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*

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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

- Maryland Department of Health press release issued: bit.ly/3w9CiqX

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

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Section Two - Monkeypox Presentation

Guest Speaker: Adrienne Hollimon, MS, RN

DDA Director of Nursing Services

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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.
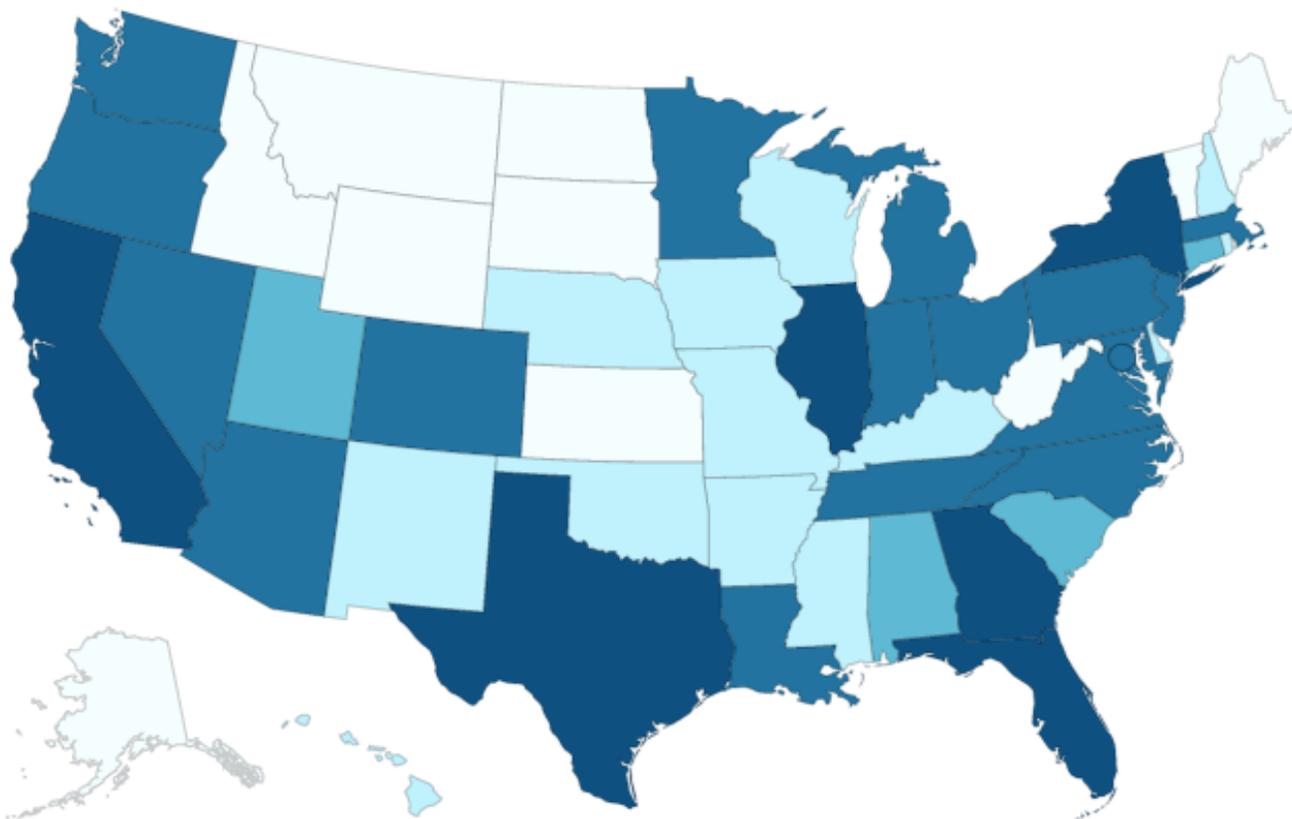
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2022 U.S. Map & Case Count

Data as of 23 Aug 2022 2:00 PM EDT

Print

15,909 Total confirmed monkeypox/orthopoxvirus cases

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

Territories PR

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

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

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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

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August 25, 2022

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

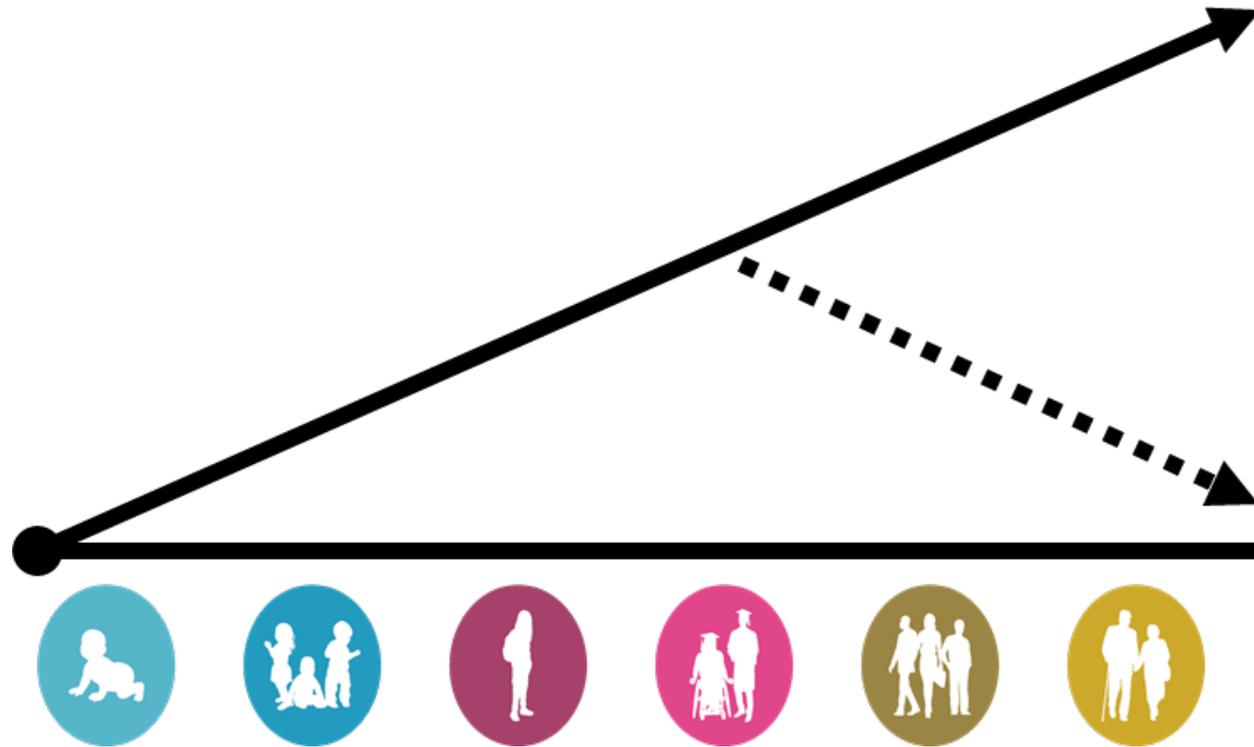## Ensure **people** are at the **center** of their services

Integrating Services and Supports

Developed by the Charting the LifeCourse Nexus - LifeCourseTools.com
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Ensure <u>people</u> are at the <u>center</u> 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

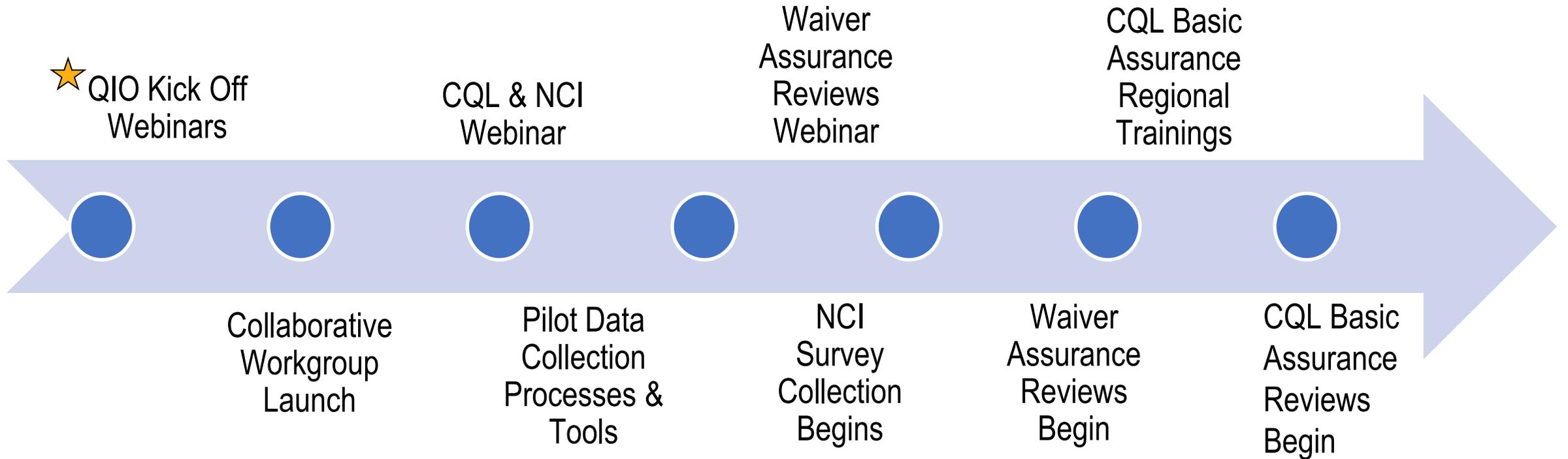- Proactive vs. Reactive – Planning ahead to improve outcomes

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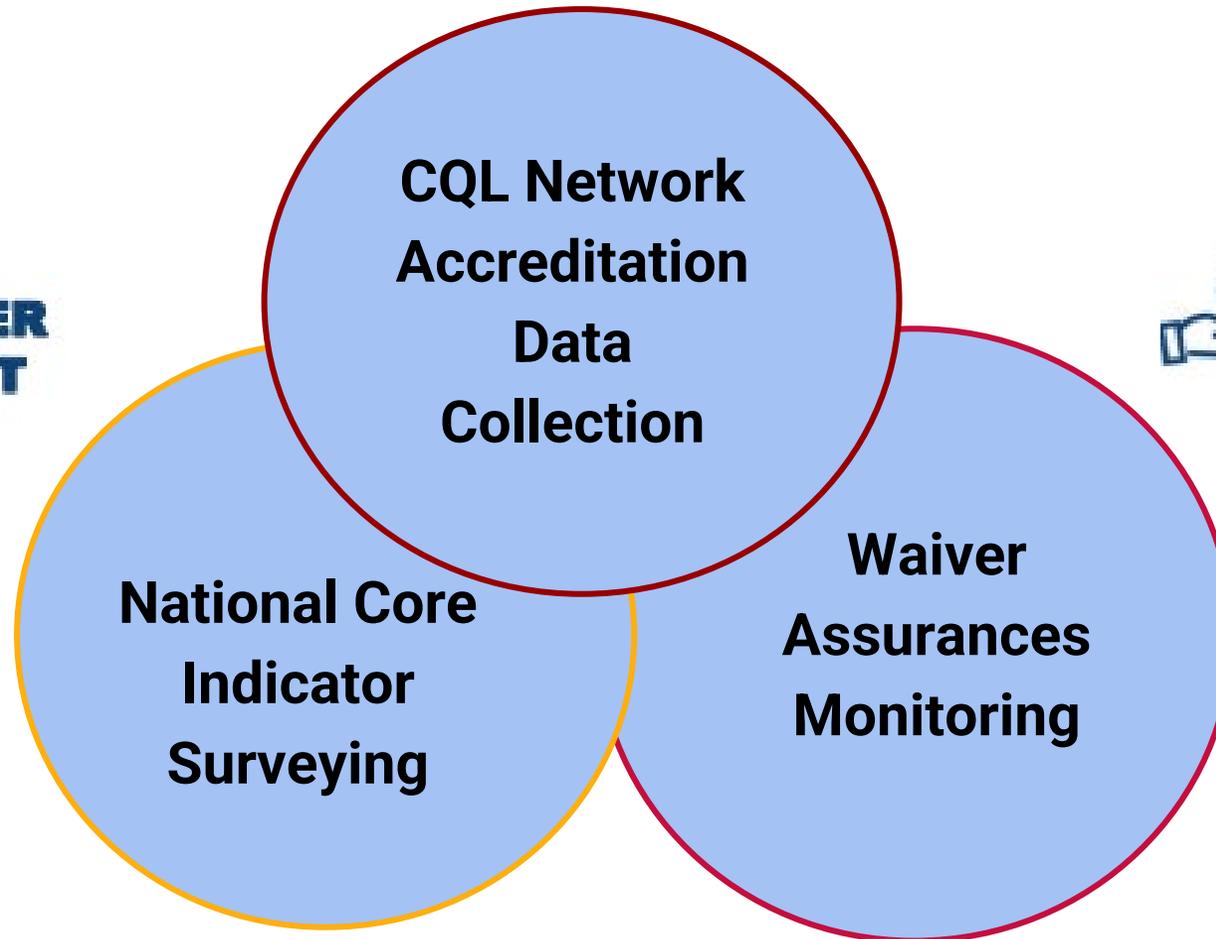> Phil Crosby

Implementation Milestones

QIO Kick Off Webinars

Collaborative Workgroup Launch

CQL & NCI Webinar

Pilot Data Collection Processes & Tools

Waiver Assurance Reviews Webinar

NCI Survey Collection Begins

CQL Basic Assurance Regional Trainings

Waiver Assurance Reviews Begin

CQL Basic Assurance Reviews Begin

Responsibilities & Outcomes of the QIO

CQL Network Accreditation Data Collection

National Core Indicator Surveying

Waiver Assurances Monitoring

STAKEHOLDER ENGAGEMENT

ENHANCED MATCH

BEST PRACTICE APPROACH

CQL-DDA Network Accreditation

Journey to Person Centered Excellence

1. Network Foundation

2. Network Transformation

3. Network Accreditation

National Core Indicator Surveying

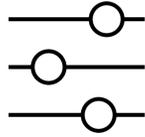| Adult Consumer Survey	The Adult Family Survey (AFS)	The Family/Guardian Survey (FGS)
In Person or Remote Interviews conducted by Quality Reviewers and Advocate Reviewers with people receiving services through DDA.	Mailed surveys to family members who have an adult (age 18 and over) with ID/DD living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

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

- 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

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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.

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