



Journey to Quality

New Mexico Department of Health

Developmental Disabilities Supports Division

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Clinical Services Bureau Chief

February 13, 2006

The journey isn't always easy





New Mexico History

- Driven by Jackson lawsuit early 1990's
- De-institutionalization finalized 1997
- DD Waiver- Currently 3600 individuals
- Large, rural multicultural state



Ongoing DOH Quality Assurance and Improvement Activities

- QI Steering Committee
 - Developmental Disabilities Supports Division (DDSD)
 - Division of Health Improvement (DHI)
 - Medicaid
- Quality Coalition
 - DOH staff, stakeholders and HSRI
 - Developing Quality Indicator system
 - National Core Indicators PLUS
 - Additional indicators from other sources

NEW



NM Department of Health

- Mortality Review Committee since 1998
- Review deaths of all DDW participants
- Data since FY 1999



MRC Membership

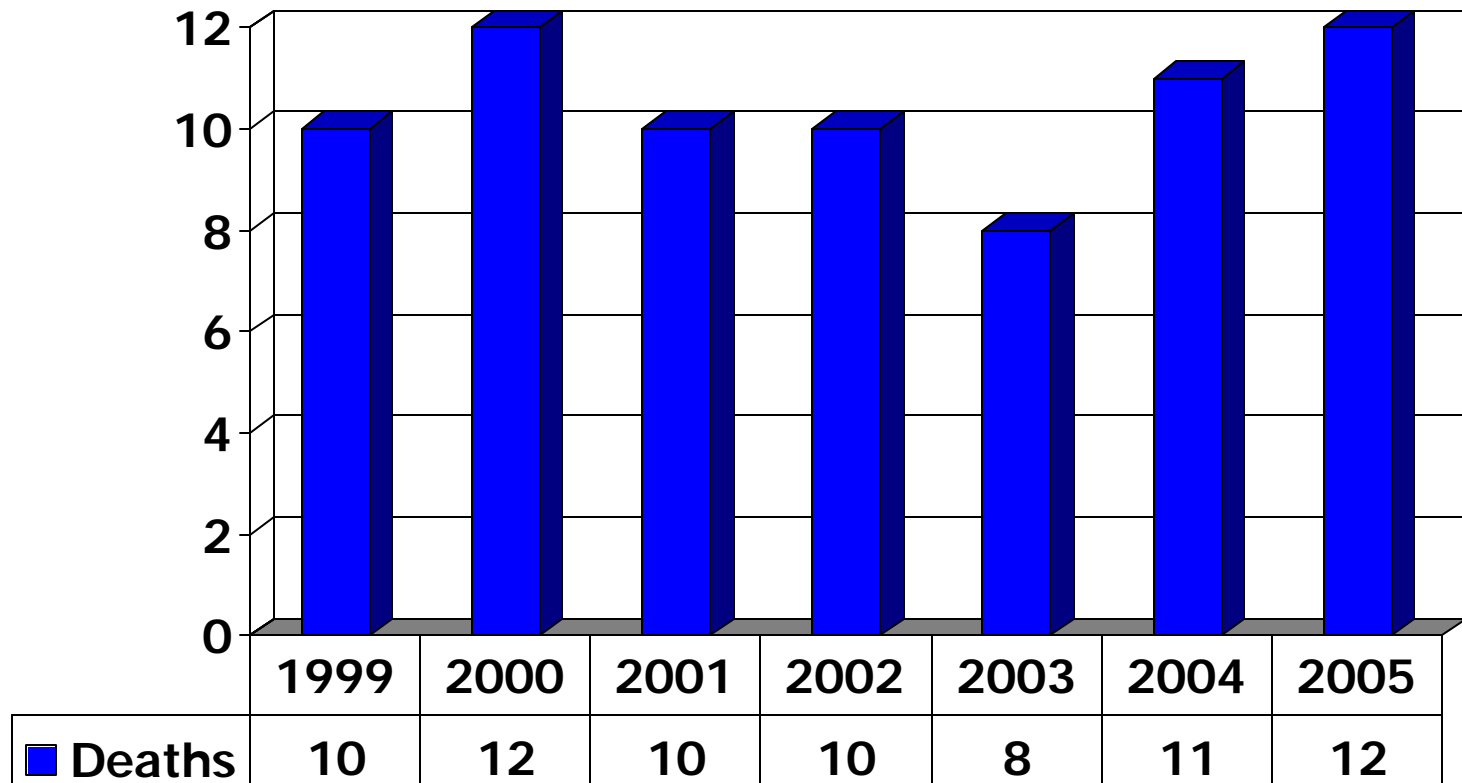
- Chair- Dr. Carol Merovka
 - Physicians, nurses, attorneys, social workers
 - DOH, Health Improvement, DDSD, Medicaid, Office of General Counsel



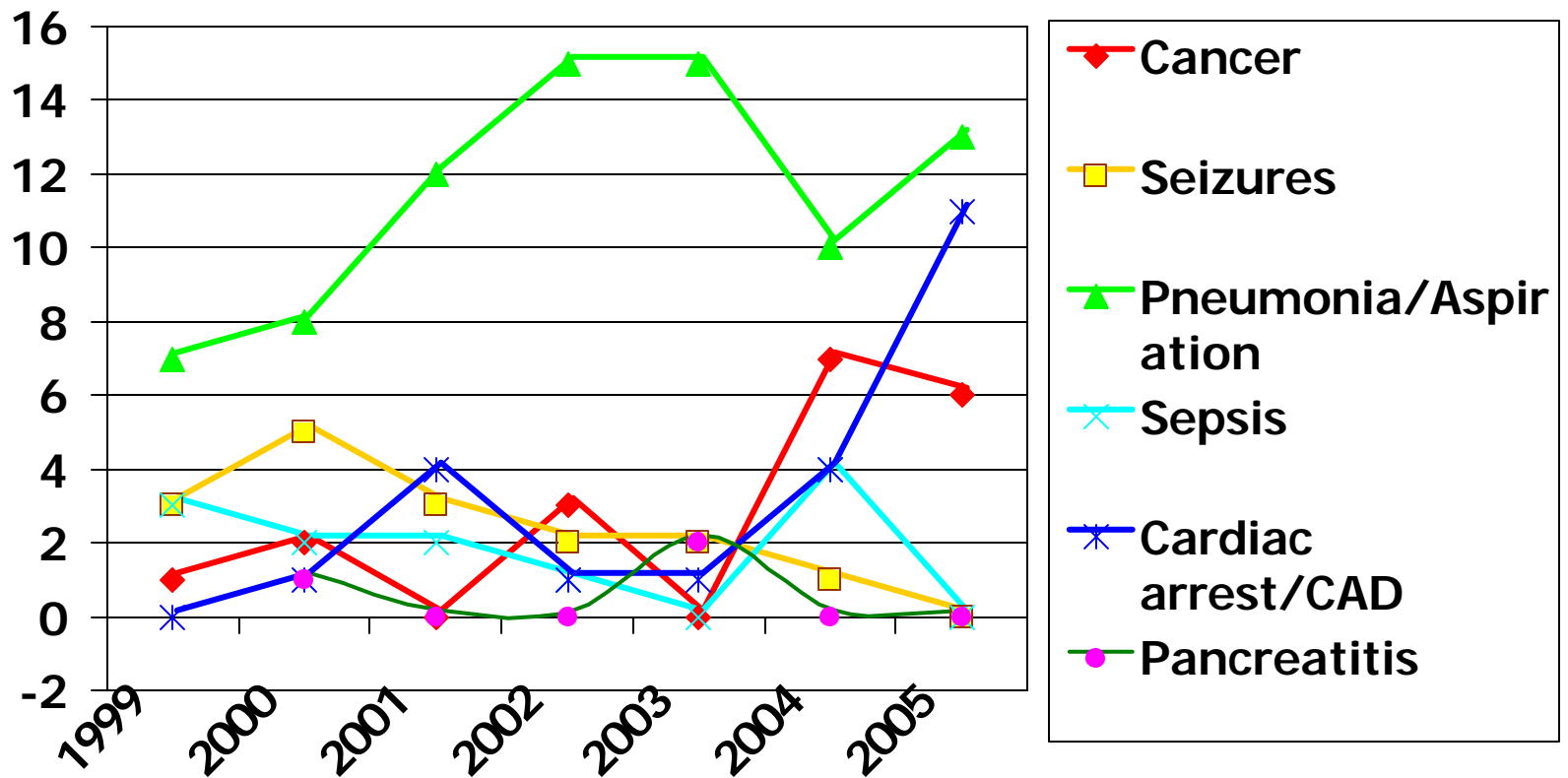
Mortality Review Committee Process

- Meet monthly
- Review reports on all cases
 - DHI mortality report
 - Class members: external mortality review
- Identify systemic quality issues
- Refer to DDSD for follow up

Deaths per 1000 DDW participants



Top Causes of Death FY- 1999-2005





Aspiration Prevention Program

- Initiated in 1998
- Policies and Procedures
- Aspiration Risk Screening Tool
- Protocol
 - Evaluation: Multidisciplinary Swallow clinic (SAFE)
 - Meal time plan-SLP
 - Health and crisis prevention plans
 - Monthly follow up and reporting by case manager



CSB- Aspiration Program Management

- Maintain Aspiration Risk List
- Monitor CM reporting
- Training and education
- Resources:
 - Assistive Technology
 - Specialized Seating Clinic
 - Staff therapists at SAFE clinic



Mortality Follow Up

- MRC refers cases to DDS
- Providers notified case and the issues
- DDS staff assigned as resources to follow up on quality improvement plans
- 90 day plan
 - Cases closed or reported to a sanctioning body



Retrospective Analysis of Systemic Issues

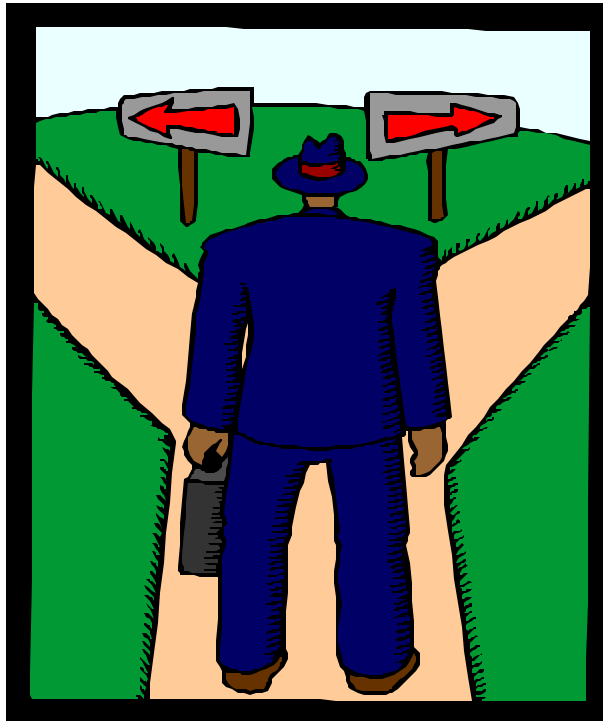
- Identified causative and contributing systemic issues deaths 2002-2005
- 18 Broad Categories
 - 140 subsets
- Data base tracks providers/case/issues



Top Systemic Issues

- Nursing Oversight
 - Assessment
 - Chronic health issues
 - Planning with COC
- IDT/ISP
 - Lack of knowledge
 - Lack of planning
 - Management of health issues
 - Dissent
- Med Administration
 - Documentation errors
 - PEG administration
- Documentation
 - Not present
 - Not adequate
 - VS, weights, seizures

So now what do we do???





CSB Plan

- Strengthen the Aspiration Program
- Adult Preventive Health Care Screening
 - New Mexico Medical Society-Dr. Merovka
 - University of New Mexico DD Specialists
 - Regional Nurses technical support



CSB Plan

- Training
- Projects
 - Updating DD Waiver healthcare standards
 - Developing guidelines, policies and procedures
- Routine feedback of data to the providers

The journey isn't always easy



You may end up far from
where you started...





But it is worth it !



Ms. Marilyn Martinez
Self Advocate
Albuquerque, New Mexico

