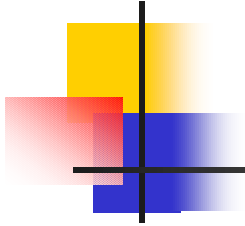
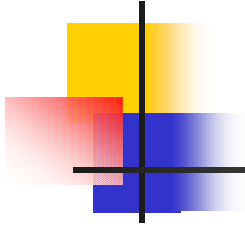


PENNSYLVANIA'S INITIATIVES PROMOTING HEALTH AND SAFETY



JILL MORROW
MEDICAL DIRECTOR
OFFICE OF MENTAL RETARDATION
COMMONWEALTH OF PENNSYLVANIA

SHARON FALZONE
DIRECTOR
NORTHEASTERN HEALTH CARE QUALITY UNIT



QUALITY IS EVERYBODY'S
BUSINESS!



National Pressures

- National healthcare agenda for people with developmental disabilities
- CMMS (HCFA) health related concerns in other states (CA, IL, DC)
- Managed care in Medicaid
- Self-Determination
- Attention to management of incidents

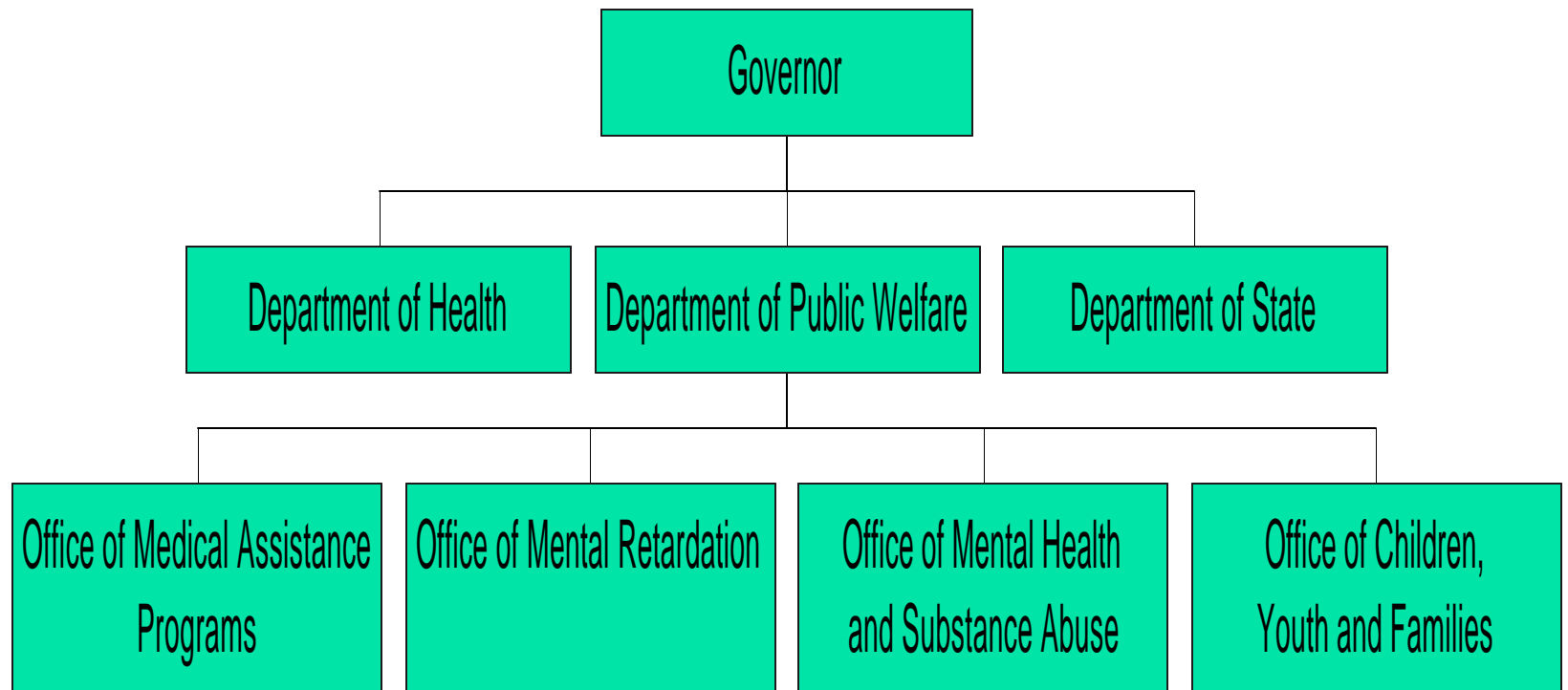


State Pressures

- Multi-year plan
- Pennhurst litigation
- Reshaping the future
- Self-determination and inclusion in community
- Clinical leadership in government (DPW and DOH)

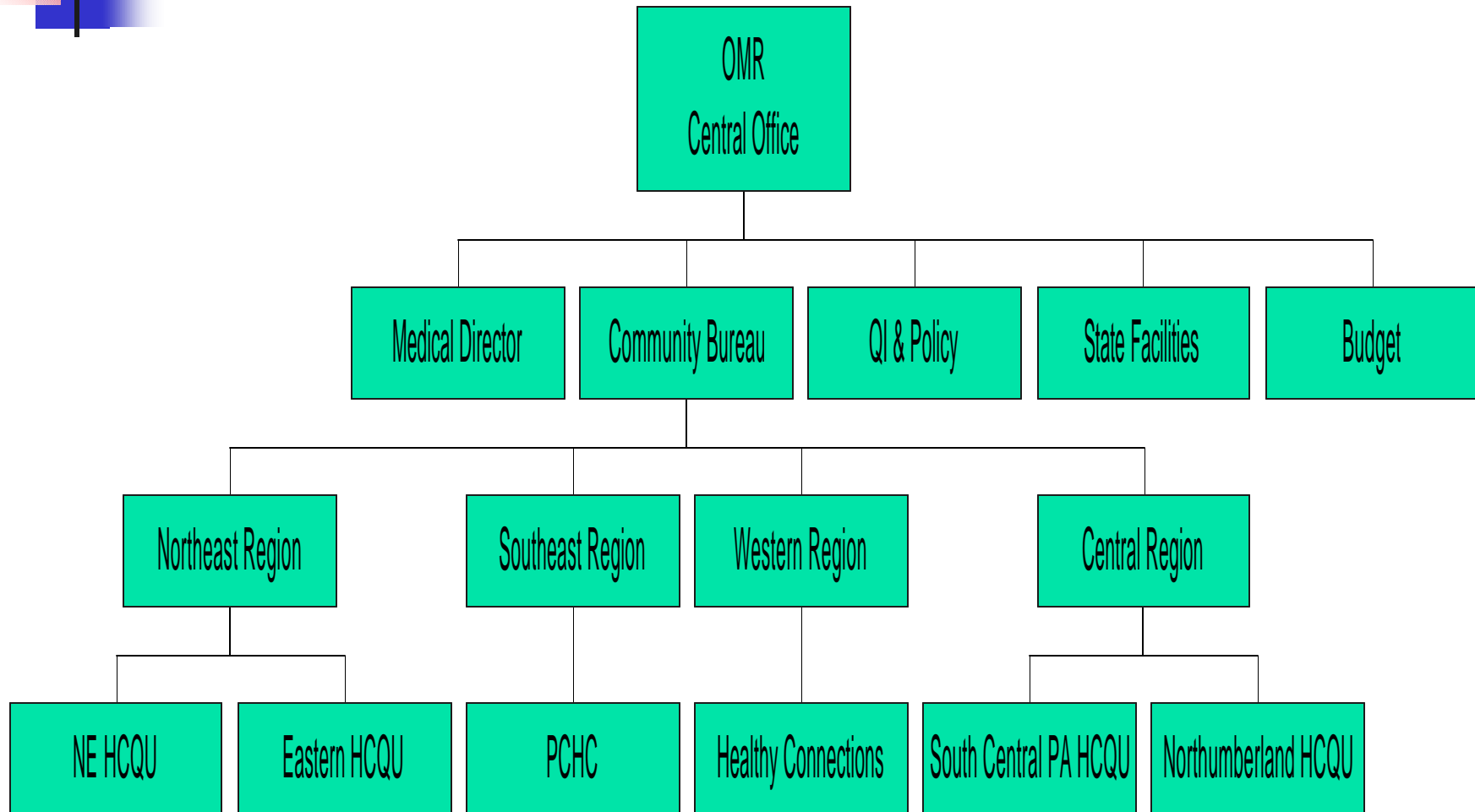


Commonwealth of Pennsylvania





Office of Mental Retardation





Pennsylvania's Multi-Year Plan

- Recommendations around best practices
- Independent monitoring
- Qualified, trained workforce
- Health related issues highlighted
- Expansion of self-determination



MISSION STATEMENT:

To maintain a service system that:

- Promotes the health, safety and well-being of the people it supports;
- Ensures individuals have the service and supports they need to achieve their life goals;
- Strives continually to improve the quality of those services and supports;
- Is accountable to the people it serves and to the public.



**OMR
Quality
Management
Focus**

**HEALTH & SAFETY
Risk Management**

**GUIDING PRINCIPLES/
GOALS**

Proactive/preventive
Reactive/remedial

INDICATORS

MEASURES

Incident Reporting
Health Risk Assessments

REPORTING

IMPROVEMENTS

OUTCOMES FOR PEOPLE

**GUIDING PRINCIPLES/
GOALS**

choice/control
best practice

INDICATORS

MEASURES

Independent Monitoring
Core Indicators
County monitoring

REPORTING

IMPROVEMENTS

VALUE FOR \$

**GUIDING PRINCIPLES/
GOALS**

cost & utilization
responsibility
accountability

INDICATORS

MEASURES

Individualized Budgets
Income & Expenditures
Audits

REPORTING

IMPROVEMENTS

INDEPENDENT REVIEW GROUP

STATEWIDE PERFORMANCE PROFILE



Health Initiatives: Focus on Health and Safety

- Office of the Medical Director
- Clinical managers
 - Regional nurses
 - Peer Review
- Community best practices
- Regional risk management
- Quality Improvement Bureau
- Health Care Quality Units



HCQU Concept

- ARE

- Quality Improvement
- System change
- Build system capacity

- ARE NOT

- Direct service to individuals



HCQU Facts

- 8 units/46 county/joinders
- Population
 - Licensed residential
 - ~15,000 individuals
- Staff
 - Director/supervisory
 - Consultant MD
 - Field RN
 - IT consultants

Health Care Quality Units - County Groupings





Who are HCQUs?

They have been implemented by local resources such as an academic nursing school, a health system, and other human service providers.



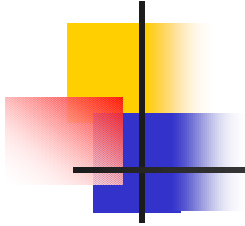
HCQU Activities

- Gather healthcare information
 - Access to healthcare
 - Wellness and preventive care
 - Disease management
- Analyze health and safety information
- Training and technical assistance
- Build community capacity



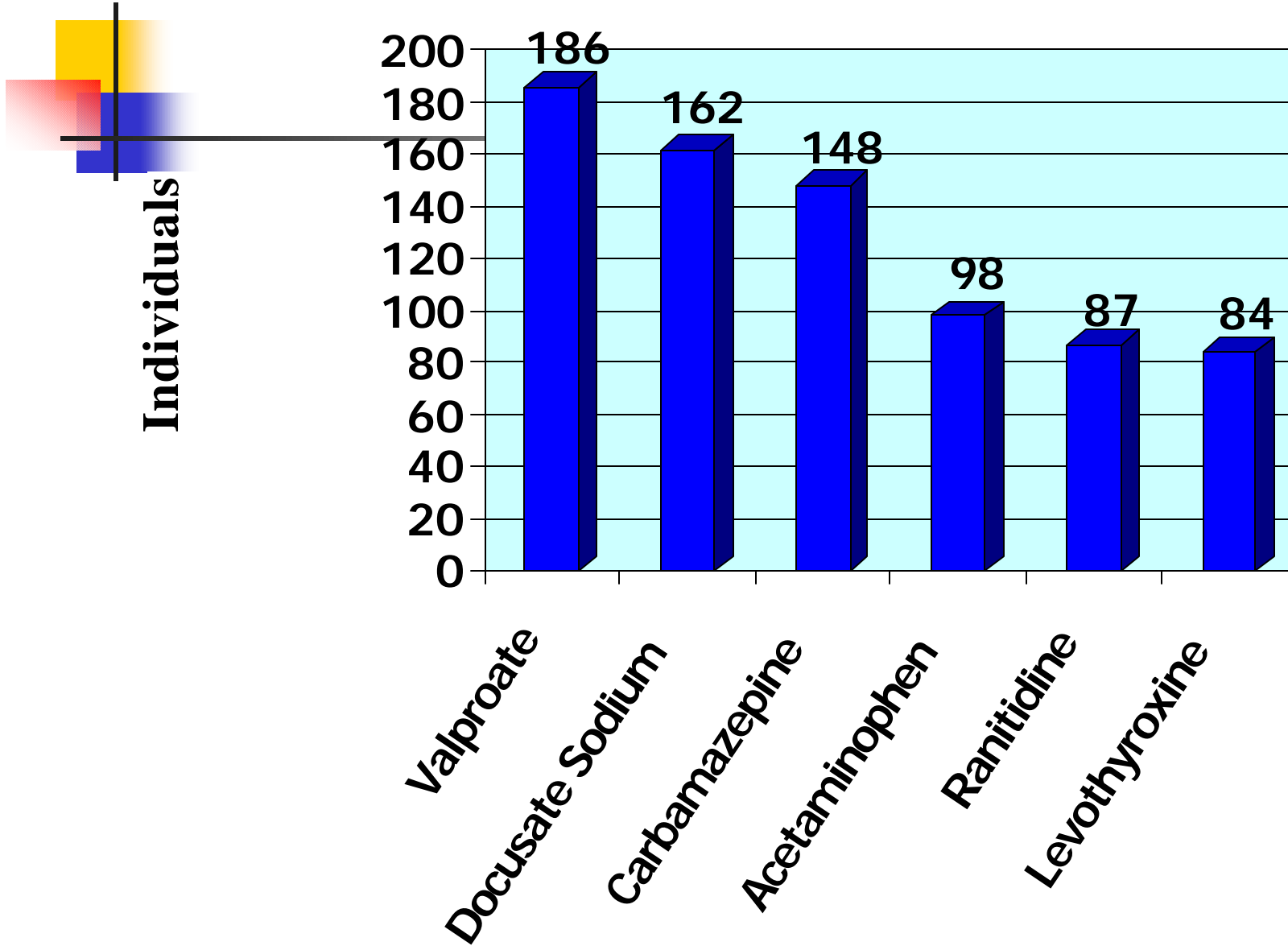
HCQU Training Audiences

- Provider staff
- County staff
- Medical community
- Families
- Consumers



EARLY OUTCOMES

Medications





HCQU's Purpose

- To serve as the entity responsible to the State through the County Mental Health and Mental Retardation Programs for the overall health status of individuals with mental retardation receiving services.
- To assure that individuals served by mental retardation programs are as healthy as possible and fully participative in community life.



HCQU's Vision

- Pursuit of Quality is the fundamental driving principle for Pennsylvania's Mental Retardation service system.
- HCQU's are an integral part of Pennsylvania's transformation of the MR system.



HCQU's Primary Activities

- To provide health related training.
- To assess individual's health and systems of care.
- To provide clinical health care expertise to counties and MR providers.
- To build community capacity and improve access to medical services.



HCQU's Quality Connection

- To integrate Statewide quality improvement (QI) structures and processes.
- To integrate with regional QI.
- To integrate with QI initiatives of the contracting counties.



HCQU's Scope of Work

- Training and technical assistance
- Assessing health needs of the consumer population
- Analyzing data
- Identifying trends
- Building community capacity



HCQU's Staffing Complement

- Director
- Physical Health Coordinator
- Behavioral Health Coordinator
- Registered Nurses
- Data entry and analysis support
- Clerical support
- Consultant physicians



HCQU Resources

- Consultant physicians to teach and identify best practices
 - Medical directors
 - Psychiatrists
- State Medical Director for OMR and staff
- Regional nurses
- Dual Diagnosis Networking Groups providing education and consultation



HCQU's Electronic Database

- Health Risk Profile (HRP-formerly called the Health Risk Assessment-HRA)
 - RNs gather data online (1/02)
 - Aggregate data to identify access to care, preventive care, and disease management
- Incident management
 - Trend analysis of health care related incidents



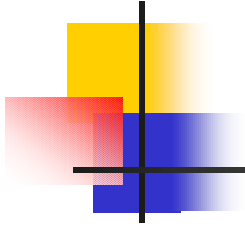
Trend Analysis and Reporting

- Identification of resources for access to care
- Commonalities of behavioral health diagnosis
- Identification of best practices
- Trend analysis of hospitalizations and emergency department visits



Training Methodologies

- Core function of HCQU
- Utilizes full capacity of multimedia technology
- Types of training:
 - Training on CD-ROM
 - Videotape
 - Power-point presentations
 - Seminars and conferences
 - Web-based training
 - Manuals and modules



The race for quality has no
finish line.