

MAY 2023

THE JOURNEY

Towards Person-Centered Excellence

MILESTONES

Liberty Healthcare has spent the month of May collecting National Core Indicator® (NCI) surveys, piloting Basic Assurances Reviews®, beginning Utilization Reviews, and continuing Targeted Case Management (TCM) reviews, which includes reviewing PCP's, monitoring forms and billing activity notes.

The impact of our journey to date includes...

- 482 DDA participants and 1,006 family members sharing their voice on what's working and not working in the DDA system
- 9 service providers receiving technical assistance through the Council of Quality and Leadership (CQL) Basic Assurances® Reviews and Personal Outcome Measures (POM) data collection to enhance their person-centered practices
- 294 Person-Centered Plans (PCPs) and their associated monitoring being reviewed to ensure compliance with standards
- 414 service claims being reviewed to ensure participants are receiving services as outlined in their PCPs & by qualified providers

Evaluating Progress Towards Person-Centered Excellence



MAY SPOTLIGHT

Liberty would like to recognize and thank providers who have gone above and beyond to assist in contacting participants to make informed decisions about participation in the NCI In-Person survey. Thank you to:

- **St. Peter's Learning Center**
- **Alliance, Inc.**
- **The Arc Baltimore**
- **Bayside Community Network, Inc.**
- **Full Citizenship of Maryland**
- **Compass**

Liberty would also like to recognize and thank those who participated in the Basic Assurance® pilot in April. Thank you to:

- **Makom**
- **Optimal Healthcare**
- **Community Support Services**
- **Gallagher**
- **Star Community**
- **NCIA**
- **Langton Green**
- **Arc Baltimore**
- **Richcroft**
- **Core Foundations**

David Ervin, Chief Executive Officer at **Makom**, shared a testimonial about Makom's experience in the April pilot program.

*"I watched members of our team experience affirmation in ways that were unexpected, and it was pretty amazing."
-David Ervin*

Please watch David's full testimonial [here!](#)

QUALITY CORNER

For the month of May, our Quality Corner is featuring the Council on Quality and Leadership's (CQL) Basic Assurances® First Factor: **Rights Protection and Promotion**. Rights Protection and Promotion is the basis of all services provided to people with I/DD and is a great first step in ensuring Maryland is working towards CQL's vision of a world of dignity, opportunity, and community for all people.

Every human is deserving of human and civil rights, whether there is the presence of a disability or not. Each Basic Assurances® Factor is broken down into indicators and then into smaller probes. Below the Basic Assurances® First Factor's Indicators are listed, and an example of some of the associated probes are highlighted. Basic Assurances®



Indicator 1: The organization implements policies and procedures that promote people's rights. CQL breaks this down into several different probes. Providers should be asking themselves: Does the policy define the organization's commitment to protect and promote people's rights? Does the policy prohibit the use of restrictive medical or behavioral interventions?

Indicator 2: The organization supports people to exercise their rights and responsibilities. Are people provided supports only to the extent needed?

Indicator 3: Staff recognize and honor people's rights. Are staff trained to recognize and respect people's rights? Are staff trained in due process and are they able to work as a neutral party in assisting people in understanding how government decisions affect them and how they would like to respond?

Indicator 4: The organization upholds due process requirements. Does the organization have a Human Rights Committee? Does the Human

Rights Committee review policies, procedures and practices that have the potential for rights restriction? Are participants encouraged to attend Human Rights Committee meetings and provide input?

Indicator 5: Decision-making supports are provided to people as needed. Do people receive only the level of support needed to make their own decisions? Does the person-centered plan document the need for and scope of advocacy, guardianship, representative payee, and alternatives to guardianship and/or representative payee including supported decision-making options? Is the plan then reviewed annually?

*Please note this section features only a few of the many probes. More information can be found in [this video](#) produced by CQL. You can also view the downloadable Basic Assurances® manual [here](#).

*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!

MARK IT ON THE CALENDAR

June 30th- End of 2022-2023 National Core Indicator (NCI) year

July 1st- Basic Assurances® Reviews and Personal Outcome Measures Interviewing Begin



Reminder to all providers: Please white-list Liberty Healthcare Corporation in your email system. This will allow Liberty to be an approved sender of encrypted emails when corresponding with your organization.

