MD Community of Practice for Supporting Families Webinar Series

Webinar # 35 – November 2, 2022

DDA's New Quality Improvement Organization (QIO), Liberty Healthcare: An Introduction

Hosted by the Developmental Disabilities Administration

Facilitated by Mary Anne Kane-Breschi

Director of Family Supports

CHARTING the LifeCourse (CtLC)

https://www.lifecoursetools.com/

Transformational Policy & Systems Change

Partnering with people with intellectual and developmental disabilities and their families so they can engage, lead, and drive policy and systems change.

Special Guests

Jennifer Mettrick, Executive Director
Quality Improvement Organization (QIO), Liberty Healthcare

Nicole Kropfelder, Director of Quality Enhancement
Developmental Disabilities Administration

November 2, 2022

Quality Improvement Organization(QIO) Introduction

Jennifer Mettrick

🔔 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**.
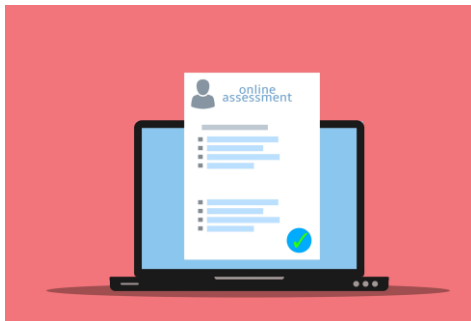
QIOs Positively Impact People by:

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 Improvement

Liberty's Approach to Leading a Successful QIO in Maryland

Ensure people are at the center of their services

Core Belief: All people have the right to live, love, work, play and pursue their life aspirations just as others do in their community.

supporting positive life trajectories

...preventing negative life events

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** with Maryland DD system experience

- **Advocate Reviewers** with lived 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** is providing feedback on each of the QIO evaluation activities

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

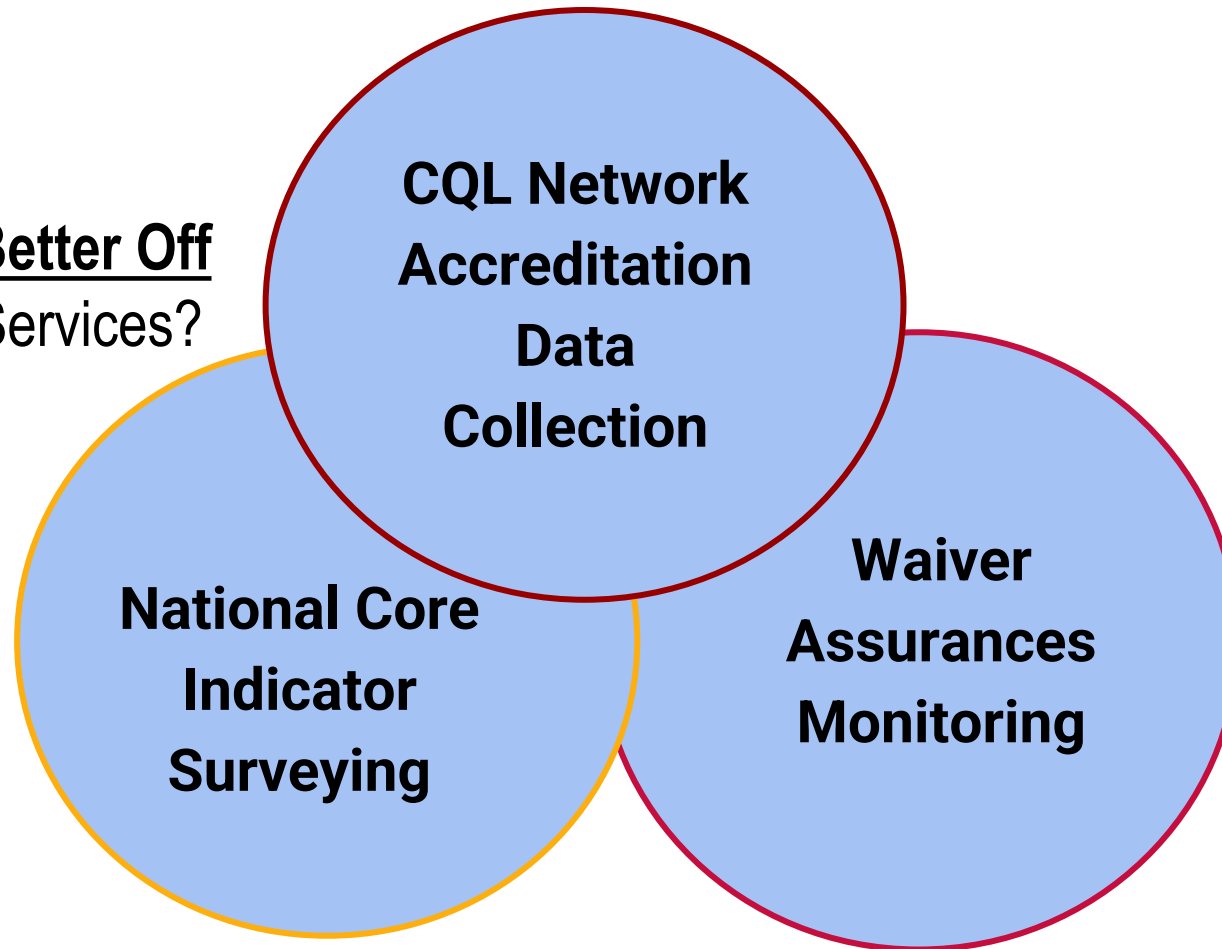Improving quality requires a culture change, not just a new diet.
Phil Crosby

Responsibilities of the QIO

Are people **Better Off** because of Services?

CQL Network Accreditation Data Collection

How much -Is the system meeting standards?

National Core Indicator Surveying

Waiver Assurances Monitoring

How Well are Services being provided?

CQL-DDA Network Accreditation

Journey to Person Centered Excellence

Personal Outcome Measure

Why is the **POM interview** important to people?
- uses 21 outcomes to gain valuable insight into the lives of people with I/DD
- Valid and reliable tool to measure a person's quality of life and if there are supports in place to assist people to have their outcomes met
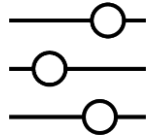
Basic Assurances

Why are **Basic Assurance** reviews important to people?
- a valid and reliable tool to evaluate person-centered requirements of all human service organizations and systems
- Ensures organizational policies, procedures, etc… are actually delivering results

Waiver Assurances Monitoring
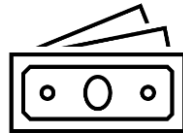
Level of Care (LOC) Reviews

Service Plan Reviews

Health and Welfare Reviews

Qualified Provider Reviews

Financial Accountability Reviews

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.

NCI SURVEY POSTCARD for Adult Consumers of DDA system services

We want to hear from you!

Maryland's Developmental Disabilities Administration (DDA) would like to know about your experience with services – *what do you like? What don't you like?*

DDA will use your feedback to improve policies and practices — because everyone deserves the opportunity to live their best life.

NCI Family/Guardian Mailed Survey

If you would like to receive help reading or understanding this survey, or if you need an interpreter, please call: Liberty Healthcare at (866) 414-9525.

Please use these step-by-step instructions to **access the survey through the QR code**.

1 Open camera app

2 Frame QR code

3 Click the pop-up link

National Family Guardian Survey Results

Did you, your family member, or someone else in your family choose your family member's case manager/service coordinator?

Significantly Above Average

State	Yes, chose case manager/service coordinator	No, didn't choose case manager/service coordinator but can change	No, didn't choose case manager/service coordinator and cannot change	N
IN	52%	12%	35%	357
KY	52%	8%	40%	299
NJ	46%	17%	37%	172

Within Average Range

State	Yes, chose case manager/service coordinator	No, didn't choose case manager/service coordinator but can change	No, didn't choose case manager/service coordinator and cannot change	N
Weighted NCI-IDD Average	27%	25%	48%	2,327
MD	25%	25%	49%	518

Significantly Below Average

State	Yes, chose case manager/service coordinator	No, didn't choose case manager/service coordinator but can change	No, didn't choose case manager/service coordinator and cannot change	N
PA	15%	36%	49%	382
GA	15%	30%	56%	268

Reference: MD NCI Reports
NCI website

NCI Next Steps

HIGHLIGHT: Service providers work together — 2019-20

| 63% Yes | 14% No | 23% Don't Know |

HIGHLIGHT: Someone in family chose service coordinator — 2019-20

| 11% Yes | 64% Can change if wanted | 10% No | 16% Don't Know |
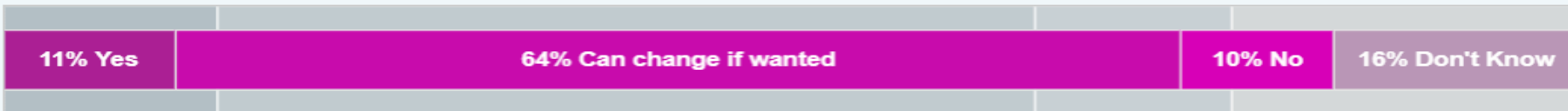
MAP — Comparison of **Alta California** and all regional centers

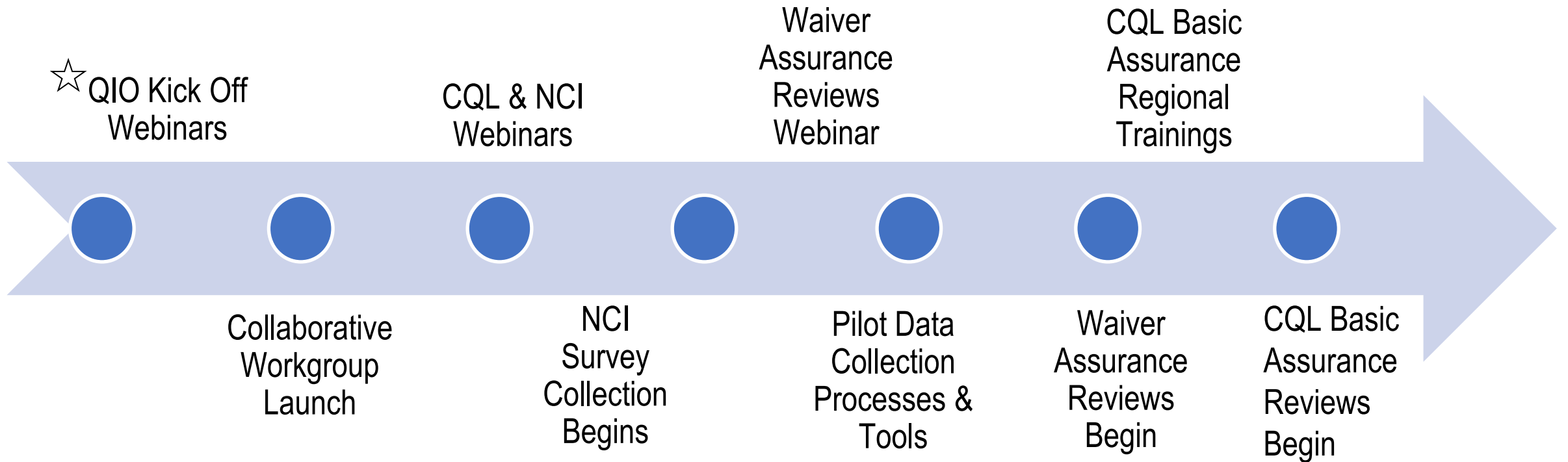Map shows % "Always" response for 2019-20

Detail of LA area

Reference:

California NCI Dashboard

Implementation Next Steps

Waiver Assurance Reviews Webinar

CQL Basic Assurance Regional Trainings

QIO Kick Off Webinars

CQL & NCI Webinars

Collaborative Workgroup Launch

NCI Survey Collection Begins

Pilot Data Collection Processes & Tools

Waiver Assurance Reviews Begin

CQL Basic Assurance Reviews Begin

What to Expect from the QIO

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

- QIO Collaborative Workgroup

- Opportunities for participation in:
  - Surveys
  - Interviews
  - Piloting QIO tools and processes
  - Collaboration on improvement

VOLUNTEER

Questions?

Key Contacts:

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

Thank You!

Please join us on *December 14, 2022,* at **noon** for our next webinar:

Maryland's
Technology Assistance Program
(MD - TAP)

Special Guest: Lori Berrong, MFA, ATA – Cert.

Executive Director
Assistive Technology Program (MDTAP)

Maryland Department of Disabilities

Contact Info

Nicole Kropenfelder
Director of Quality Enhancement
Developmental Disabilities Administration
nicole.kropfelder1@maryland.gov
410.456.8257

Mary Anne Kane Breschi
Director of Family Support
Developmental Disabilities Administration
mary.kane-breschi@maryland.gov
410.767.8880