

2006 Reinventing Quality Conference

Supporting Valued Lives: Participation, Quality, and Accountability

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Disabilities

If My Office Were on Fire...
These are the Quality Tools I'd
Take



What do you do with all of that information?



Qualitative Data

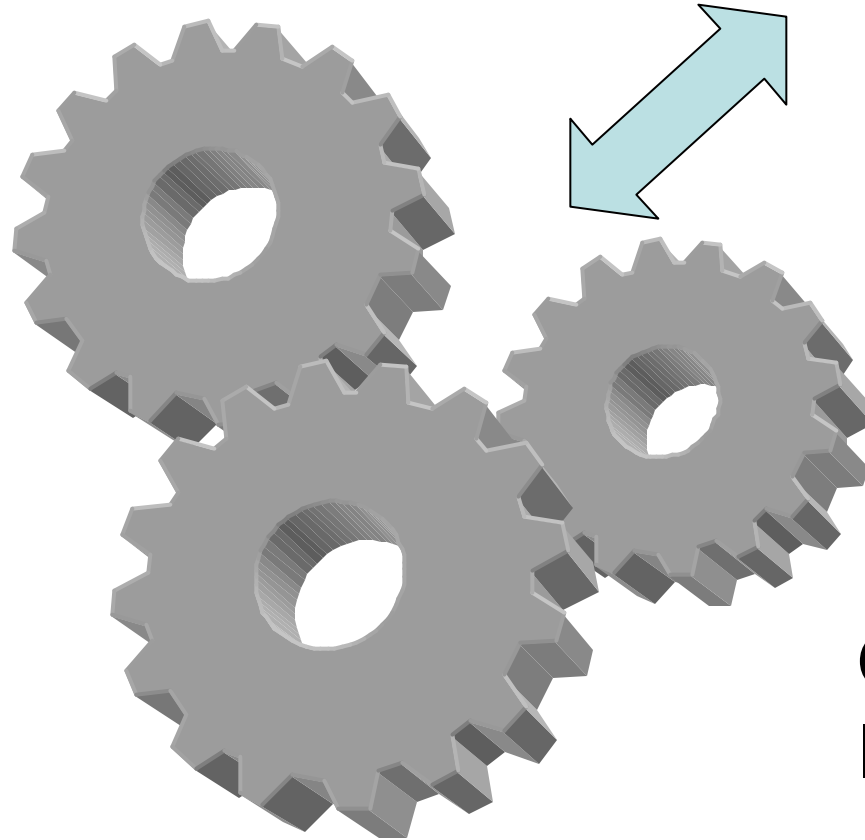
- Complaints
- Sentinel Events
- Public Forums
- Workgroup input

Quantitative Data

- National Core Indicators
- CQL Accreditation
- ARSD Surveys
- U of M Data
- Braddock Reports
- Service Records
- Significant changes
- Critical Incident Reports

Quality Assurance

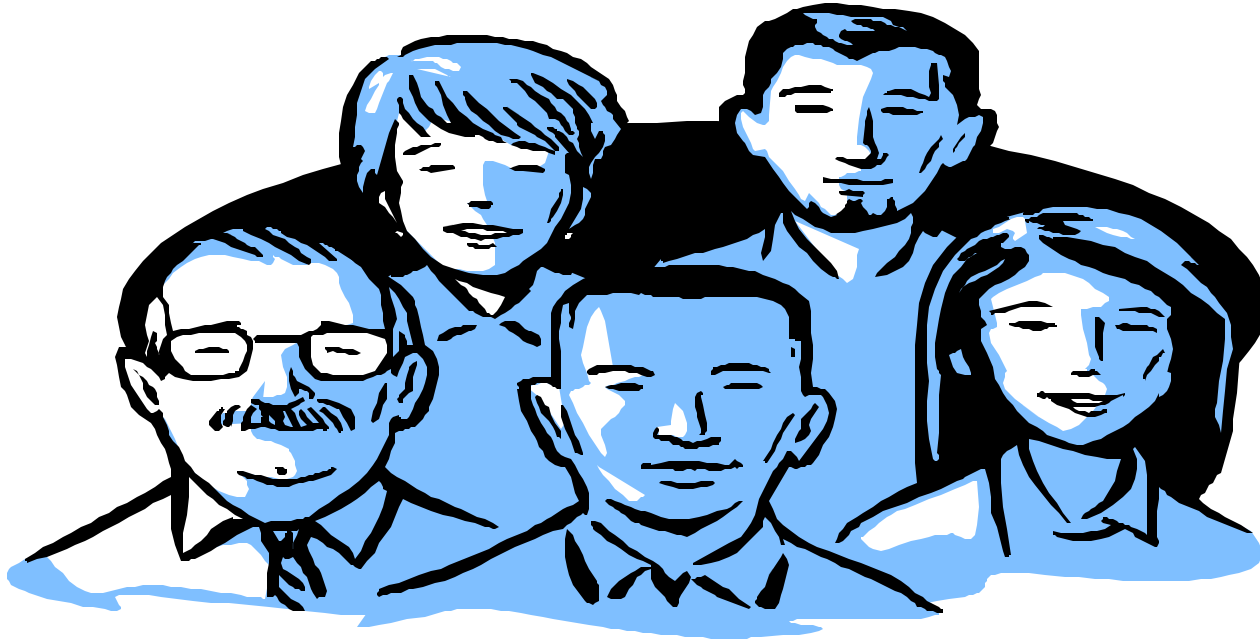
Public Information



Quality Improvement

Strategic Planning

Qualitative Data



Public Forums

Formulating a Vision for the Future

- Person Centered Supports
- Evolve
- Inspire DSP to Do Great Things
- Community Integration and Collaboration
- More Housing Options
- More Employment Options
- Be Facilitators
- Natural Supports
- Choice...Control...Self-Determination
- Health and Safety (mine)

What we did with the
information

QA

QA HCBS Framework – 50 Indicators

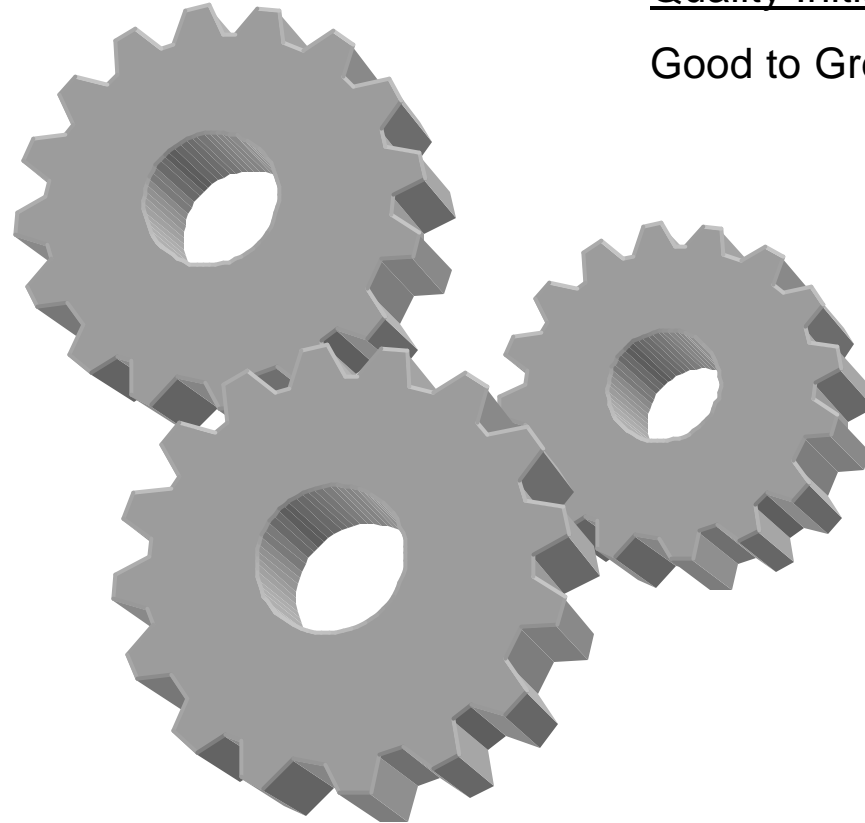
Survey Data

NCI

CQL Outcomes

Quality Initiatives

Good to Great



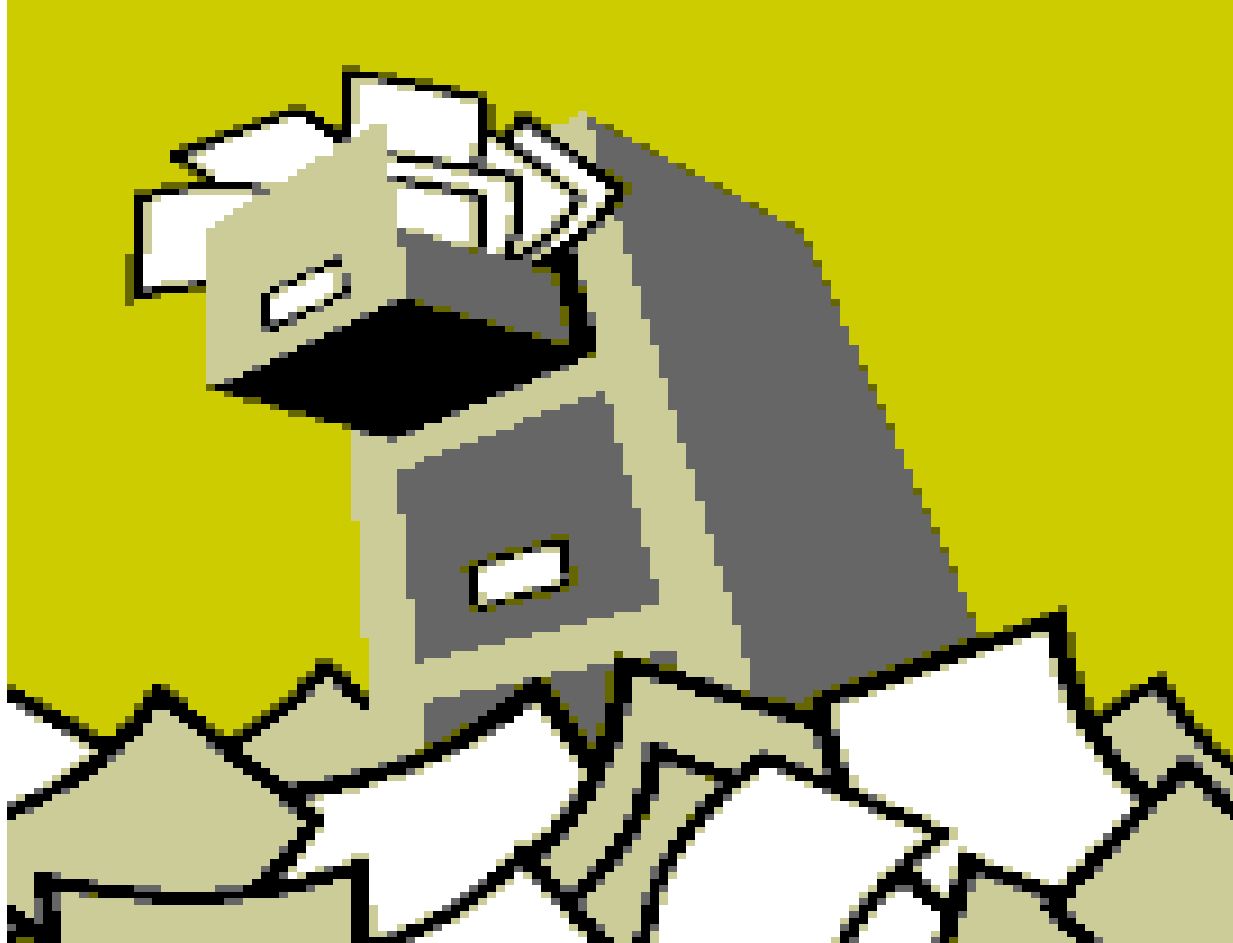
QI

Strategic Plan

Goal 1C: People have choice

Strategic Planning

Quantitative Data



Quantitative Data

Administrative
Rule Survey
Data

Critical Incident
Reporting



CQL Aggregate Data

Outcomes	National	SD Year 1	SD Year 2
People Choose Personal Goals	46.1	51.4	76.6
People Choose where and with whom to live	44.3	52.8	57.4
People Choose where they work	38.3	50.0	44.7
People Have Intimate Relationships	72.4	72.2	85.1
People decide when to share personal information	79.2	69.4	80.8
People perform different social roles	31.6	47.2	25.5
People exercise rights	42.9	69.4	74.4
People are free from abuse and neglect	86.2	94.4	65.9

What we did with the information

- Do existing performance indicators address quality assurance red flags?
- Are critical issues being addressed within our strategic plan?
- Will ongoing QI initiatives address emerging areas of concern?



North 1000.com "Wait! Wait! ... Cancel that, I guess it says 'helf.'"

NCI Data

Area	Ranking
Community Inclusion	Below Average
Choice and Decision Making	No statistical difference
Personal Choices	No statistical difference
Service Coordination	Above Average

While empiricism is helpful in testing and measuring matters, it gives little guidance ultimately on what is the “good” that should be measured. For this we must turn to values.

Michael Kendrick, PhD, The Leadership Challenge of Service Quality, Interaction, Vol. 11, Issue 1, 1997

What we did with the information

- Stakeholders assessment of what the information tells us
- Review of QA, Strategic plan, QI initiatives
- External case management implementation plan

Questions???

- Email me at Wanda.Seiler@state.sd.us

Critical Incident Report System

Contact Ian Paul at (605) 773-3438

or Email Ian.Paul@state.sd.us

Our Strategic Plan Supports our Valued Customers

I. People eligible for DD Funded Services

People have housing options

People have employment options

People have choice of providers and services

People play leadership roles in system planning and development

People have intimate relationships

II. Service Providers

Providers are aware of and held accountable to a distinct set of standards

Providers receive responsive and valuable technical assistance and support

Providers have resources to recruit, hire, train, and retain competent staff

III. The Public

The Public can rely on QA/QI systems to monitor and improve the quality and efficiency of services

The Public has information to access services and assess service quality

The Division meets assurances set forth by CMS

IV. Our Staff

Staff receive training to effectively carry out their duties and responsibilities

Staff are continuously challenged to learn and grow

Staff are rewarded for positive efforts