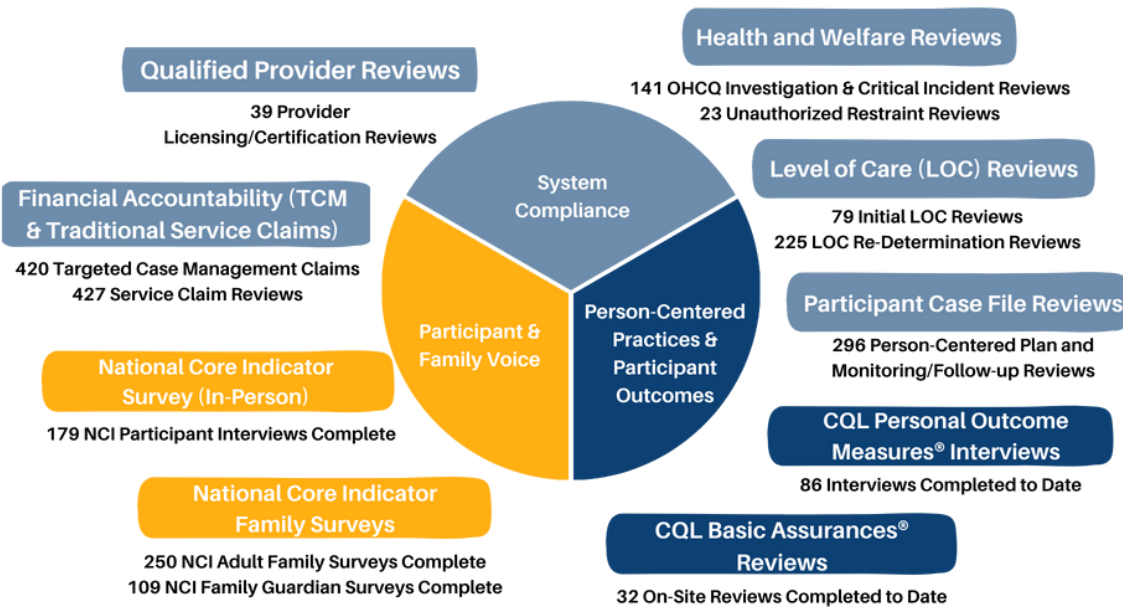


THE JOURNEY

Towards Person-Centered Excellence

Liberty FY24Q2 Data Collection

Activities



DATA HIGHLIGHTS

- **76%** PCP's completed annually
- **76%** Health Risk Screening Tools completed annually
- **63%** Required CCS monitoring visits completed
- Continued high compliance of CCS (>**97%**) and provider (>**90%**) billing documentation
- **62%** staff training/qualification compliance (based on claims reviews)
- **81%** of Agency Investigation Reports submitted timely; **95%** of OHCQ investigations initiated timely (**84%** completed timely)
- **95%** of AIR's included corrective action steps, **81%** describe preventative measures to reduce future risk, **54%** contain results of internal investigations

SPOTLIGHT

This month, The Journey is recognizing Gallagher Services, who has done an incredible job of incorporating recommendations received from the Council of Quality and Leadership and created advocacy and educational tools for people with disabilities embarking on their journey towards their idea of a "good life". These supports include: Me and My Rights informational document, Money Skills assessment, Natural Supports identifier, Rights assessment, and Safety & Supports assessment. The focus in each of these initiatives is consistent: advocacy. Way to go, Gallagher! Keep up the amazing and innovative work!

*If you would like to see Gallagher's educational tools to learn about them in greater detail, please email Hannah at: hannah.boudreau@libertyhealth.com

GALLAGHER
SERVICES
CATHOLIC CHARITIES IN ACTION

QUALITY CORNER

The Council of Quality and Leadership's (CQL) Basic Assurances® Factor of the month is: **Best Possible Health**. It is important to remember that everyone's definition of "Best Possible Health" varies, and everyone should have input into their own healthcare. This includes things like choosing their providers and determining what services they will receive. Having access to preventative care is also a vital part of meeting a person's Best Possible Health outcomes—as well as having choice and autonomy in what that care may look like. The following indicators can be a good starting place when assessing practices that promote Best Possible Health:

- Ensuring people have supports to manage their own healthcare —this includes self-administering medications (with only the support that is necessary), understanding his/her/their medical history, and knowing how to access emergency services
- Supporting people in accessing quality healthcare through routine physical exams, relevant specialized healthcare assessments, and a clearly defined organization policy on frequency of healthcare evaluations
- Documenting healthcare data to promote continuity of supports through consistently monitored healthcare information, keeping up-to-date records, and utilizing collected information
- Guaranteeing any acute health needs are addressed in a timely manner by educating staff in recognizing signs and symptoms of emergencies, recording hospital notes and follow-up instructions, and keeping person-centered plans up-to-date with any acute healthcare changes
- Confirming all medications and treatments are timely and safely administered through staff education, proper documentation, and clear policies on documenting errors
- Recognizing and responding immediately to medical emergencies through implementing procedures that ensure a rapid response, keeping the appropriate emergency medical equipment available, and training staff in First Aid, CPR, and general medical care

*To explore CQL, The Basic Assurances® and their factors, and other excellent resources, please visit CQL's website [here](#). Liberty and the Maryland DDA thanks CQL for their partnership and resources!

STAY IN THE LOOP

Liberty Healthcare will begin sending generated email notifications to providers from the software platform, LibertyTraks. These messages will not contain PHI, and will be sent from a third party, unmonitored email account. Please do not reply to these messages. To ensure these messages are not sent to your spam folder, please request your IT department to whitelist the following email address: no-reply@socialsolutions.com

CHECK THIS OUT

The National Leadership Consortium just published their bulletin on 'Leading the Way Towards Health Equity'. Take a look at [this great resource](#), and spot a couple of friends from Maryland who contributed!



MARK IT ON THE CALENDAR

March 1, 2024, 9:00am: POM and BA Self-Advocate Training. Register [here](#).

Tip of the Month!



Liberty would like to encourage providers to consider creating one shared email address for your organization's leadership team. This helps ensure any communications from Liberty Healthcare are reaching all of the necessary parties!