

# Quality Improvement: Connecting the Data Dots

## Georgia's Quality Improvement Councils

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Management System



Delmarva Foundation

**Georgia Quality Management  
System**

# Georgia Quality Management System

- Review Processes
  - Person Centered Review (PCR)
  - Quality Enhancement Provider Review (QEPR)
- Training Sessions
- Incident Reporting Tracking and Trending system
- Reporting System (Review Results)
  - Quarterly and Annual Reports
  - Georgia Developmental Disabilities Provider Website
- Quality Improvement Council (QI Council)
- Based upon CMS Quality Framework

# Quality Improvement Councils

- 6 Regional and 1 Statewide Council
- Quality Improvement Council Members
  - Individuals Receiving Services
  - Family Members
  - Division of Developmental Disabilities
  - Regional Offices
  - Providers
  - Support Coordinators
  - Delmarva (advisor)
  - HSRI (advisor)

# Quality Improvement Councils

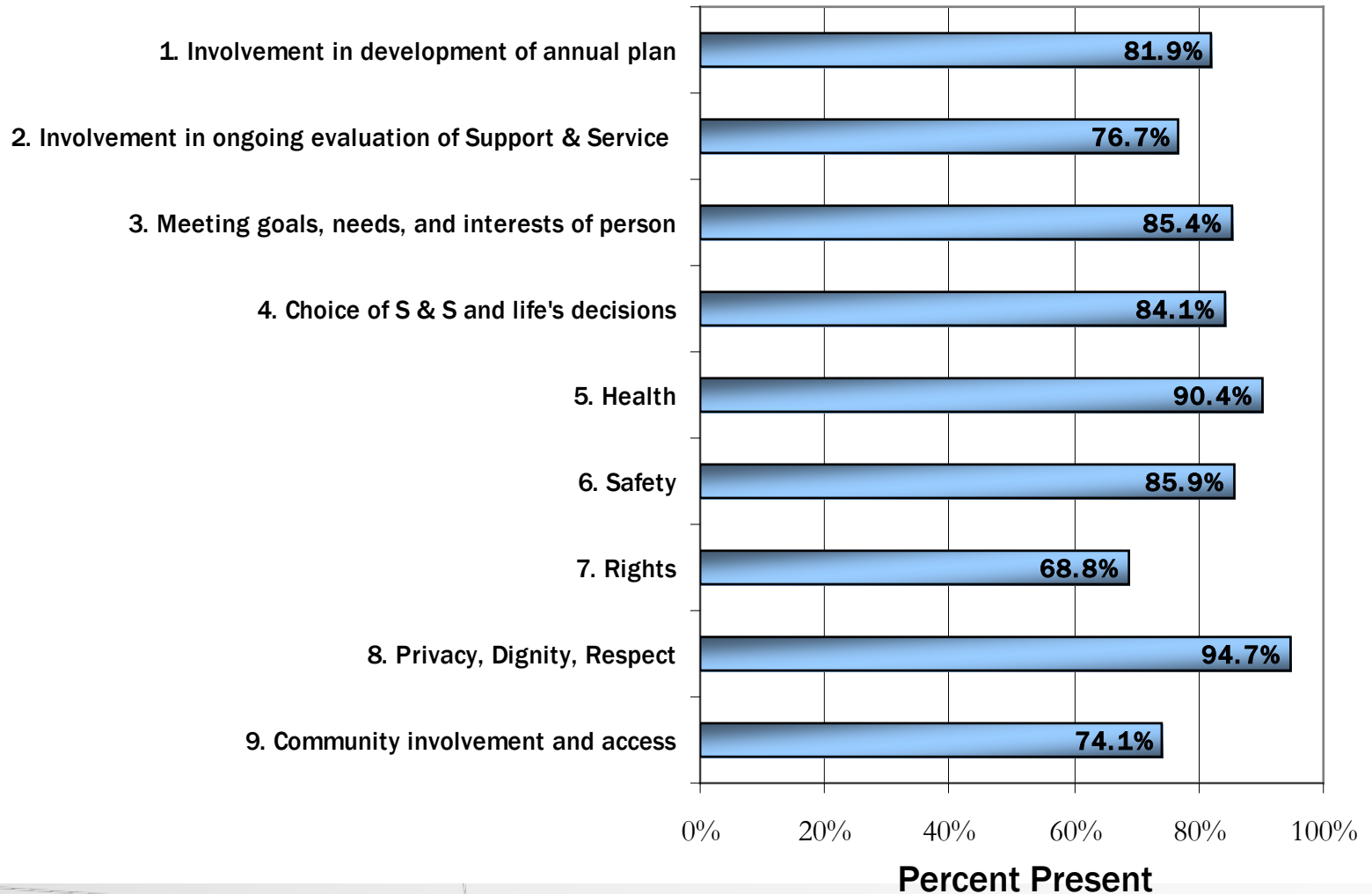
- Provide oversight to the statewide quality assurance program
- Review and evaluate the service delivery system using data
- Identify areas needing improvement
- Develop project plans to address areas needing improvement
- Guide changes to state policy and procedures

# Quality Improvement Council Project Plans

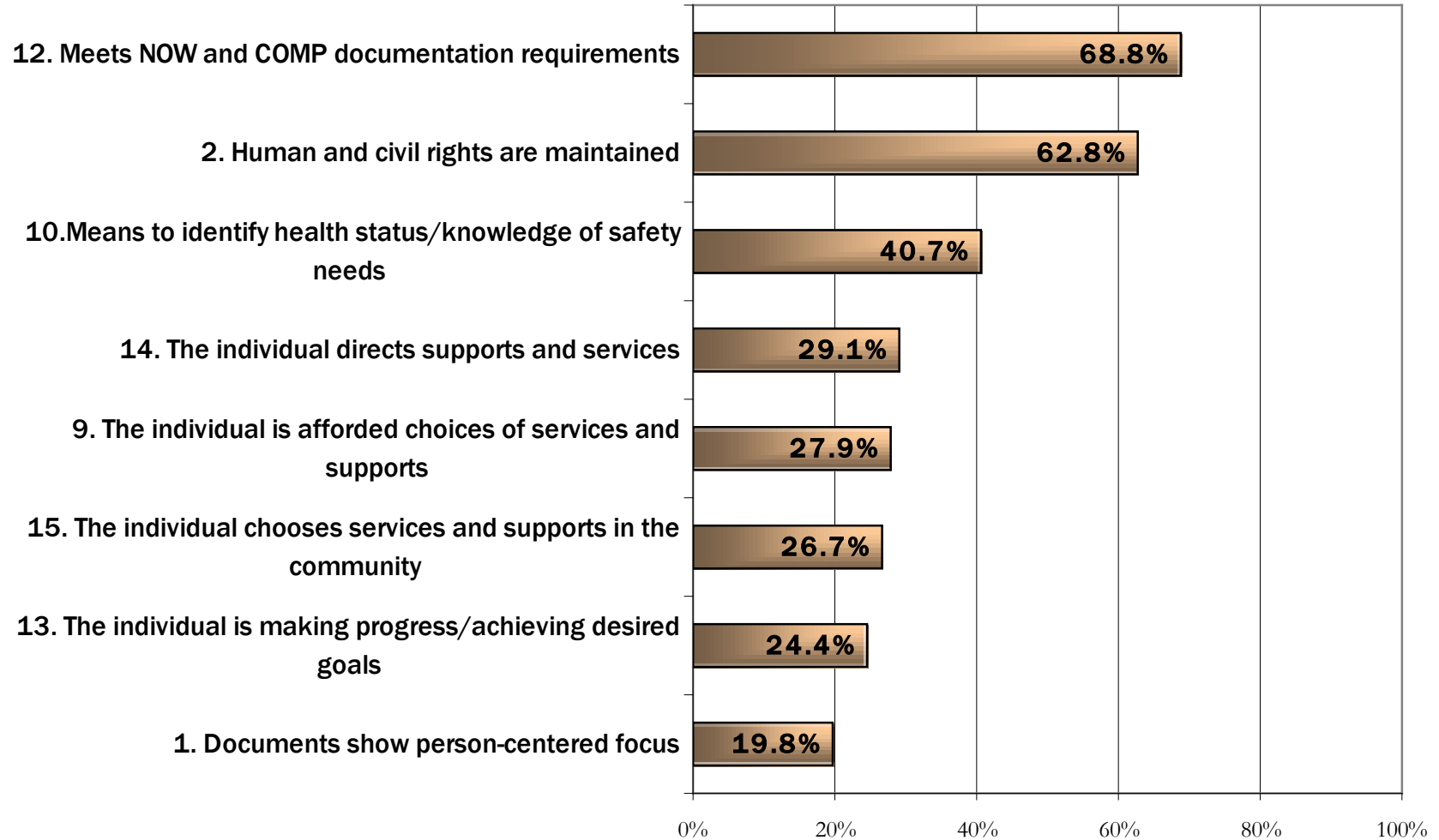
- Data is gathered through the Georgia Quality Management System (Delmarva and National Core Indicators).
- Aggregate data is presented at annual statewide meeting.
- The first year of implementation, quarterly data was presented to the Councils.
- During the second year of implementation, specific data was requested by the individual Councils.

# Data

# Individual Interview Results from PCR and QEPR by Expectation, July 2008 - June 2009 (N=1283)



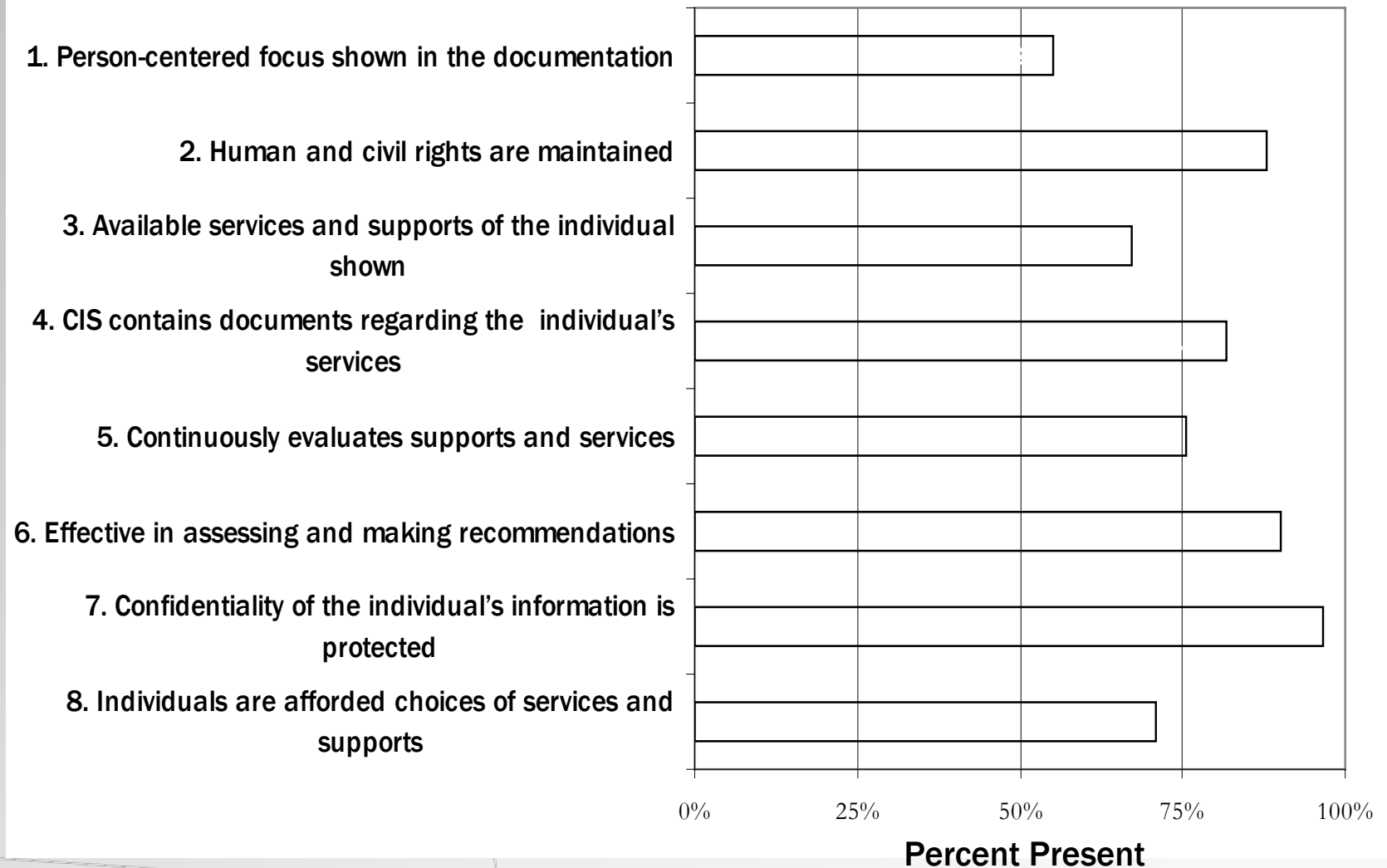
# QEPR Provider Record Review by Expectation, July 2008 - June 2009



\*Order is sorted from higher percents to lower percents.

Percent Present

# Support Coordinator Record Review by Expectations, July 2008 - June 2009 (N=480)



# NCI Consumer Survey Selected Results by Focus Areas, July 2008 - June 2009

1. Achieving Results/Person Centered Approach

78.9%

2. Choice

36.4%

3. Health

94.8%

4. Safety

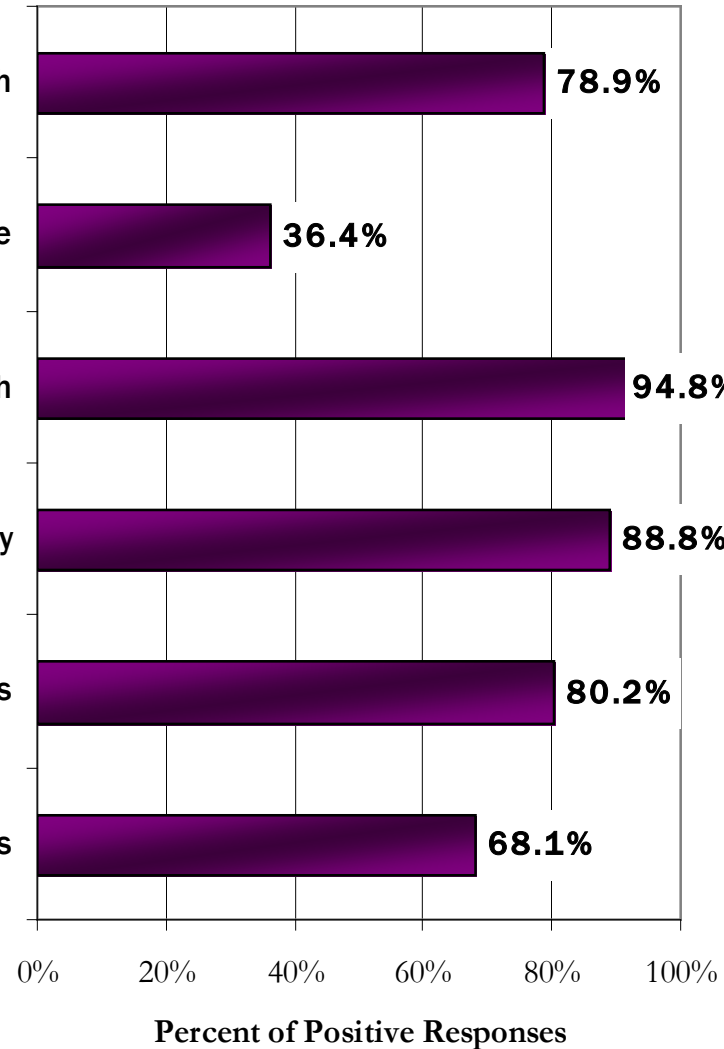
88.8%

5. Rights

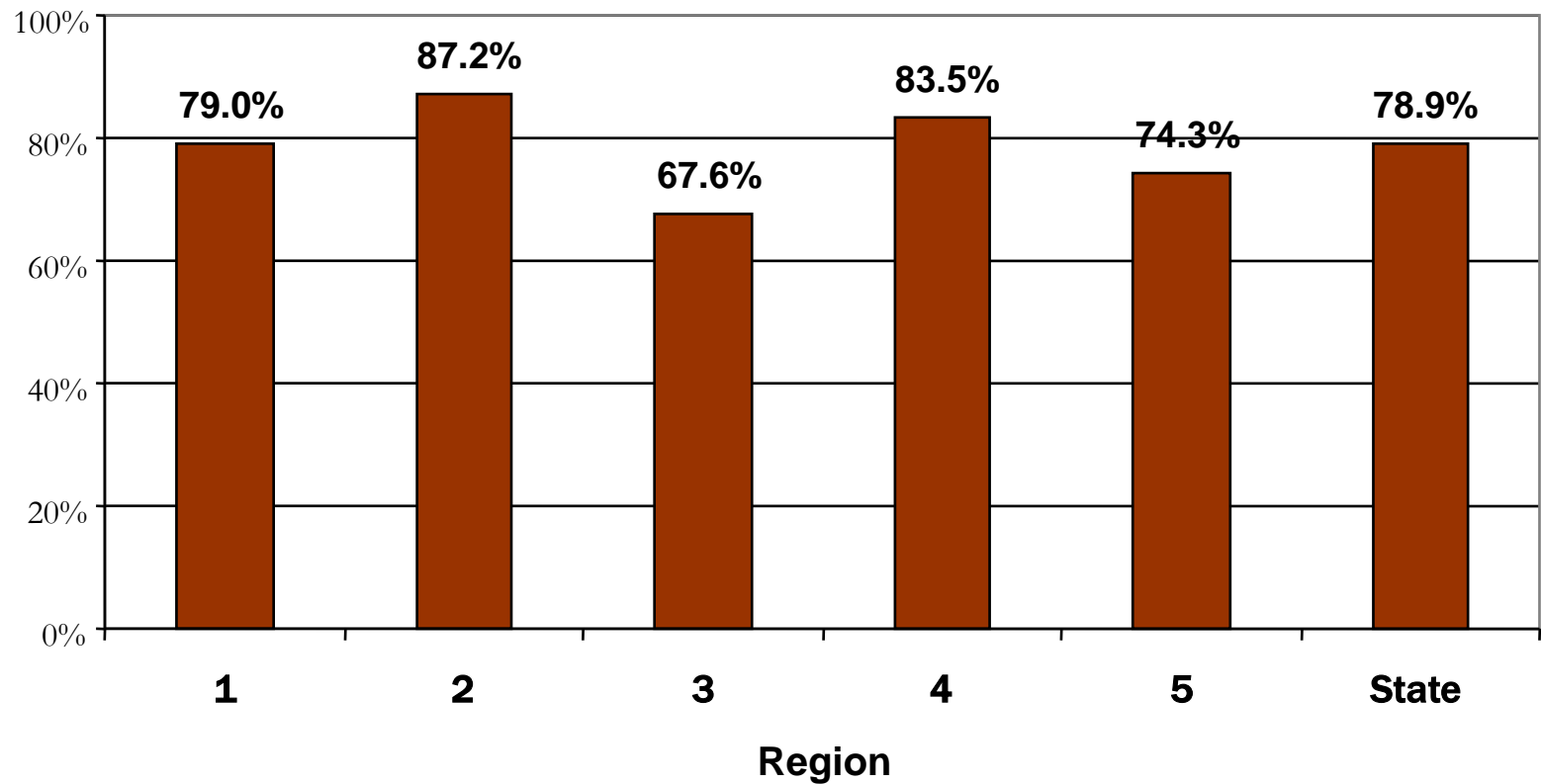
80.2%

6. Community Inclusion/Social Roles

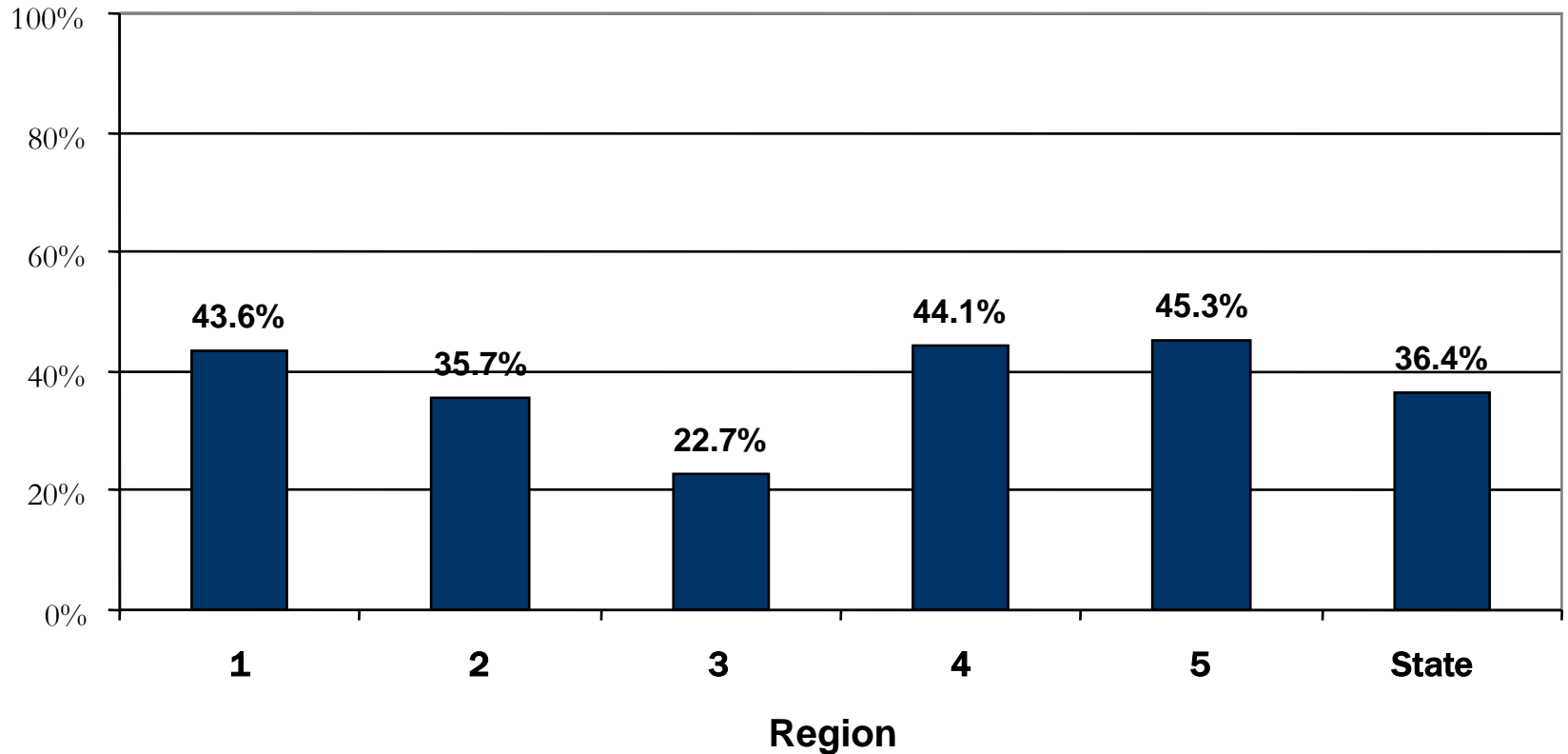
68.1%



**NCI Consumer Survey  
Achieving / Person Centered Approach  
Percent Positive by Region  
July 2008 - June 2009**



**NCI Consumer Survey  
Choices  
Percent Positive by Region  
July 2008 - June 2009**



# Project Plans

- Two Regions developed initiatives to increase providers participation in person-centered thinking trainings (based on the work of Michael Smull)
- Two Regions utilized story-telling to emphasize success in using a person-centered approach to providing supports.
- One Region developed a survey to gather data on communication barriers at the Regional and State Level.
- State Council developed an uniform definition of “choice” and identified key practices.

# Person Centered Recognition Story



# Person Centered Recognition Story



# Results of Initiatives

- At least one person-centered goal addressing “Important To” as a part of every ISP.
- Increased person-centered trainings to providers.
- Presentations of self-advocate success stories at regional provider meetings.
- Production of video highlighting the effects of person-centered approach on the lives of individuals.
- There are plans to expand communication survey across the state in order to drive Division-level communication planning.
- Definition of choice submitted to State for approval, and key practices will be incorporated into future training efforts.

# NCI and Renewal of COMP Waiver

- NCI data was identified to be used as evidentiary for the following CMS' Assurances/Sub-Assurances:
  - Service plans address all participants' assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means.
  - Participants are afforded choice: Between waiver services and institutional care; and between/among waiver services and providers.
  - The state, on an on-going basis, identifies, addresses and seeks to prevent instances of abuse, neglect and exploitation: Proportion of individuals who receive required medical screenings.

# What's in the Future

- Annual Data Report will be presented at annual Quality Improvement Council meeting.
- Councils to present on their own projects at annual meeting.
- An additional Council to be added.
- Continuation of data-driven quality improvement efforts.
- Quarterly Performance Indicator Reports.

# Questions?

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