



# MN Region 10 Quality Assurance Project

Funded by the MN State Legislature

**Minnesota Region 10 Quality Assurance:  
A Unique Option**

**Reinventing Quality Conference  
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**V**alue  
**O**f  
**I**ndividual  
**C**hoices and  
**E**xperiences

# What is the Quality Assurance Project?

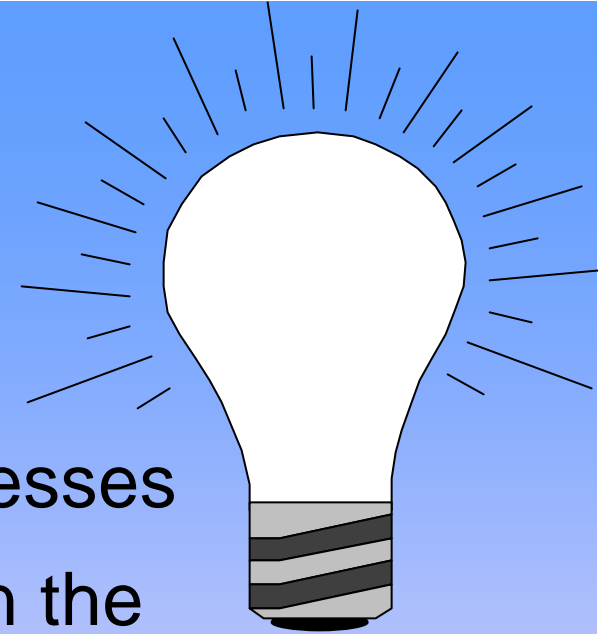
- In 1995, Stakeholders (persons with developmental disabilities, family members, legal representatives, advocates, support providers, county and state representatives from Region 10) held a meeting to assure quality of services to persons with developmental disabilities despite whatever changes were made at the state or federal level.
- Stakeholders and legislators developed and passed legislation that would allow counties to participate in an alternative licensing system focusing on quality outcomes of support providers versus minimal licensing requirements.

# Region 10 QA Purpose

The purpose of the Minnesota Region 10 Quality Assurance System is to continually improve the assistance we provide to individuals with developmental disabilities. We do this by assessing the value people experience through the support and services received at home, at work or school and throughout the community.

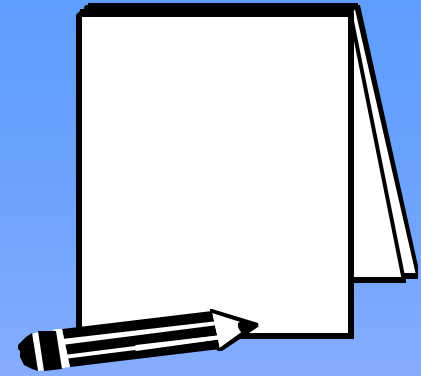
# STAKEHOLDER THOUGHTS

- Need for good guidelines and processes
- Need for continuous improvement in the system
- Rules/regs don't always produce quality
- Rules/regs focus on minimum standards
- Rules/regs tend to discourage risk and choice
- Rules/regs tend to add barriers



# COMMON THEMES

What Stakeholders want to address in the QA process:



- Quality of support services
- Value experiences
- Key relationships
- Breaking down barriers
- Communication & coordination
- Choices
- Dignity of Risk
- Continuous improvement
- Desire for change
- Commitment

# **GOAL:**

**Develop a New System using these QA Principles:**

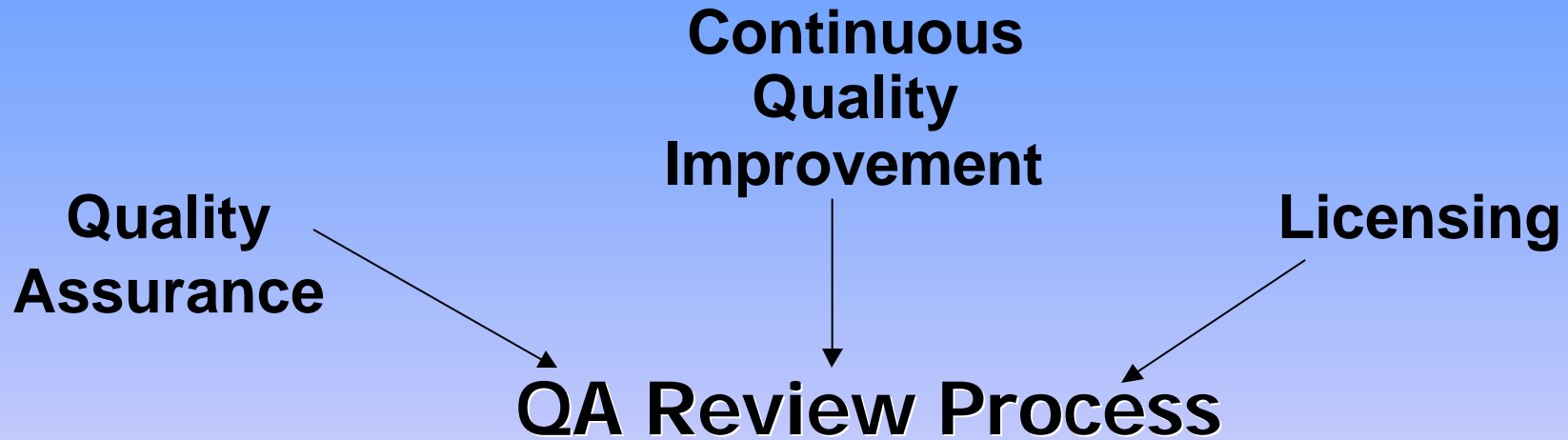
- Person Driven
- Comprehensive
- Integrated
- Value Based
- Continuous Review Process
- Continuous Improvement



# Stakeholder Commitment

- Ongoing Participation in the process through:
  - QA Commission
  - Review Council
  - QA team members  
(Review Team)
  - Committees
  - New development
  - Continual review  
& improvement
- Responsive to issues
- Ownership in the QA process
- Efficiency and timeliness in all processes
- Empowerment to the consumer

# Three Reviews in One



## QA Commission Functions

- Develop new QA Assessment Tool
- Develop Alternative Licensing System
- Implement and Pilot Test New System in Region 10 Counties

# COUNTY PARTICIPATION

- Region 10 Counties Opt In
- Select County QA Manager
- Appoint QA Review Council
- Select QA Teams
- Review QA Review Council Recommendations
- Make Licensing Recommendations to State

## PARTICIPATING COUNTIES

*Currently 5 of 11 counties participate in the QA Project*

•Fillmore

•Mower

•Winona

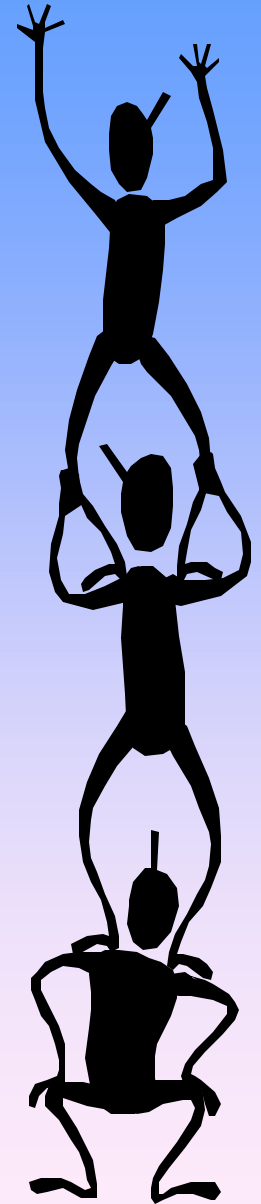
•Houston

•Olmsted

# QUALITY CIRCLE

*The people the participant interacts with*

- (You) Participant receiving support
- Family Members
- Legal Representative(s)
- Friends
- People who assist you with support and services
- Case Manager



# **VOICE Review Steps**

- 1.) Contact participant**
- 2.) Review information forms completed by the Quality Circle members**
- 3.) Conduct preliminary meeting with Quality Circle**
- 4.) Conduct On-site interviews and gather information**
- 5.) Draw Learning Portrait and prepare findings**
- 6.) Provide feedback for Quality Circle meeting**
- 7.) Provide report to QA Manager**

# VOICE

## Life & Service Domains

*The areas targeted to get a full picture of what a person wants and needs in life*



Basic Assistance



Inclusion



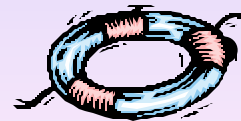
Special Assistance



Economic Support



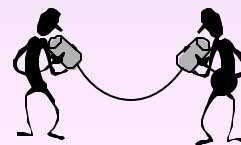
Relationships



Safety and Dignity



Choice



Coordination

# **VOICE ASSESSING QUALITY**

What the review addresses:

- **What is most important to the person?**
- **What are the person's principle needs?**
- **Who is responsible for the assistance?**
- **How is assistance being provided?**
- **How does person perceive the value of the assistance being provided?**
- **What assistance contributes more value to the person's experience?**
- **What assistance reduces value for the person's experience?**
- **Identifies Barriers**

# **VOICE**

## **Quality Circle Feedback Meeting**

- Present findings of QA Team
- Focus on quality improvement
- Non-prescriptive
- Consider actions that may be desired by person
- Empower Quality Circle for future actions
- Strengthen Quality Circle