Temple's Institute on Disabilities were modified



## Next Steps 2019

- Residential Providers with 10 or more surveys in the 2017 IM4Q Data File have been identified
- Identified Residential Providers have been matched with their QA&I Contact Information
- Profiles will be created for Residential Providers in the 2017 IM4Q Data File with 50 or more IM4Q Surveys first, followed by Providers with between 25 and 50 Surveys, followed by those Providers with 10 to 25 Surveys
- Providers received QuestionPro Surveys to complete while Data Displays were being developed



# Provider Profile Survey Questions

- What is your organization's mission statement and philosophy?
- What are your organization's guiding values?
- How long have you been supporting individuals with intellectual disabilities and autism?
- What services and supports do you offer? (Describe these services or what happens rather than use terms readers may not understand).
- Do you have an area of special expertise? For example, people who are deaf or hard of hearing, people with behavioral support needs, people with complex medical needs, employment services, community participation?



# Provider Profile Survey Questions

- Describe how you ensure staff can effectively communicate with people they support.
- How do you engage people you support in the community?
- How do support and engage families?
- Tell us about quality improvement projects you are working on based on analysis of your data.
- Enter any additional information about your agency you'd like to share with individuals and families here.



## Next Steps 2019

- Support Individuals and Families to use Provider Profiles to assist in choosing Providers
- Obtain feedback ongoing
- Look at additional Providers, including Employment Providers, Day Providers, and Supports Coordination Organizations



# Online Provider Profiles

- Send Feedback and Questions to:

Dolores Frantz  
*dofrantz@pa.gov*

Celia Feinstein  
*shoes100@temple.edu*

