

**HOW OHIO IS BUILDING A  
QUALITY ANALYTICAL  
INFRASTRUCTURE**

# Introduction

- ✿ **Focus on Incident Tracking and Reporting System**
- ✿ **Discussion of Other Data Sources**
- ✿ **Where are we going next?**

# Structure of Ohio's Service Delivery System

☀ **88 County Boards of MRDD**

**Population - 68,895**

☀ **12 State Operated DCs**

**Population - 1,807**

☀ **Total Serviced - 70,702**

# **INCIDENT REPORTING TYPES**

- ✱ **Abuse (Physical, Verbal, Sexual)**
- ✱ **Neglect**
- ✱ **Theft**
- ✱ **Death**
- ✱ **Missing Person**
- ✱ **Medical Emergency**
- ✱ **Unplanned Hospital**
- ✱ **Suspicious/Serious Injury**
- ✱ **Rights Code Violations**
- ✱ **Series of Unusual Incidents**
- ✱ **Behavior Support**
- ✱ **Relocation**
- ✱ **Attempted Suicide**
- ✱ **Law Enforcement**

# Web-Based Reporting System



- ✱ 88 counties enter reports
- ✱ Designated fields and reporting requirements
- ✱ Secure system with designated users
- ✱ Access by OLRs, ODJFS, Providers
- ✱ Reports generated to evaluate performance

# Quality Oversight

## Individual Incident Reports

- ★ **Immediate action**
- ★ **Notifications**
- ★ **Facts support finding**
- ★ **Prevention plan**



# **Trend Monitoring**

**3 similar reports**

**5 reports in 6 months**

**10 reports in a year**



# **Quality - System Performance**

**Data from the system to evaluate county board performance**

- ★ Reporting within 24 hours**
- ★ Completing investigation reports in 30 working days**
- ★ Response time to questions**
- ★ Incomplete reports for:**
  - Immediate action**
  - Notifications**
  - Prevention planning**

## Rates by Type

### Calendar Years: 2001 - 2002 - 2003

Category	2001 - Rate per 1000 ADM: 59470		2002 - Rate per 1000 ADM: 64267		2003 - Rate per 1000 ADM: 68736	
<b>Deaths</b>	715	12	741	11.5	722	10.5
<b>Substantiated Physical Abuse</b>	285	4.8	517	8	521	7.5
<b>Substantiated Sexual Abuse</b>	79	1.3	165	2.6	144	1.7
<b>Substantiated Verbal Abuse</b>	No data available	No data available	No data available	No data available	259	3.8
<b>Substantiated Neglect</b>	184	3	792	12.0	721	10.5
<b>Substantiated Misappropriation</b>	250	4.2	488	7.5	451	7.7
<b>Total MUIs</b>	14,342	241	16345	254	17,359	253

*Formula for Determining Rates: Using the substantiated rate, multiply by the pending cases to obtain the projected number that will be substantiated. Add this to the current number substantiated and then divide this total by the ADM and then multiply by 1000.*



# **Data - Providers**

**Using data on:**

- **a number of reports**
- **allegations of abuse/theft/neglect**
- **substantiated findings**

**Provider review of their protection  
from harm system**

# **Mortality Review Committee**

- ★ **Meeting quarterly**
- ★ **Each death is reviewed -**
  - Are there issues in the individual report that need addressed?**
  - Are there system issues?**
- ★ **Actions that may be taken:**
  - Health & Safety Alerts**
  - Notifying licensing boards and accreditation agencies**
  - Information Notice**
  - Training**



# Statewide Trend Committee

- ★ **Meets every 6 months**
- ★ **Looks at data to evaluate system performance**
- ★ **Makes recommendations on changes or action needed**



# Data Use

- ★ **Assess performance**
- ★ **Identify trends**
- ★ **Identify areas for additional training**
- ★ **Identify areas for Health and Safety Alerts**



# **Alert Examples**

**Dehydration**

**Pneumonia**

**Summer Safety**

**Feeding Tubes**

**Preventing Physical Abuse**

**Choking**

**Falls**

**Seizures**

**Bed Safety**

**<http://dmr.state.oh.us>**



## Reports

- ★ **County boards can retrieve their own data and evaluate their own performance or that of providers in their county**
- ★ **Providers can retrieve and evaluate their own data**
- ★ **ODJFS can monitor the performance of the Department's oversight**



# Additional Primary Sources of Quality Data

- ✦ Individual Information Forms
- ✦ County Board Accreditation Reviews
- ✦ Supported Living Quality Assurance Reviews
- ✦ Licensed Facility Reviews



# Individual Information Forms

- ☀ Primary client tracking tool for Ohio County Boards of MRDD
- ☀ Client demographic information
- ☀ County Board program information
- ☀ County Board subsidy eligibility
- ☀ Behavior support planning data
- ☀ “Umbrella” for all MRDD systems



# County Board Accreditation Reviews

- ☀ Automation scheduled for January, 2005
- ☀ Standards defined in statute and rule
- ☀ Data collection facility for review data organized by standard
- ☀ Process tracking of reviews for each county
- ☀ Preliminary and final accreditation reports and Plans of correction



# Supported Living Quality Assurance Reviews

- ☀ Automation scheduled for January, 2005
- ☀ New quality framework will be followed
- ☀ Data collection facility for review data organized by domain
- ☀ Assesses the quality of services an individual receives from providers


# Licensed Facility Reviews

- ☀ System implemented in 2001
- ☀ Does the facility provide needed services
- ☀ Does the facility ensure individuals are free from abuse/neglect
- ☀ Are individuals, family members, guardians and advocates active and involved in identify and planning services



## **Licensed Facility Reviews (2)**

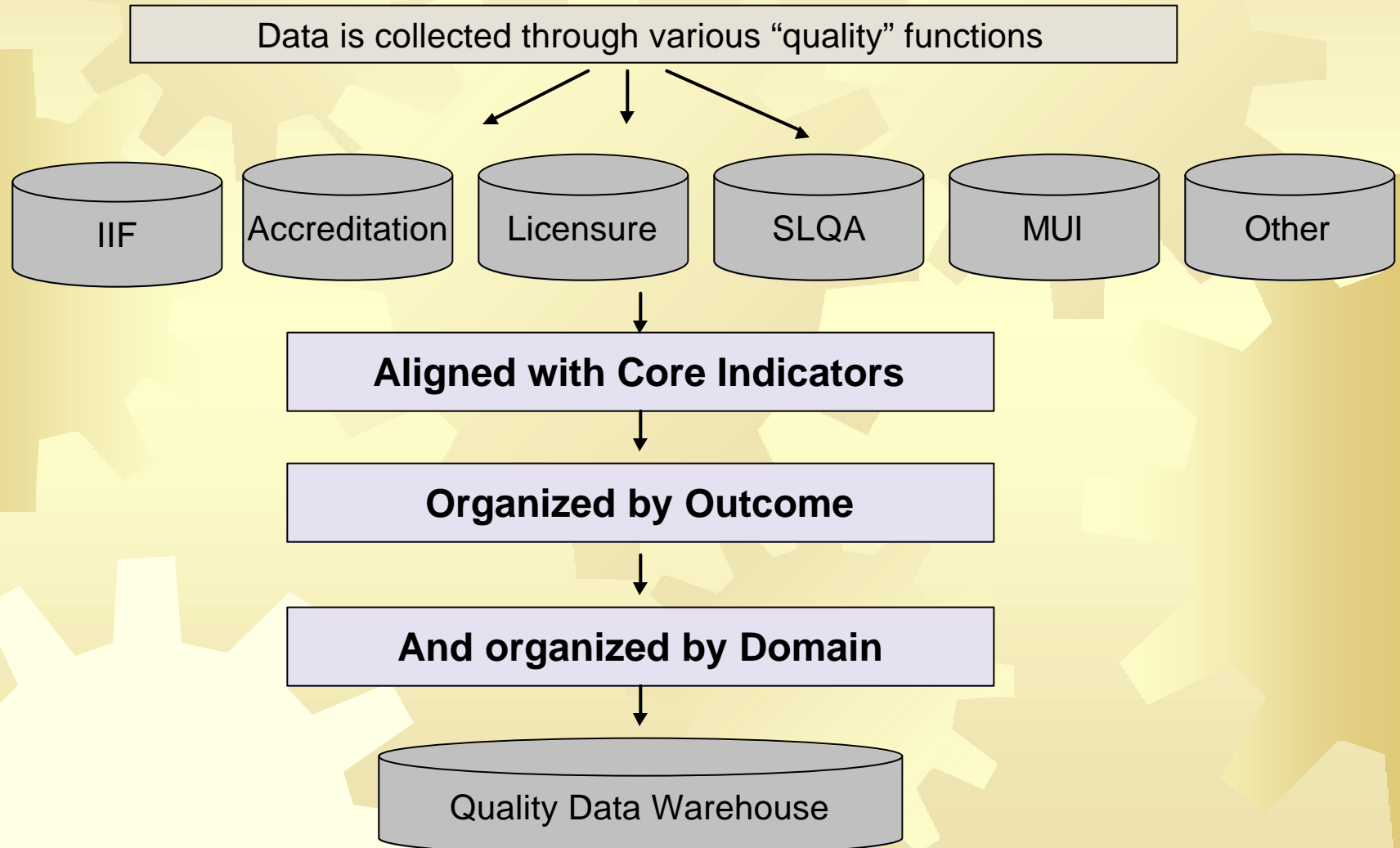
- ☀ Does the facility promote independence, choice and responsibility
- ☀ Are staff competent and effective in their work
- ☀ Are health needs of individuals appropriately monitored and addressed
- ☀ Application produces reports on all of these indicators



# Additional Quality Data Information Sources

- ✦ Provider Certification System
- ✦ Developmental Center Information Management System
- ✦ Personal Encounters Datasheets
- ✦ Constituent Communication Tracking
- ✦ Medication Administration System
- ✦ Developmental Disability Profiles

# Data Flow- QM System (Many Sources)



# Transition to Analytical Infrastructure...

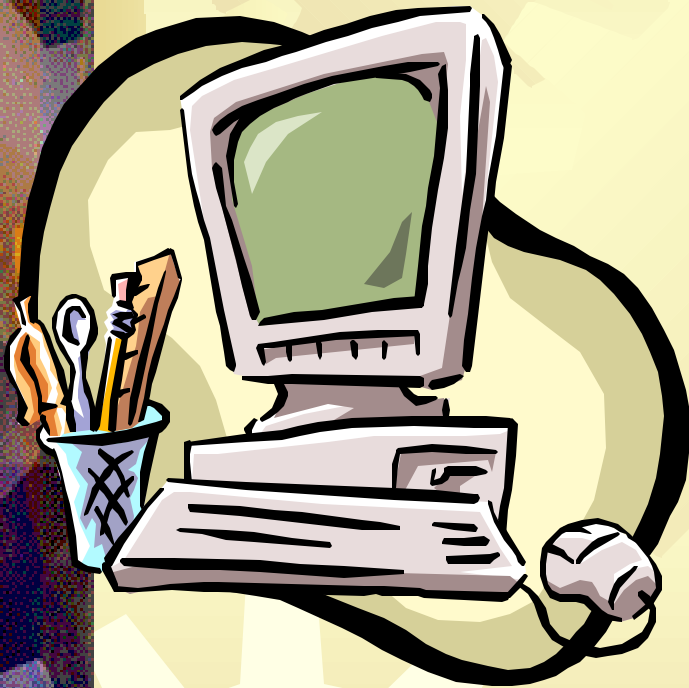
## Current Application Infrastructure

- ✱ Quality data dispersed widely throughout organization
- ✱ Consolidated reporting and analysis very difficult
- ✱ No real ability to interface with external stakeholders via automated avenues

## Proposed Analytical Infrastructure

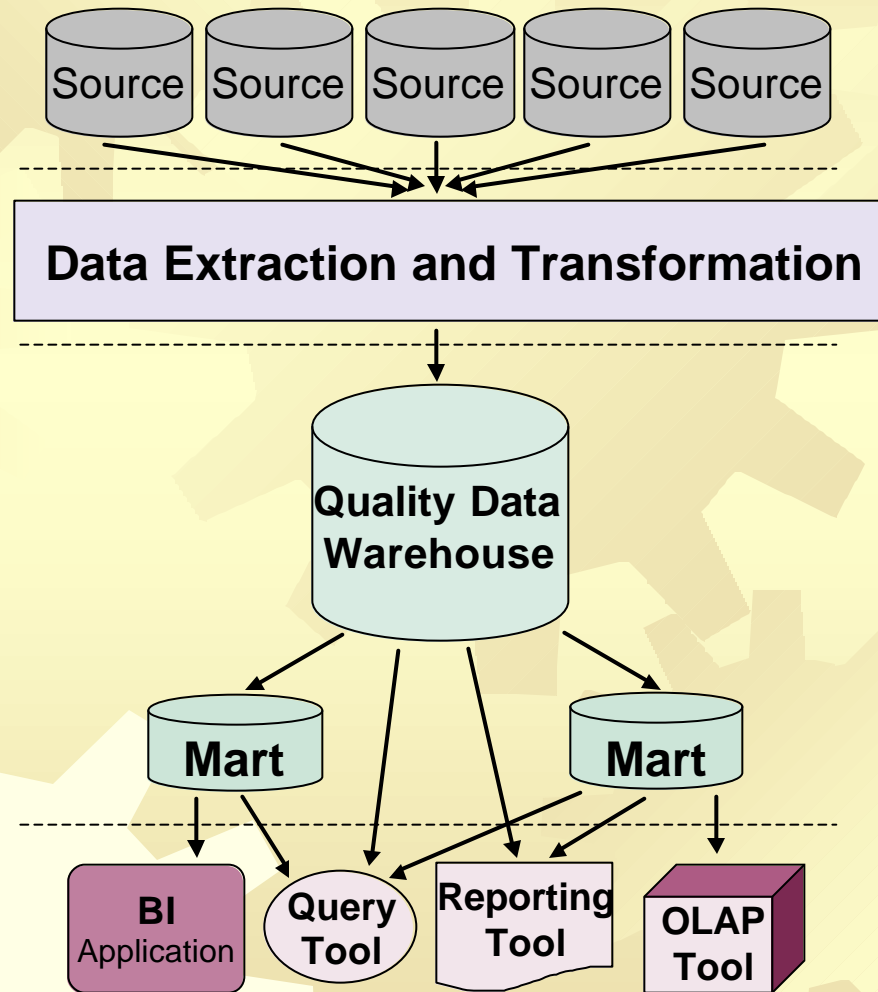
- ✱ Multiple data sources are consolidated into Quality Data Warehouse
- ✱ All quality data becomes available to all stakeholders
- ✱ Reporting and analysis is much simpler
- ✱ Information is delivered to the right people at the right time


# Building the Infrastructure



- ✦ Assess technology needs (for the future)
- ✦ Construct the data model
- ✦ Purchase/install hardware
- ✦ Purchase/develop software
- ✦ Testing
- ✦ Implementation

# Target Analytical Infrastructure





# **HOW OHIO IS BUILDING A QUALITY ANALYTICAL INFRASTRUCTURE**

**Thank You!**