

INCOPORATING NCI INTO A QUALITY REVIEW SYSTEM CONNECTICUT DMR

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BACKGROUND AND DESIRED OUTCOMES

- Design a new quality review system to incorporate the achievement of personal outcomes and measures of consumer satisfaction
- Apply the system to assess all providers of service
- Integrate existing quality activities into the new system
- Use valid and reliable measures
- NO DUPLICATION of effort

Previous Activities

- State licensing of group homes and family living homes
- Regional oversight of group homes and day programs
- Case Management oversight of the individual plan
- NCI Consumer Interviews and other surveys
- Overall reliance on documentation and physical plant reviews

National Core Indicators

- ✓ Difficulty conducting enough interviews each year, declining work force
- ✓ Yet, the survey is a valid measure that addresses personal outcomes and satisfaction measures
- ✓ Integrate the two processes, new quality review and the NCI project

QUALITY SYSTEM ELEMENTS

- ✓ Focus Areas
- ✓ Personal Outcomes within each Focus Area
- ✓ Indicators from the perspective of the person and the support system that suggest the achievement of the outcome
- ✓ Quality data elements/measures that answer if the Indicators are achieved

QUALITY SYSTEM FOCUS AREAS AND PERSONAL OUTCOMES

■ Planning and Personal Achievement

- ✓ People direct their own planning process
- ✓ People realize their goals for the future
- ✓ People develop and use personal competencies

■ Relationships and Community Connections

- ✓ People have satisfying and meaningful relationships
- ✓ People participate in community life

QUALITY SYSTEM FOCUS AREAS AND PERSONAL OUTCOMES

■ Choice and Control

- ✓ People choose where and with whom they live
- ✓ People choose what they do for work, retirement, or other day options
- ✓ People choose their daily routines and make changes as desired
- ✓ People choose their own personal support providers

■ Rights, Respect, and Dignity

- ✓ People are valued and respected
- ✓ People are free from abuse and neglect
- ✓ People exercise their rights
- ✓ People have economic security

QUALITY SYSTEM FOCUS AREAS AND PERSONAL OUTCOMES

■ Safety

- ✓ People are protected from fire and other life threatening situations
- ✓ People live and work in safe, clean, and personalized environments

■ Health and Wellness

- ✓ People experience the best possible health
- ✓ People receive needed medical and health care

QUALITY REVIEW

Expectations



Review



Evaluation



Results

FOCUS AREAS

- Planning and Personal Achievement
- Relationships & Community Connections
- Choice & Control
- Rights, Respect, & Dignity
- Safety
- Health & Wellness

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QUALITY DATA SOURCES

- Observation
- Record Review
- Individual Interview (NCI)
- Support Staff Interview
- Safety Checklist
- Regional and system data

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INDICATORS

- a) Individual Guidelines
- b) Support Guidelines

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PERSONAL OUTCOMES

- 1
- 2
- 3
- 4
- 5
- 6
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- ⋮
- ⋮
- ⋮
- 17

QSR Example

Focus Area: Planning and Personal Achievement

Outcome: individual directs his/her planning process

- **Individual Indicator:** the individual identifies his or her goals for the future to support their chosen lifestyle:
- **Measures:**
 - CI: at the planning meeting, did people ask you wanted to do in the future?
 - CI: does your case manager ask you what you want?
 - D: the plan indicates the individual directed the process
 - D: individual preferences are identified in the plan

- **Support Indicator:** the individual is supported to participate in his/her planning process:
- **Measures:**
 - SI: how do you help the individual prepare for and participate in the planning process?
 - D: the plan identifies the supports needed to achieve goals based on current functional assessments

- I.A The Individual Directs His or Her Planning Process
- Individual
- 1. I.A.a.1 Goal Identification
- **The individual identifies his or her goals for the future.**
- N8-helpsget Consumer Interview **If you ask for something, does your case manager help you get what you need?**
- N9-askimpor Consumer Interview **Does your case manager ask you what you want?**
- C12 Consumer Interview **At your planning meeting, did people ask you what you wanted to do in the future?**
- D1 Documentation **The individual's plan indicates he or she directed the planning process.**
- Individual
- 2. I.A.a.2 Plan Development
- **The individual develops plans to reach his or her goals.**
- N10-served Consumer Interview **Do you get the services you need?**
- D1 Documentation **The individual's plan indicates he or she directed the planning process.**
- Individual
- 3. I.A.a.3 Plan Review and Change
- **The individual reviews, changes, and approves his or her plan on an ongoing basis.**
- D2 Documentation **The individual's plan is developed timely based on his or her personal circumstances or goals.**
- Support
- 4. I.A.b.1 Planning Process Support
- **The individual is supported to participate in his or her planning process.**
- SPI1 Support Person Interview **How do you help the individual prepare for and participate in his or her planning process?**
- Support
- 5. I.A.b.2 Plan Development Support
- **The individual's preferences, strengths, assessments and goals are the basis of his or her plan.**
- D3 Documentation **The individual's preferences are identified in his or her plan.**
- D4 Documentation **The individual's plan identifies supports he or she needs based on current functional assessments.**
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■ Support

- 6. I.A.b.3 Plan Review And Revision Support
- **The individual's plan is reviewed and revised based on changes in his or her personal circumstances and goals.**
- D2 Documentation **The individual's plan is developed timely based on his or her personal circumstances or goals.**
- D10 Documentation **The individual's plan is updated timely based on changes in his or her personal circumstances and decisions.**
- SPI2 Support Person Interview **What are the specific strategies in place to help the individual achieve his or her goals?**
- SPI3 Support Person Interview **Is the individual's support plan developed, reviewed and updated based on changes in his or her life circumstances and dreams for the future?**

■ Support

- 7. I.A.b.4 Provider Performance Feedback
- **The individual's support and service are influenced by his or her feedback about provider performance.**
- N45-likehomeConsumer Interview **Do you like your home or where you live?**
- N4-helpgoal Consumer Interview **Do people help you do new things you want to do?**
- N10-served Consumer Interview **Do you get the services you need?**
- CI62 Consumer Interview **Are you satisfied with progress toward your goals for the future?**
- CI35 Consumer Interview **Are you satisfied with your financial situations?**
- D21 Documentation **The individual's record documents his or her input concerning the evaluation of personal services and the systems that support those services.**
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IV.C The Individual Exercises His or Her Rights

Individual

63. IV.C.a.1 Exercise Rights

The individual exercises his or her basic liberties as he or she chooses.

N18-bealone Consumer Interview

Can you be alone if you want to?

N20-enterhm Consumer Interview

Do people including staff let you know before they come into your

home?

N21-enterbrm

Consumer Interview

Do people including staff ask permission before

coming into your bedroom?

N27-seefrnds Consumer Interview

Can you see your friends when you want to see them?

N30-seefamly

Consumer Interview

Can you see your family when you want to?

N36-choosbuy

Consumer Interview

Do you get to choose what you buy with your

spending money?

N29-alongst Consumer Interview

Can you be alone with friends or does someone have to be with

you?

N17-usephon Consumer Interview

Are you allowed to use the phone when you want to?

CI14 Consumer Interview

Has anyone spoken to you recently about your rights as a citizen

and as a support consumer?

Individual

64. IV.C.a.2 Complaint Expression

The individual expresses his or her concerns and grievances.

CI13 Consumer Interview

If you have a problem, do you have someone to talk to?

Individual

65. IV.C.a.3 Personal Information Disclosure

The individual or his or her guardian control access to personal information.

D12 Documentation

The individual's record contains all necessary consent forms.

Individual

67. IV.C.a.5 Self-Advocacy - Participation

The individual participates in self-advocacy groups or activities as desired.

N42-clubs Consumer Interview

Do you go to clubs or other community meetings?

N22-selfadvo Consumer Interview

Have you ever participated in a self-advocacy group meeting,

conference or event?

INTEGRATING ACTIVITIES

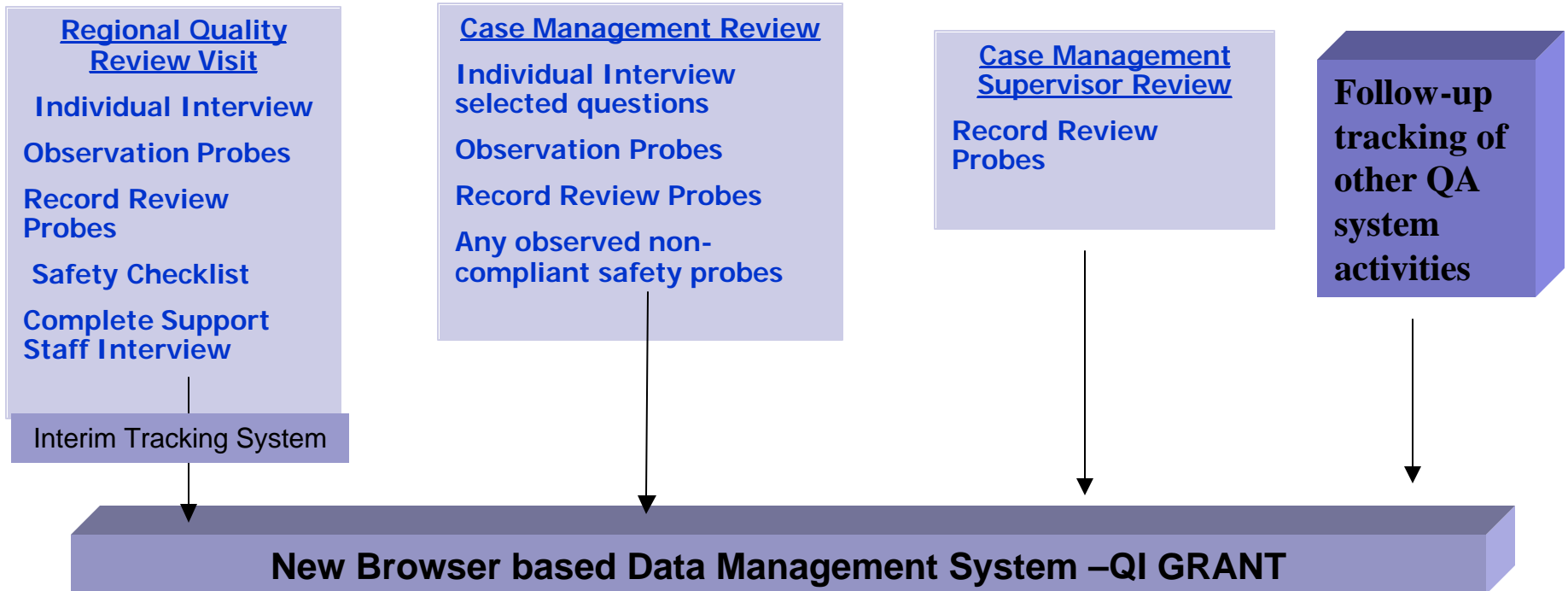
- Case Managers and Case Management Supervisors use selected quality measures when assessing plan development, participation and implementation
- Regional Quality activities incorporate selected quality measures to assess planning, rights, satisfaction, safety and health
- State review of a sample of individuals in all service/support types using all quality measures

Integrating Regional and State Quality Systems

Performance measures and expectations are drawn from one pool of quality data probes

Quality Review System Data Measures

Observation 16 items	Record Review 23 items	Individual Interview (NCI) 62 items	Support Staff Interview 32 items	Safety Checklist up to 63 - depends on setting
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Implementation

- ✓ Draw state sample for consumer interview participation in NCI
- ✓ Regional Quality Review staff cross reference individuals with locations and individuals they will be reviewing during the course of the year
- ✓ State Quality Review staff cross reference individuals to provider and regional reviews scheduled
- ✓ Quality Review staff conduct the NCI consumer interview during a quality review visit
- ✓ Any individuals in the sample not addressed by the quality reviews are interviewed independently for the state submission to NCI project

Numbers and Uses

- State sample for CT is 400-450
- Quality Review will capture 1,000 or more
- Increases data pool for CT to assess its own performance
- NCI data results sent to HSRI
- NCI data results integrated within the quality review tool to inform personal outcomes