



What *IS* a Qualified Provider?



Quality - It's Everyone's
Business

Chicago, IL

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Why is *This* Important?

Questions (From the Community):

- Should it matter in a Self-Determination environment?
- Won't natural market competition take care of the question?

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Why is *This* Important?

Answers (From the Community):

- We are spending public money.
- This is a vulnerable population.
- There is still a responsibility for
 - Health and Safety,
 - Dignity,
 - Risk Vs. Choice, etc?

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What We are Learning

- A Consumer and Self-Advocate
- A Parent
- A Federal and State Funding Agency
- A National Advocacy Coalition
- An Accreditation Organization
- YOU, The Audience!

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Consumer/Self-Advocacy

- How does the organization address disability in their materials, training, offices?
(Employees are a reflection of the organization, their life experiences and training.)
- Do they respect and value me as a person?
- Do they see themselves as care givers or as my assistants to achieving success in my life?

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Consumer/Self-Advocacy

- How I am treated - on the phone, in the office, and in my home?
- Do they treat me as a customer?
- Are they willing to be a partner in the success of my life?
- Is flexibility available (People and \$\$\$)
 - Are there back-up plans if things go wrong?

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Parent

- A consumer/family focused organization
- An organization with a history of success
- A “stable” organization
- “Friends” vs.. “Staff”
- A responsive organization
- An organization that understands “Risk vs. Choice”

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Federal/State Funding Agency

HCFA/CMS Waiver Protocol

- Quality Assurance System
- Qualified Provider Definition
 - Qualifications
 - Training
 - Quality enhancing activities

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National Advocacy Coalition

Developmental Disabilities Quality Coalition (DDQC)

Recommended System Capabilities:

- *Consumer Protections
- *Safeguarding Rights
- *On-Site Monitoring
- *Health and Behavioral Health Surveillance
- *Consumer Satisfaction and Outcomes
- *Quality Improvement
- *Service Planning
- *Provider Oversight
- *Financial Integrity



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Where Does Accreditation Fit?

CARF Standards Address:

- Consumer Input
- Accessibility
- Health and Safety
- Leadership
- Human Resource Development
- Financial Planning and Management
- Outcomes Management (Results/Impacts)
- Specific Service Quality

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What Can Accreditation Provide?

Customer Information about Service Delivery:

- Person Centered Service Planning
- Specific Program/Service Descriptions
- Consumer Information for Choice
- Specific Service Delivery
 - Availability
 - Ability
 - Results

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The Accreditation Process

Provides Observations of Services which address:

- Quality Assurance (Program/Service)
- Quality Improvement (Organizational Administration)
- Public Information (Proactive and Reactive)

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Now, YOU, The Audience

- What's Important to YOU in the Definition of a Qualified Provider?
- WHY?
- How Can the Information from Accreditation help:
 - Individuals/Families?
 - Providers?
 - Funders?

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Thanks for Participating!

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