

Quality

Defining and Promoting Quality in
Assisting Individuals with
Developmental Disabilities

Patricia Morrissey, Ph.D.

Commissioner

Administration on Developmental Disabilities

Administration on Children and Families

Department of Health and Human Services



Quality Is on the Front Burner

- Addressed in Home and Community Based waivers
- One of the Areas of Emphasis in the DD Act
- One of the developmental measures by which ADD and its programs will be judged under Government Performance & Results Act in the future
- Focus of the Commissioner's Forum
February 2003



Challenges Related to Quality

- Lack of a common frame of reference
- Assumption that problems and solutions lie with Medicaid
- Failure to think strategically
- Lack of a commitment to address public and private tensions in innovative ways
- Tension between belief in service integration and fear of flexibility in law



Macro View of Quality

- Scope & Context
- Infrastructure
- Evaluation

Quality: Context and Scope

WWWWH+W Approach

Who What/Where When How Why

- Choices
- Control

Quality... Choice & Control

- **Choice... a continuum**
 - at least two
 - ideally a range equivalent to an individual with the same resources and community residence opportunities
- **Control...a continuum**
 - direct...indirect control of WWWWH
 - partial...full control of WWWWH
 - by another individual authorized by the individual with a disability
 - control assumed by another individual w/o being authorized
 - by another individual designated officially

Quality... Choice & Control...by Whom



- The individual with a disability
- The individual with a disability with another individual
- By a family member
- By a private provider
- By a state agency

Quality... Choices & Control... of What/Where



- Residence
- Education
- Employment
- Health care
- Transportation
- Leisure

Quality... Choice & Control... of Timing & Frequency of

- Services
- Supports

- Activities of Daily Living
- Instrumental Activities of Daily Living

Quality... Choice & Control of How



- Alone
- With another individual(s)
- By another individual
- Through environmental accommodation
- With assistive technology

Quality... Choice & Control... Why



- Law
- Cost
- Established funding streams
- Convenience
- Safety
- Satisfaction

Quality... Current Picture



Choices & control related to supports & services being driven by ...

- Law
- Cost
- Established funding streams
- Convenience
- Safety
- Satisfaction

Quality... What Would Happen if...



- Choices & control related to services & supports were driven first by...
 - who/where
 - when
 - how
- And then...
 - Law
 - Cost
 - Established funding streams
 - Convenience
 - Safety

SATISFACTION

CONSTRAINTS

Lots Would Happen...

- Greater consumer satisfaction
- More creative thinking
- More partnerships
- More resources
- More education
- More consensus, fewer disputes
- Acceptance of final package of services & supports
- Delivery of final package of services & supports



Quality...Infrastructure Should

- Provide for access -- both physical & informational
- Ensure & offer individual-centered planning
- Have the capability to deliver what is in an individual's plan
- Provide full range of safeguards related personal safety
- Define & explain rights & responsibilities
- Track individual outcomes
- Track system performance

Quality...Evaluation Should Measure Extent and Effects of

- Physical & informational access
- Individual-centered planning in assessment, decision making, plan development, & plan direction
- Delivery of plan (the implementation of WWWW)
- Safeguards provided
- Rights & responsibilities as documented & observed
- Individual outcomes (customer satisfied, plan goals realized)
- System performance (e.g., data affect decisions & result in improvements, customer input built in, fiscal integrity measured)

Quality... Our Collective Role



- Promote customer-centered planning in all contexts
- Demonstrate continuity, predictability & seamlessness in delivery of services & supports
- Explore innovative partnerships
- Educate others about how to define & deliver quality in services & supports

Contact Information



- Pat Morrissey
- (202) 690-6590
- pmorrissey@acf.hhs.gov