Developmental Disabilities Administration (DDA) Updates

Bernard Simons, DDA Deputy Secretary

August 26, 2022
Agenda

Opening Remarks

• August 2022 DDA Events
  • Maryland Technology First Kickoff
  • FMCS Information Fairs
• September 11–17 Direct Support Professionals Week

Appendix K Extension Rhonda Workman, DDA Director of Federal Programs and Integrity

Monkeypox Presentation Adrienne Hollimon, MS, RN, DDA Director of Nursing Services

Quality Improvement Organization (QIO) Guest speaker: Jennifer Mettrick, Executive Director of the MD DDA QIO, Liberty Healthcare
Deputy Secretary’s Update

Maryland Technology First Kickoff
August 15, 2022

- 125 in-person attendees
- 617+ views of our livestream
- Meet and Greet open to the public with 23 on-site vendors
Deputy Secretary’s Update

August Statewide Financial Management and Counseling Services (FMCS) Information Fairs

• Virtual Fairs August 1st, and
• Four in-person fairs in Easton, Columbia, Hagerstown and Bowie, Maryland

• References:
  • Virtual Fair Webinar
  • DDA’s Financial Management and Counseling Services Webpage
Deputy Secretary’s Update

September 11–17 Direct Support Professionals Recognition Week

• Event to be held along with the Maryland Department of Disabilities — details to come
• Nomination form available now: conta.cc/3dTrgQt
• Nominations are due on or before September 9, 2022

#DSPRW2022
Deputy Secretary’s Update

Appendix K Flexibilities

• Flexibilities extension is scheduled to end on September 30, 2022

• Current guidance for these flexibilities has been updated on the DDA website: health.maryland.gov/dda/Pages/DDA_Appendix_K.aspx.

• People self-directing and Providers need to ensure all staff meet the required service qualifications including having current required training such as CPR, First Aid, etc. by or before September 30th

• Providers need to ensure they have current DDA licenses and certifications by or before September 30th
Section Two - Monkeypox Presentation

Guest Speaker: Adrienne Hollimon, MS, RN
DDA Director of Nursing Services
Monkeypox (MPX) Virus

- Monkeypox virus is part of the Orthopoxvirus family that includes smallpox and cowpox.

- It is spread through direct contact with skin lesions, clothing or linens from an infected person or, rarely, through prolonged exposure (>3h) to large respiratory droplets.
Total confirmed monkeypox/orthopoxvirus cases: 15,909

*One Florida case is listed here but included in the United Kingdom case counts because the individual was tested while in the UK.

**Region 3 Reported Cases**
- MD: 431
- PA: 443
- DC: 402
- WV: 4
- VA: 263
- DE: 19

Total Reported Cases as of 8/23/2022: 15,909
Resources

Maryland Department of Health MPX web page: health.maryland.gov/monkeypox

- Clinician letters
- Frequently Asked Questions
- Testing guidance
- Videos in English, Spanish and ASL and fact sheets for the public
Section Three - Administrative Services Updates

Quality Improvement Organization (QIO)
Deputy Secretary’s QIO Introduction

Quality Improvement Organization (QIO) Goals:

- Ensure services are accountable and person-centered
- Improve quality and obtain feedback
- Protect the integrity of the Medicaid Program
- Increase satisfaction
- Assist and facilitate the state’s goals
Quality Improvement Organization (QIO) Introduction

Jennifer Mettrick and Kate Obert
What Are Quality Improvement Organizations (QIOs)?

• QIOs are a group of healthcare professionals and consumers that evaluate how well services are being provided and if those services help people to live fulfilled lives.

• QIOs provide technical assistance to states to improve their person-centered service delivery.
QIOs Positively Impact People by:

- Interviewing people receiving services and their families to ensure their voice is heard
- Discovering ways to improve services and supports
- Providing recommendations to improve service delivery
Liberty’s Approach to Leading a Successful QIO in Maryland

- Ensure people are at the center of their services
- Experienced Maryland-based QIO team
- Collaboration
- Build a culture of quality

“Liberty has proven to be a resourceful and responsive partner… They managed the implementation of the contract extremely well, establishing from the outset, a collaborative and transparent relationship with my office and other DHHS executives.” Sabrena Lea, Associate Director North Carolina DHHS, Division of Medical Assistance
Liberty’s Approach to Leading a Successful QIO in Maryland

Ensure **people** are at the **center** of their services
Liberty’s Approach to Leading a Successful QIO in Maryland

Ensure **people** are at the **center** of their services

The Good Life
Liberty’s Approach to Leading a Successful QIO in Maryland

Experienced Maryland-based QIO Team

- **Executive Director** - 7+ years Maryland DD provider experience
- **Quality Manager** - 10+ years Maryland DD provider experience
- **Field-based team members** will have Maryland DD system experience
Collaboration

- Work with the DD community to support the design and implementation of data collection activities

- A workgroup with participants, families, and providers will be formed in September 2022
Build a Culture of Quality:

- Focus is always on the quality of life of the people supported
- Quality is everyone’s responsibility
- Constantly looking for ways to improve
- Use of evidence-based methods and tools
- Proactive vs. Reactive – Planning ahead to improve outcomes

Improving quality requires a culture change, not just a new diet.
Phil Crosby
Implementation Milestones

- QIO Kick Off Webinars
- CQL & NCI Webinar
- Waiver Assurance Reviews Webinar
- CQL Basic Assurance Regional Trainings

- Collaborative Workgroup Launch
- Pilot Data Collection Processes & Tools
- NCI Survey Collection Begins
- Waiver Assurance Reviews Begin
- CQL Basic Assurance Reviews Begin
Responsibilities & Outcomes of the QIO

- CQL Network Accreditation Data Collection
- Waiver Assurances Monitoring
- National Core Indicator Surveying

Stakeholder Engagement
Enhanced Match
Best Practice Approach
Journey to Person Centered Excellence

1. Network Foundation
2. Network Transformation
3. Network Accreditation
**National Core Indicator Surveying**

<table>
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<tr>
<th>Adult Consumer Survey</th>
<th>The Adult Family Survey (AFS)</th>
<th>The Family/Guardian Survey (FGS)</th>
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<td>In Person or Remote Interviews conducted by Quality Reviewers and Advocate Reviewers with people receiving services through DDA.</td>
<td>Mailed surveys to family members who have an adult (age 18 and over) with ID/DD living in their family's home.</td>
<td>Mailed surveys to family members or guardians of an adult (age 18 and over) with ID/DD living outside of the family home.</td>
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Waiver Assurances Monitoring

- Level of Care (LOC) Reviews
- Service Plan Reviews
- Health and Welfare Reviews
- Qualified Provider Reviews
- Financial Accountability Reviews
What to Expect from the QIO

- **Information and resources**
  - Posted to the DDA QIO web page

- **Collaboration**
  - See attached Collaborative Workgroup summary and application to participate link [https://forms.gle/oXfZ4Er8yYdrV7MZ8](https://forms.gle/oXfZ4Er8yYdrV7MZ8)

- **Opportunities for participation in:**
  - Surveys
  - Interviews
  - Piloting QIO tools and processes
  - Collaboration on improvement
Liberty Healthcare Key Contacts

Jennifer Mettrick, Executive Director of the MD DDA QIO
jennifer.mettrick@libertyhealth.com

Kate Obert, VP of Operations at Liberty Healthcare Corporation
Kate.obert@libertyhealth.com
Questions
Upcoming Monthly Webinars

Please join us for all of our 1:00 p.m. Friday webinars:

September 30
October 28
November 17
December 16

To register for Monthly Webinars with Deputy Secretary Bernie Simons:

https://attendee.gotowebinar.com/register/6873417036092171790

After registering, you will receive a confirmation email containing information about joining the webinar.