MARYLAND DEPARTMENT OF HEALTH

Developmental Disabilities Administration (DDA)

Network Accreditation with the Council on Quality and Leadership (CQL)

Patricia Sastoque, Director of Programs

Thursday, Nov. 29, 2018

Background

- Nov. 3, 2016, the DDA presented at this very conference and shared the reason it was moving forward with the Network Accreditation from CQL
- This initiative is focused on the monitoring and enhancement of human services to improve the quality of supports provided, and in turn, the quality of life for people receiving those supports

The "Why"

- Gives the service delivery system an opportunity to identify its network strengths and opportunities for improvement
- Establishes key benchmarks for measuring the quality of the service delivery system
- Provides information for systems to make decisions regarding operations, policies, procedures, and services in order to improve the effectiveness and efficiency of business performance and quality of life for the people supported

Kickoff

- In April 2018, the DDA and CQL conducted a kickoff planning meeting with people supported, family members, provider organizations, DDA staff, regional administration, advocacy groups, and community members

Kickoff

- Focused on identifying target audiences impacted by CQL Network Accreditation, anticipating potential challenges that could arise throughout the process, developing key messages that need to be communicated, and understanding the various mediums that could be used for message delivery
- The kickoff planning meeting served as a gathering for group discussion and discovery, forming the foundation for the CQL Network Accreditation

What to Expect

- The CQL Basic Assurances® and Personal Outcome Measures® (POMs) are ingrained in the policy and practice of the service-delivery system
- CQL will work directly with DDA and members of a Quality Improvement Organization (QIO) in capacity-building, quality monitoring, and quality enhancement

What to Expect

- At the provider-level, human service organizations will be working directly with DDA and the QIO on the specific assessments and integration of standards
- While it is not a requirement, human service organizations in Maryland can also pursue provider-level CQL Accreditation, if desired

Goals and Objectives

Clear, consistent, and straight-forward information about Network Accreditation

- The DDA and CQL will develop communications with a focus on the stakeholders most significantly impacted by Network Accreditation
- Provide tangible, practical, and relevant information for people supported, families, providers, and others
- Along with standard administrative and operational communications, there will be additional emphasis on profile stories of how people are affected by the tools and components of Network Accreditation

Goals and Objectives

Stakeholder investment in Network Accreditation standards and tools

- A commitment to the components of Network Accreditation is critical to its success and requires investment and engagement from all stakeholders
- DDA and CQL will work to advance stakeholder investment by promoting active participation throughout the process, embracing open and honest feedback, increasing opportunities for interaction and discussion, and highlighting the positive effects of Network Accreditation on all stakeholders

Goals and Objectives

Community among all stakeholders throughout the process

- Building fellowship and connectivity between stakeholders provides a supportive environment for people to embrace Network Accreditation
- Through various approaches including social media, online platforms, in-person meetings, and more, the DDA and CQL will develop and foster a sense of community where people can communicate and interact about their experiences in the Network Accreditation process

Goals and Objectives

Feedback from stakeholders to improve Network Accreditation experience

- By distributing both print and online surveys, the DDA and CQL will gather information from stakeholders about their experiences throughout the Network Accreditation process
- This will provide valuable feedback for periodically review of communication strategies and tactics, as well as Network Accreditation in general

Current Activities

The DDA and CQL have been doing the following training for the last 11 months:

- Basic Assurances® overview for providers
- POMs training to develop certified trainers
- POMs overview for CCS staff
- Network Accreditation overview for advocates, families, and DDA staff

NETWORK ACCREDITATION
IN MARYLAND

Angela Rapp Kennedy
CQL VP of Accreditation and Training

CQL℠ | The Council on Quality and Leadership

MARYLAND DEPARTMENT OF HEALTH
Developmental Disabilities Administration

CQL℠ | The Council on Quality and Leadership

Vision

- Dignity
- Opportunity
- Community

…for ALL

CQL℠ | The Council on Quality and Leadership

Mission

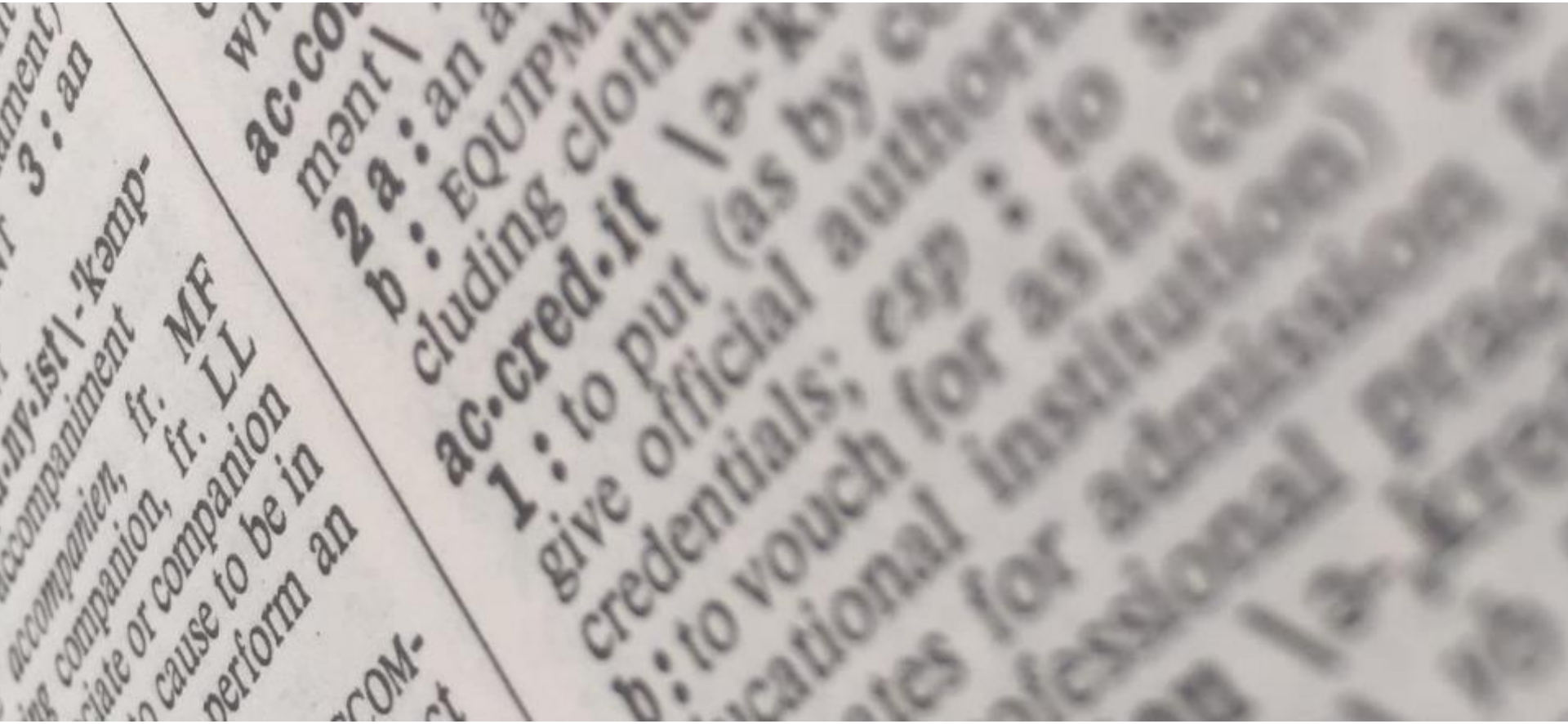
- Definition
- Measurement
- Improvement

…PERSONAL quality of life

CQL℠ | The Council on Quality and Leadership

ACCREDITATION

WHAT IS IT AND WHY IS IT IMPORTANT?



CQL ACCREDITATION

THE CQL DIFFERENCE

CQL NETWORK ACCREDITATION

"Network Accreditation has perfectly positioned us to be successful in coming into full compliance with the CMS Settings rules."

- Debra Payne
Commissioner, TN DIDD

CQL NETWORK ACCREDITATION

CQL Network Accreditation offers systems:

- A method of defining, measuring, and evaluating quality from the person's perspective
- A measure of confidence that Basic Assurances® are in place in the Network Member Organizations
- A strategy for identifying the priorities/primary objectives of the Centers for Medicare and Medicaid Services (CMS), State, and regional authorities
- A collaborative approach to external measurement of quality

CQL NETWORK ACCREDITATION

CQL Network Accreditation evaluates how well the network management:

- Supports member organizations to understand and implement CQL's standards for performance
- Provides oversight and monitoring to network members
- Assesses quality of life of people receiving supports from network members
- Ensures ongoing quality improvement by network members
- Provides leadership in establishing community partnerships

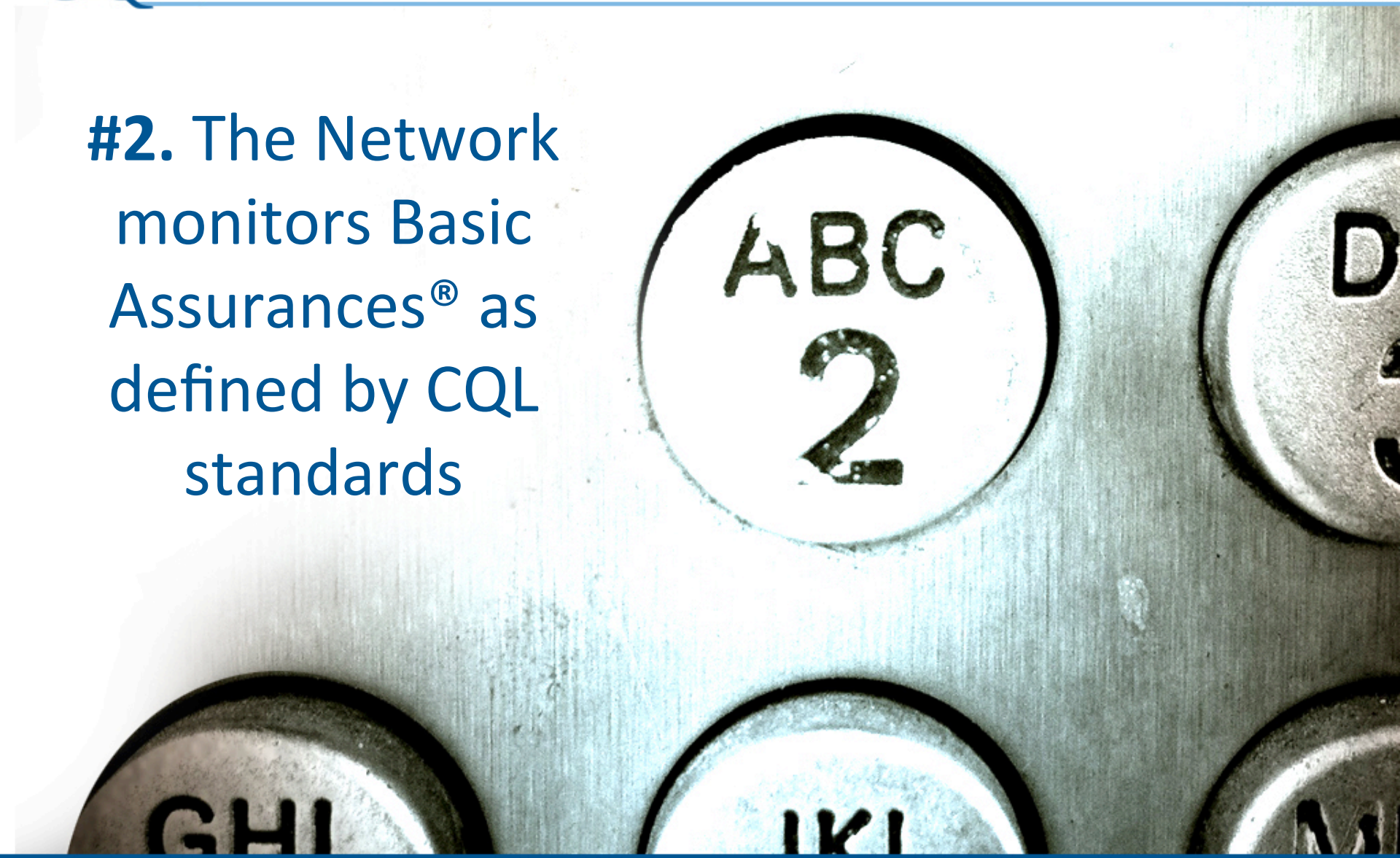
Three Network Factors

CQL NETWORK ACCREDITATION

#1. The Network clearly identifies, communicates, and supports its expectations for the implementation of a Basic Assurances® system

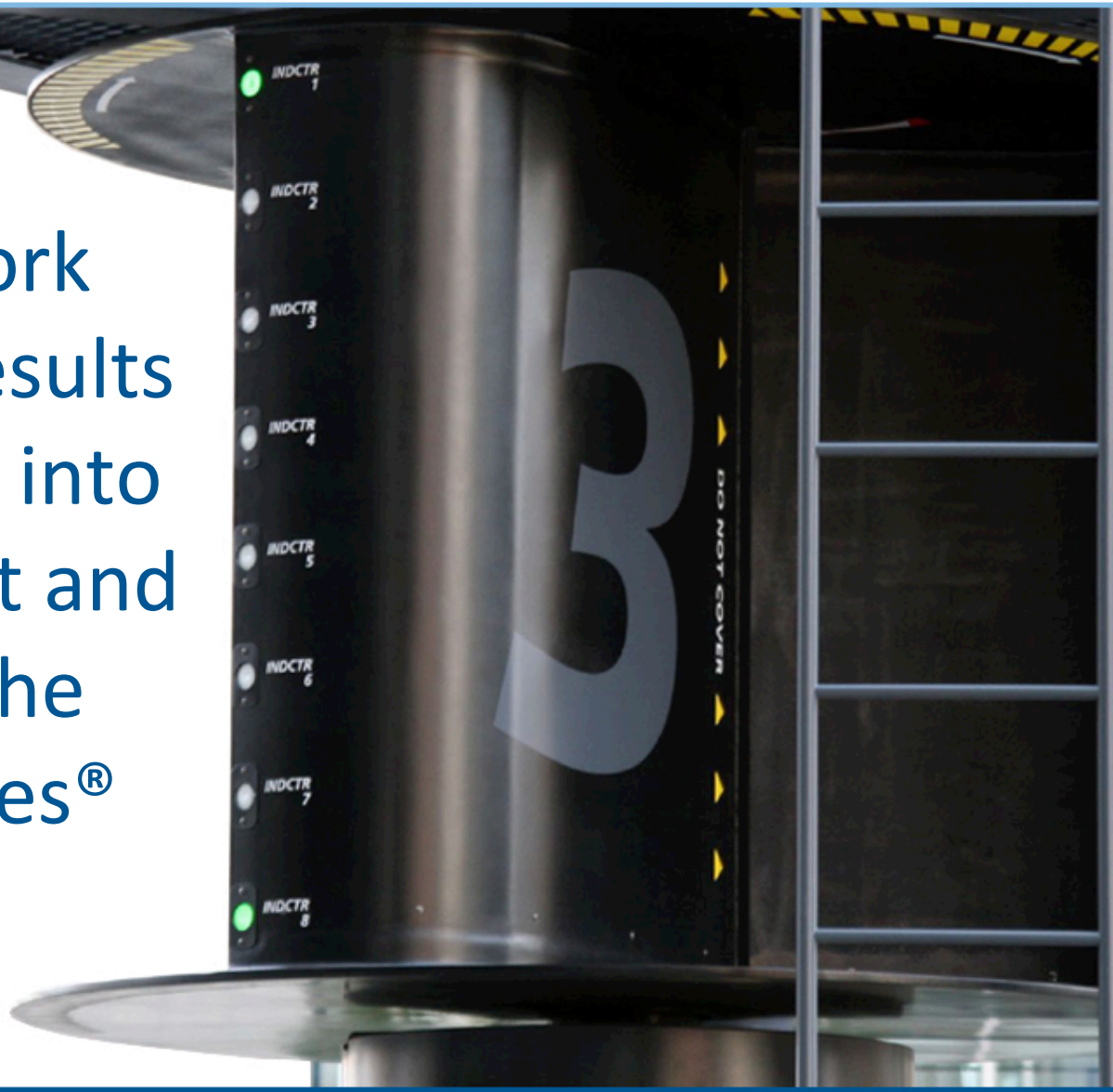
CQL NETWORK ACCREDITATION

#2. The Network monitors Basic Assurances® as defined by CQL standards



CQL NETWORK ACCREDITATION

#3. The Network integrates the results of its evaluation into the management and operation of the Basic Assurances® system



CQL NETWORK ACCREDITATION

Maryland

- CQL's relationship is with DDA/QIO
- Builds DDA capacity for quality monitoring and enhancement
- MD providers will not be CQL accredited
- Providers can ***choose*** to pursue CQL Accreditation

CQL TOOLS

PERSONAL OUTCOME MEASURES®

QUALITY IN SERVICES

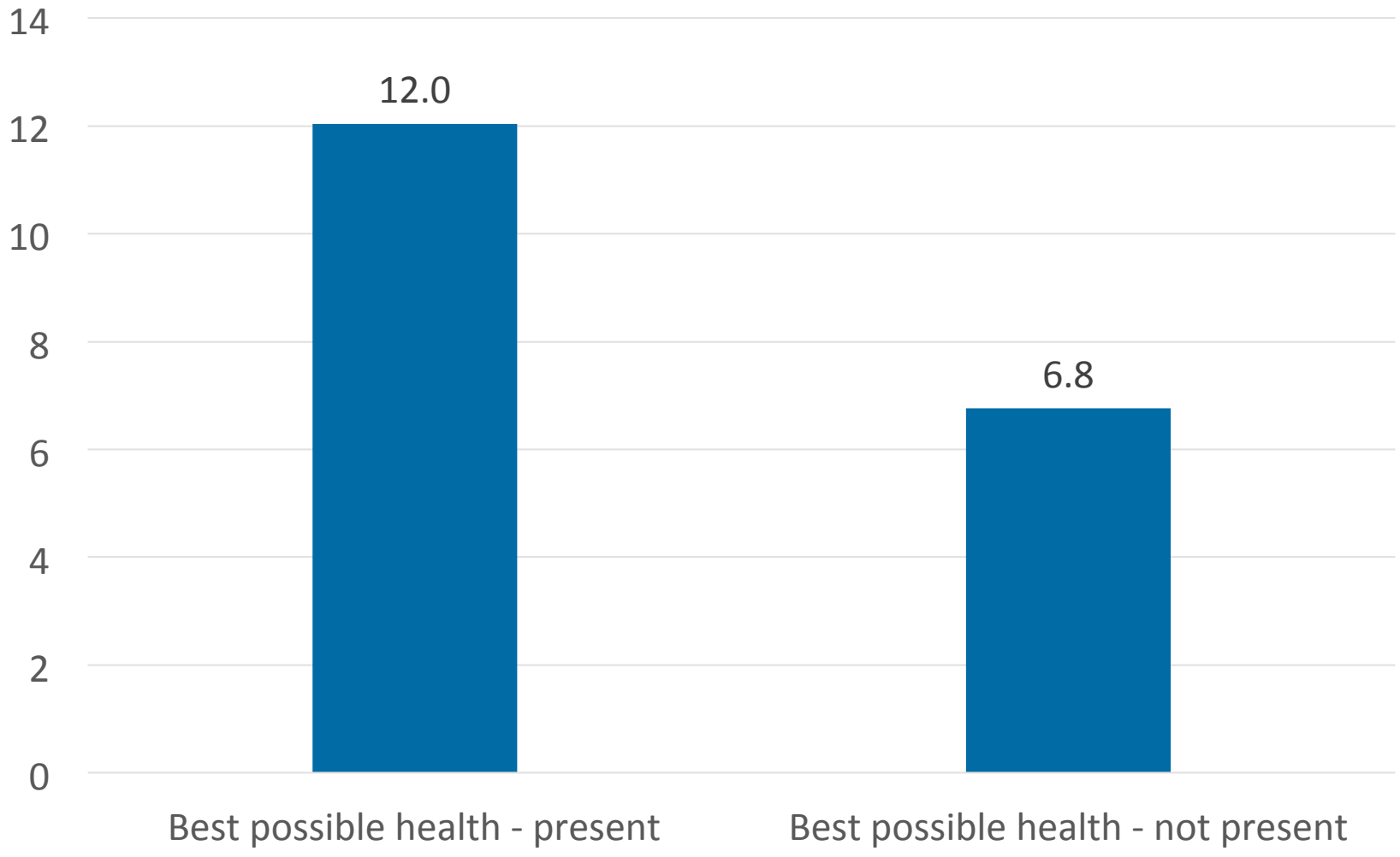
OUTCOMES & SUPPORTS

Outcome for the Person = **QUALITY OF LIFE**

Individualized Supports = **QUALITY OF SERVICES**

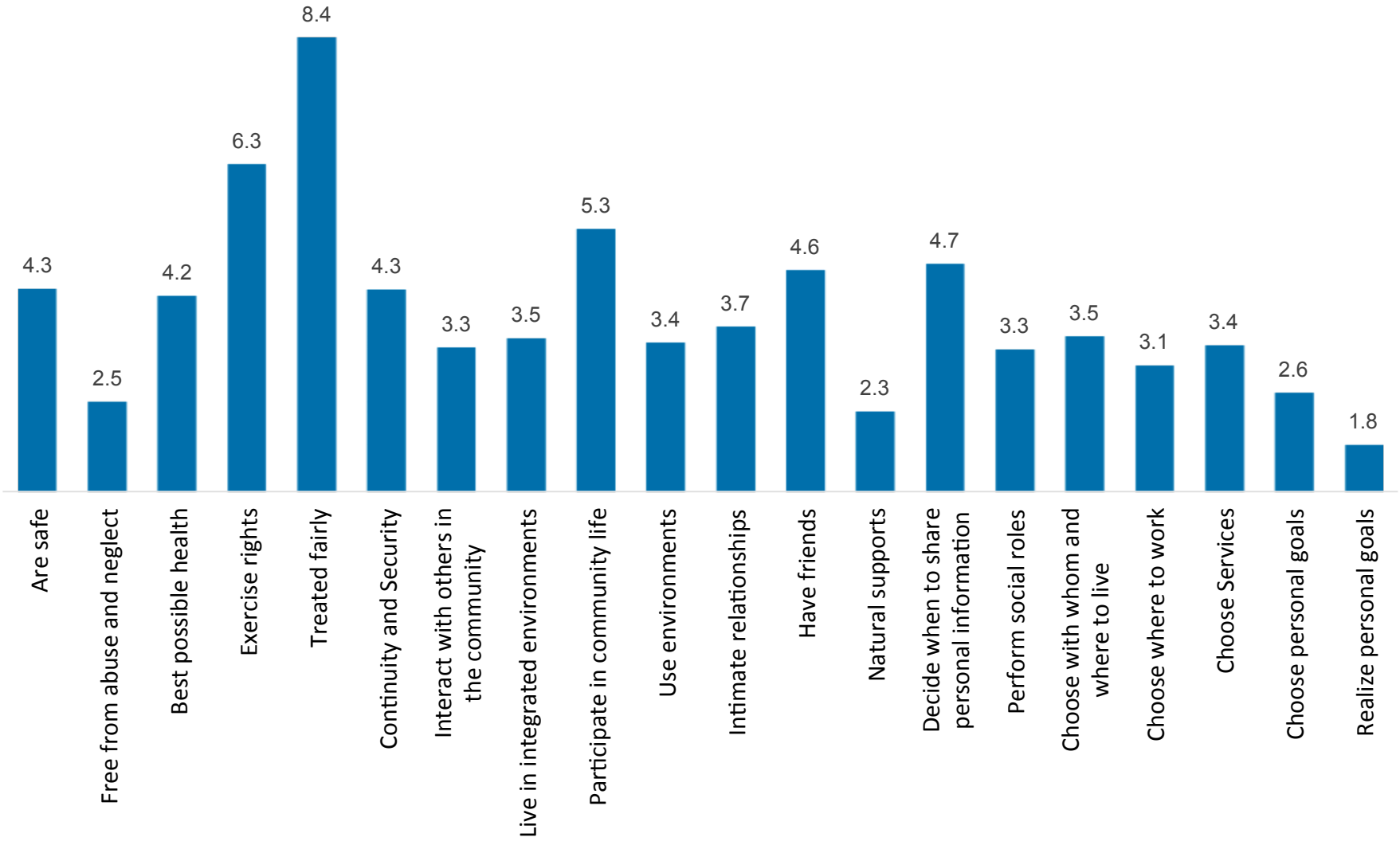
BEST POSSIBLE HEALTH

IMPACT ON OVERALL QUALITY OF LIFE



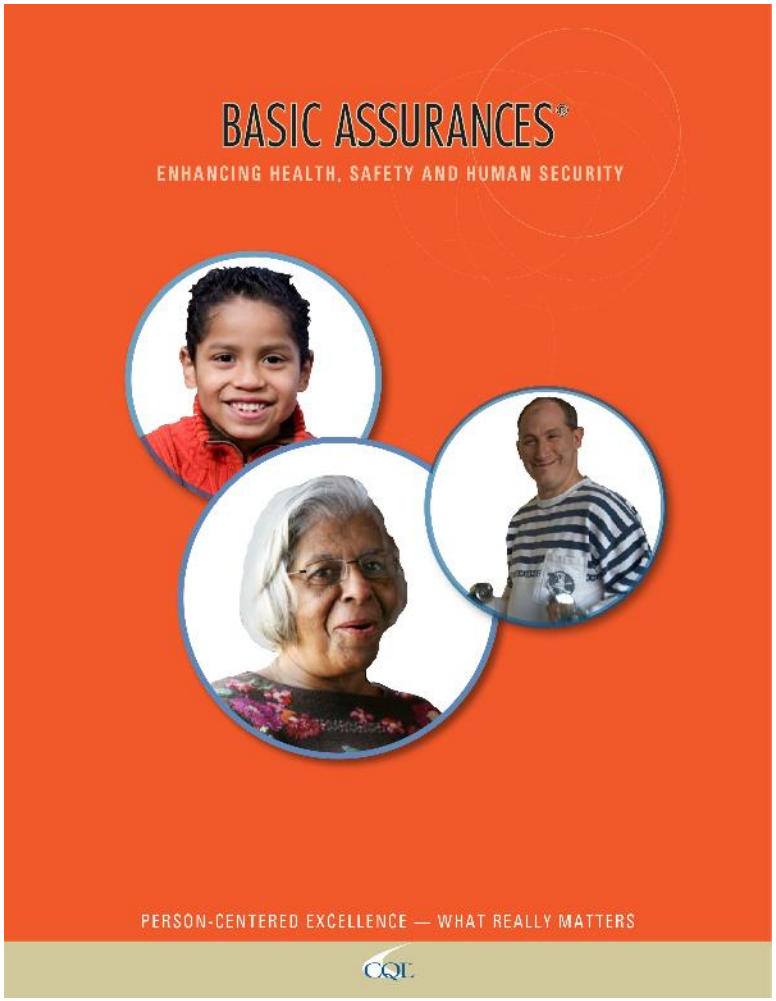
DIGNITY AND RESPECT

IMPACT OF RESPECT ON QUALITY OF LIFE



CQL TOOLS

BASIC ASSURANCES®



CQL TOOLS

BASIC ASSURANCES®

ESSENTIAL

FUNDAMENTAL

NON-NEGOTIABLE

CQL TOOLS

BASIC ASSURANCES®

1. Rights Protection and Promotion
2. Dignity and Respect
3. Natural Support Networks
4. Protection from Abuse, Neglect, Mistreatment, and Exploitation
5. Best Possible Health
6. Safe Environments
7. Staff Resources and Supports
8. Positive Services and Supports
9. Continuity and Personal Security
10. Basic Assurances® System

CQL TOOLS

BASIC ASSURANCES®

System

Organizational supports that provide the structure for organizational practice. These can be policies and procedures, staff training, or other types of systems – ensure sustainability

Practice

What is observed in daily operations. This demonstrates how an organization's supports are put into action

PROTECTION FROM A-N-M-E

RECOGNIZING EMERGING SUPPORT NETWORKS

People with disabilities are

10 TIMES MORE LIKELY

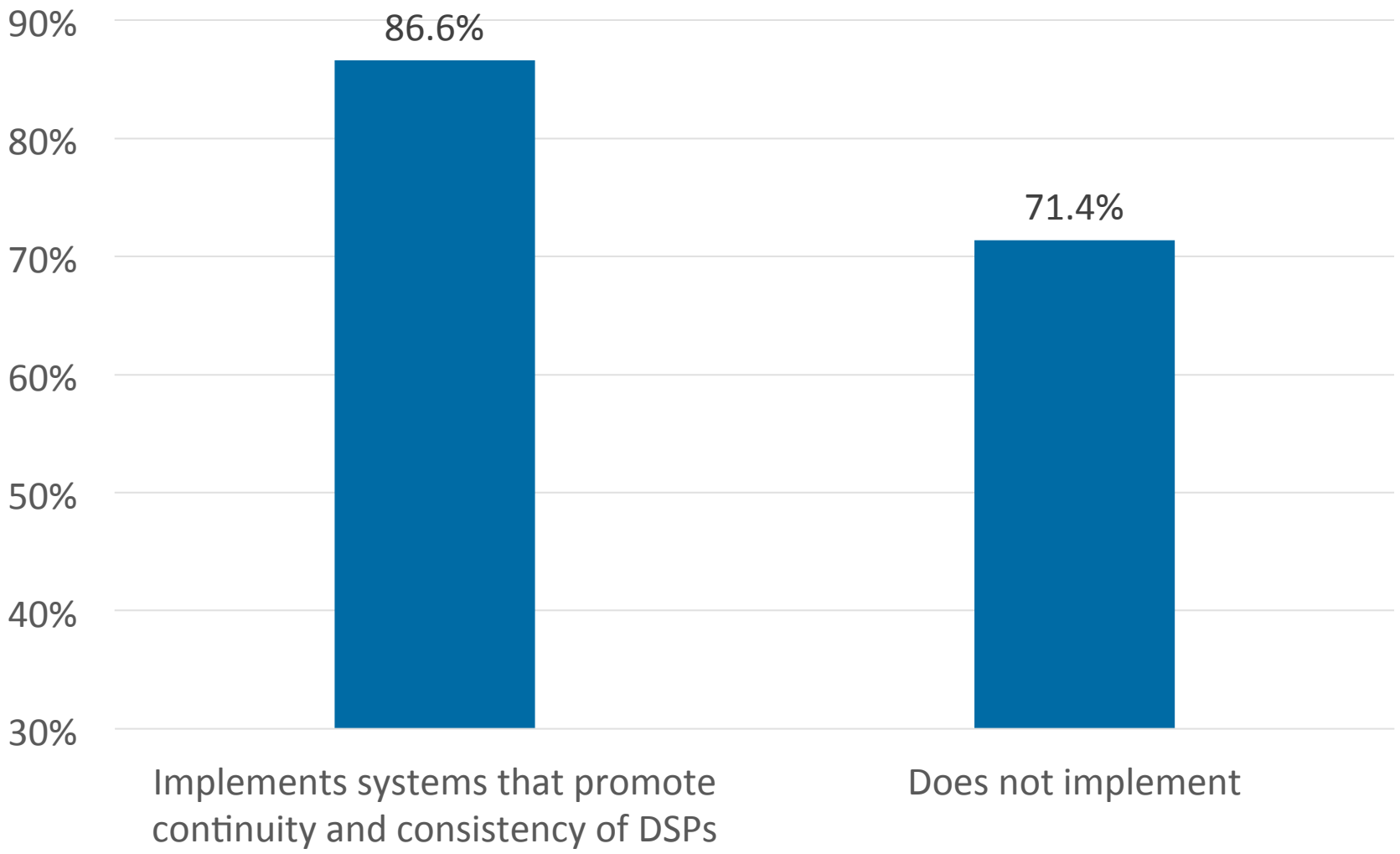
to be **FREE FROM ABUSE AND NEGLECT** when

ORGANIZATIONAL SUPPORTS

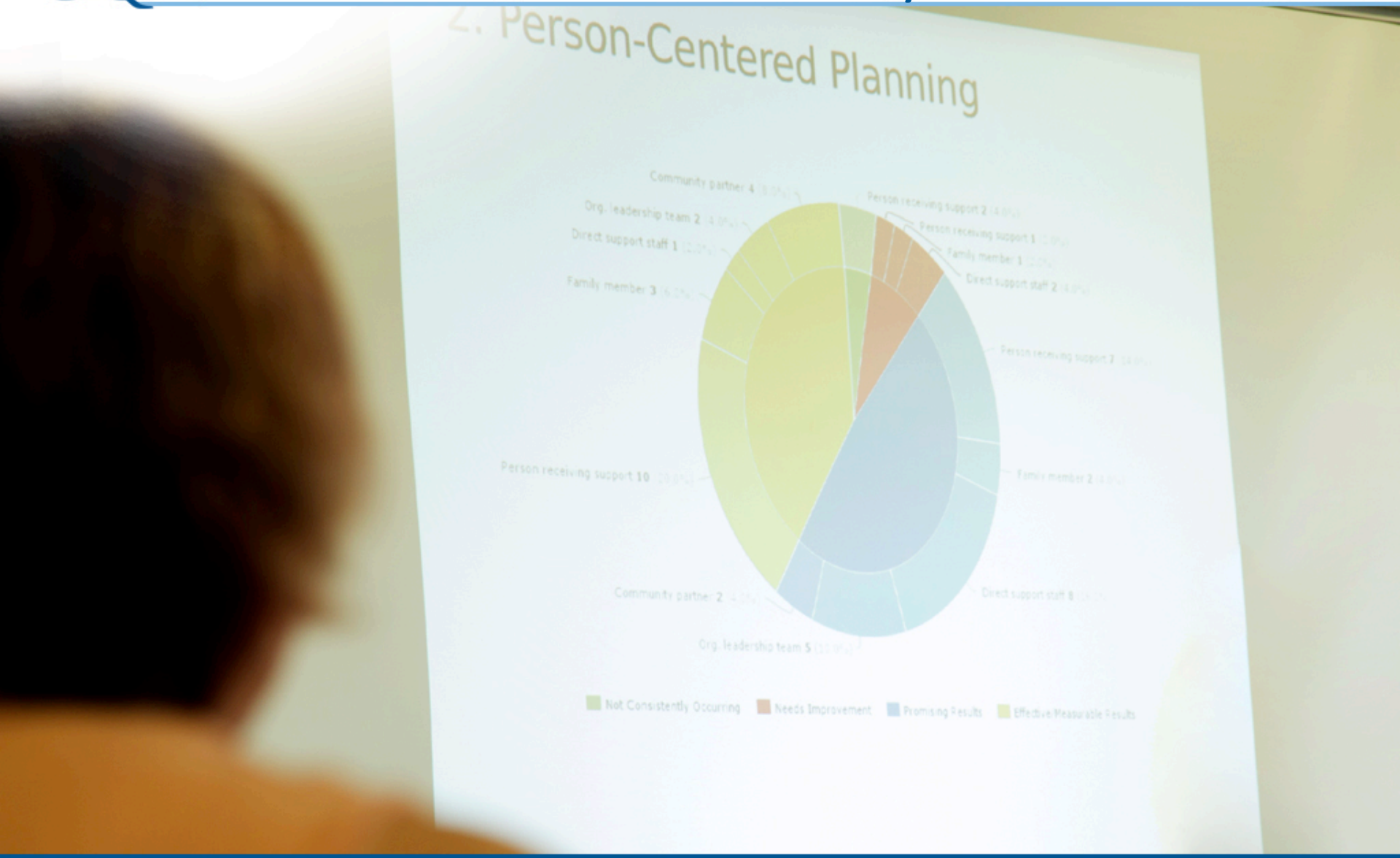
are in place

STAFF RESOURCES AND SUPPORTS

PROMOTING CONTINUITY AND CONSISTENCY

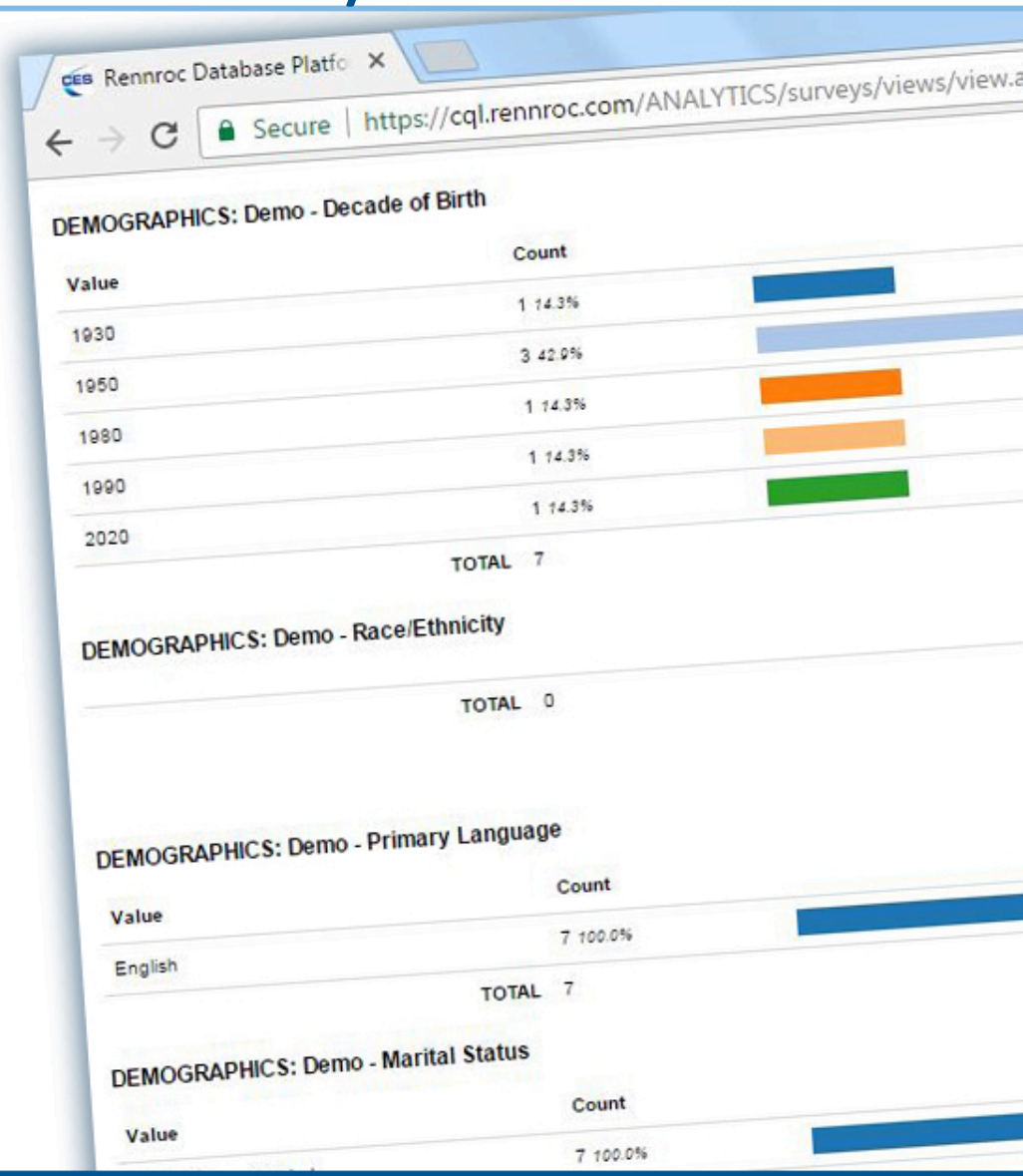


CQL's **PORTAL** Data System



CQL's **PORTAL** Data System

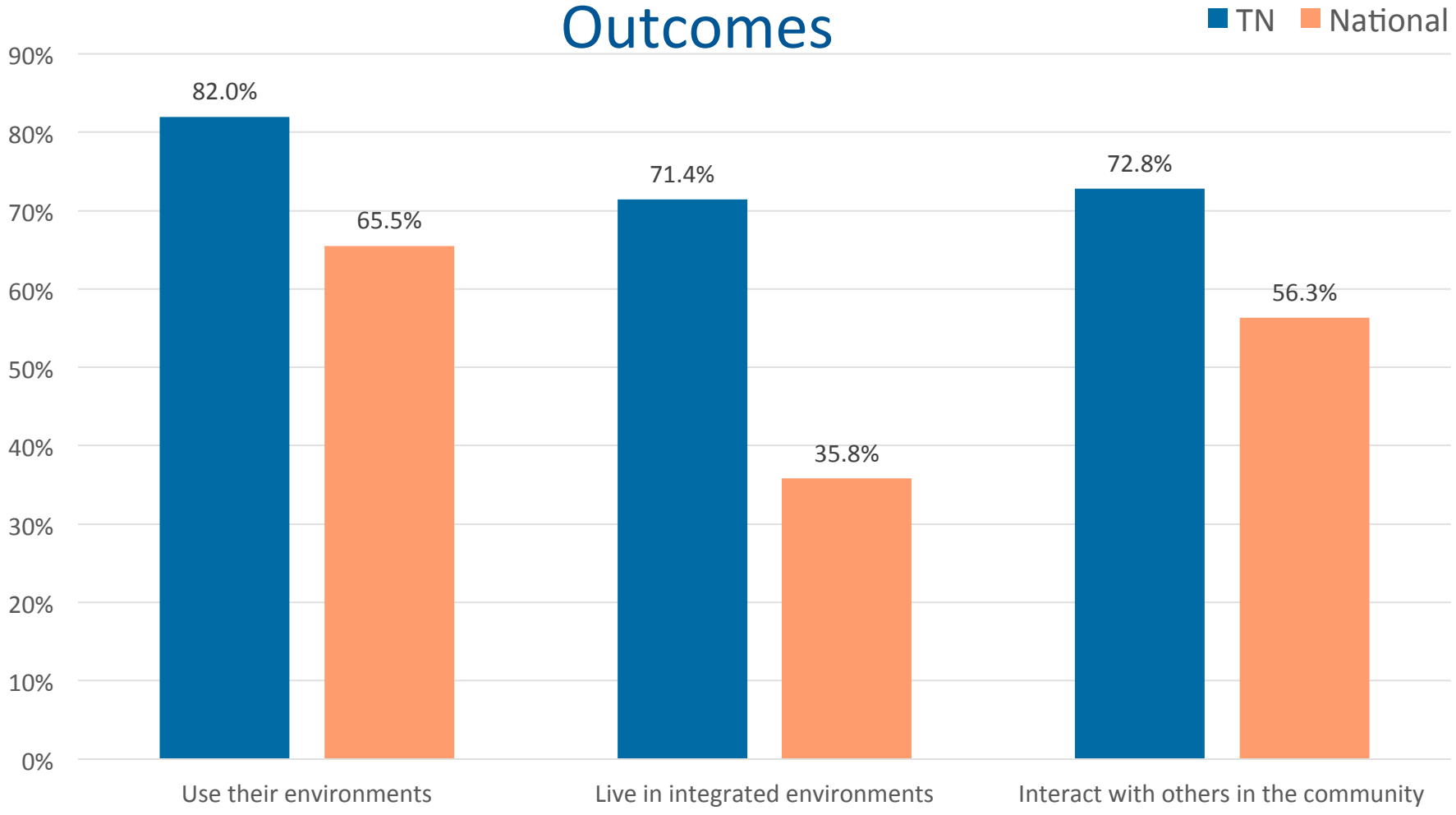
- Collect and Analyze
- Assess
- Develop
- Identify
- Comparative analysis
- Report
- Demonstrate
- Track
- Evaluate



TENNESSEE DATA SNAPSHOT

COMMUNITY

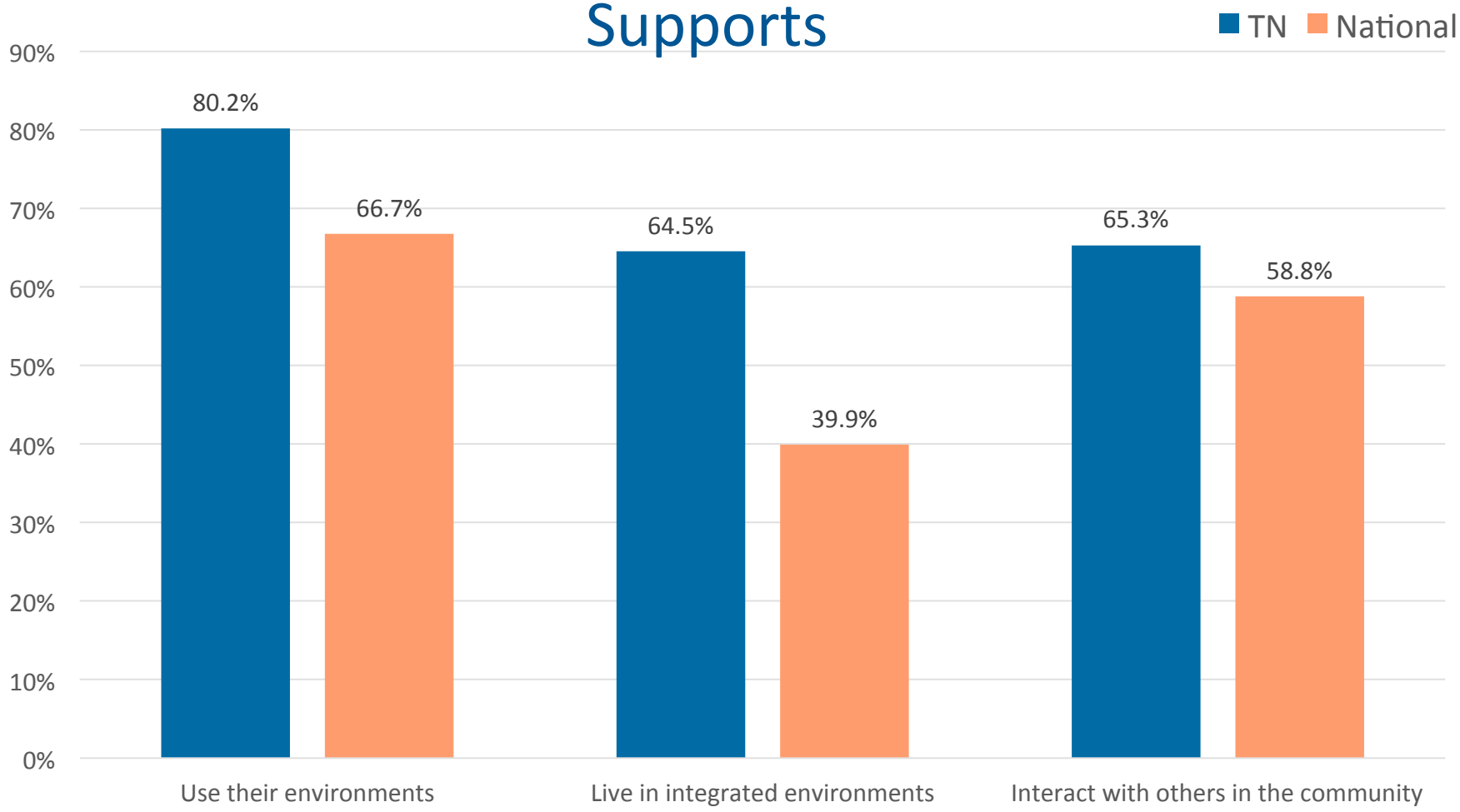
Outcomes



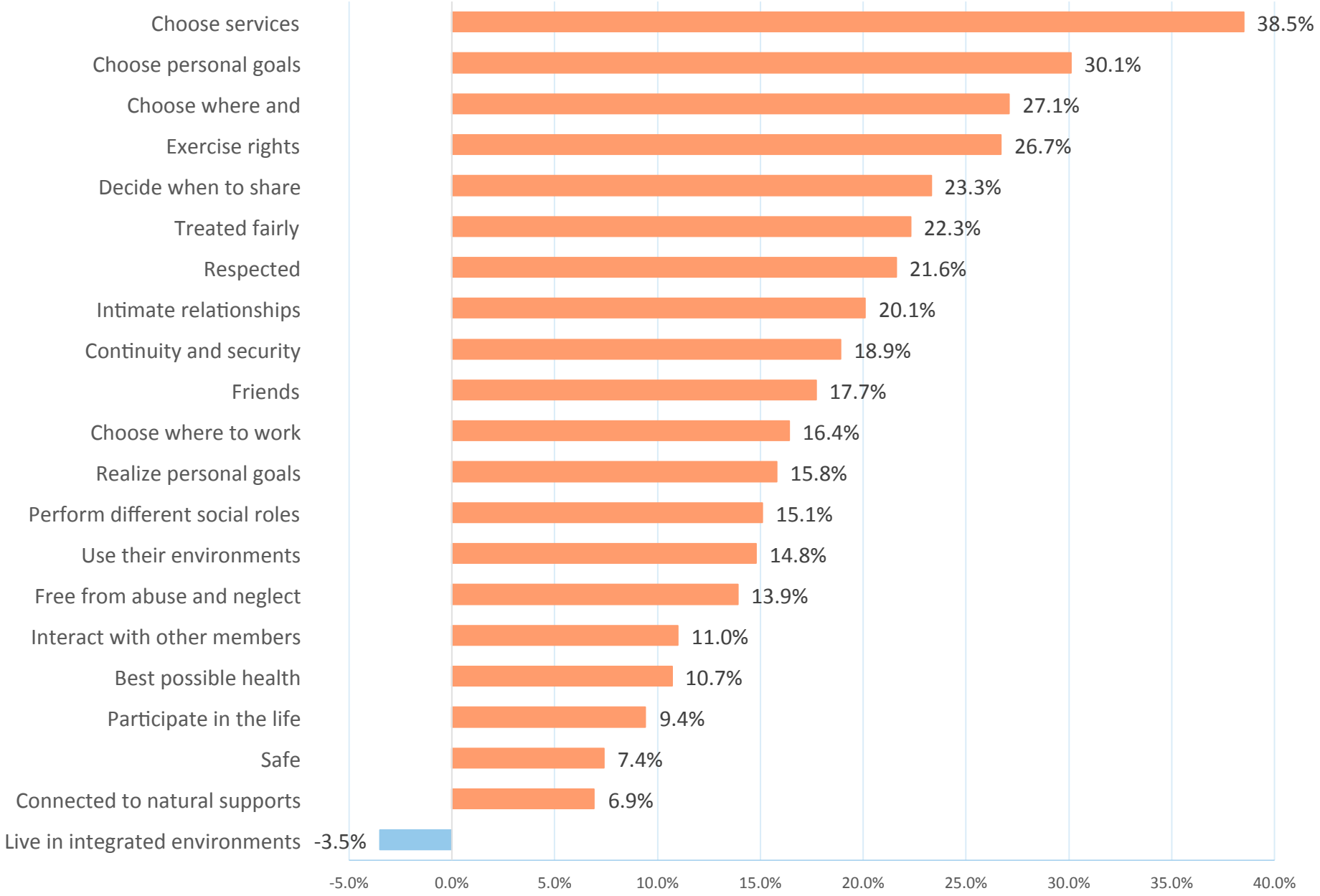
TENNESSEE DATA SNAPSHOT

COMMUNITY

Supports



Difference in Outcomes: South Dakota vs National (2013-2018)



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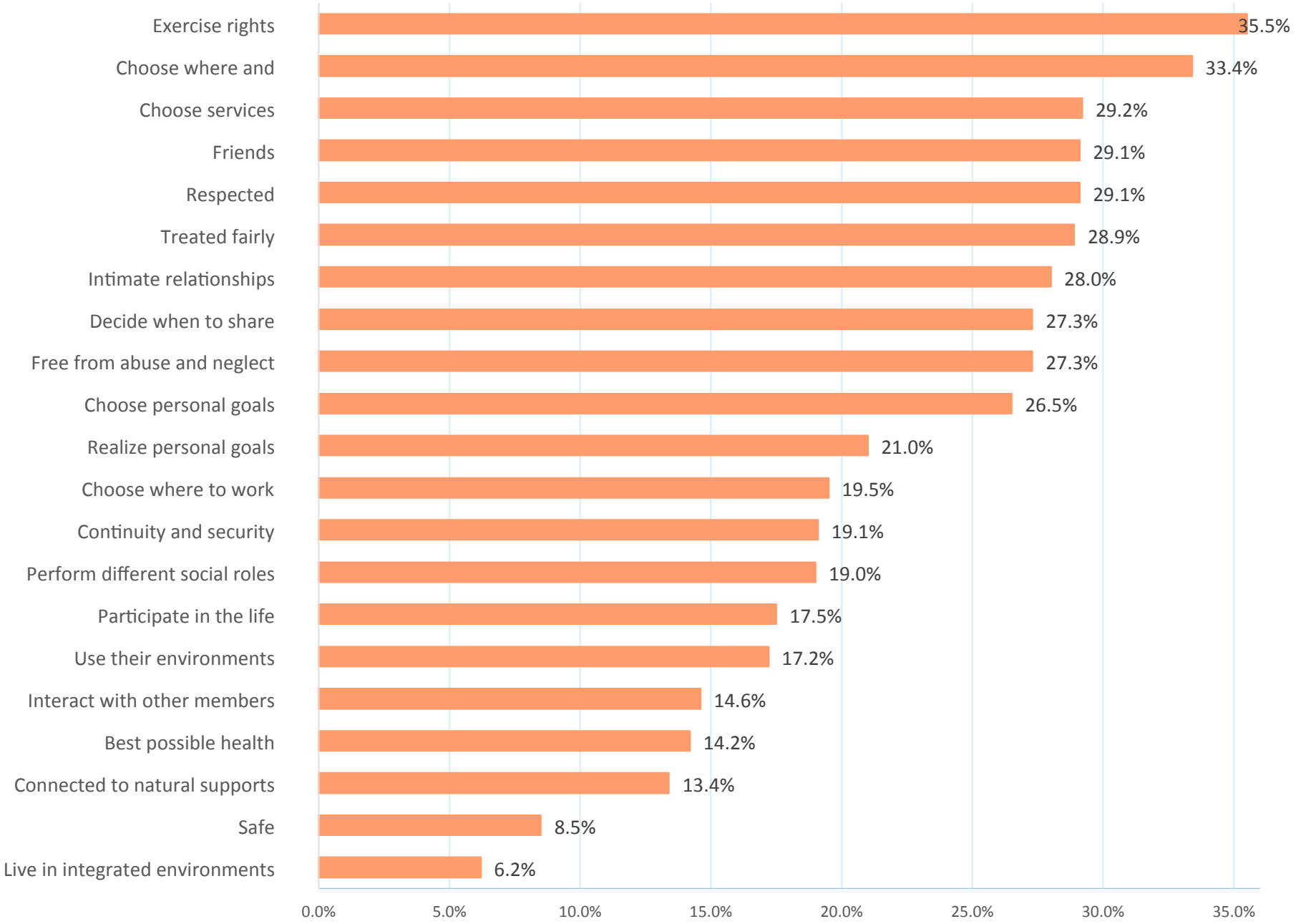


CQL NETWORK ACCREDITATION

What To Expect

"If you change the way you look at things, the things you look at change."

- Dr. Wayne Dyer

CQL NETWORK ACCREDITATION

What To Expect

Self-Assessment

NETWORK ACCREDITATION

What To Expect

ASK → LISTEN → ACT

CQL NETWORK ACCREDITATION

What To Expect

"Look through someone else's eyes,
and the world is different."

CQL NETWORK ACCREDITATION

What To Expect

Unlocking potential …

CQL NETWORK ACCREDITATION

What To Expect

CQL NETWORK ACCREDITATION

What To Expect

DATA → KNOWLEDGE → ACTION

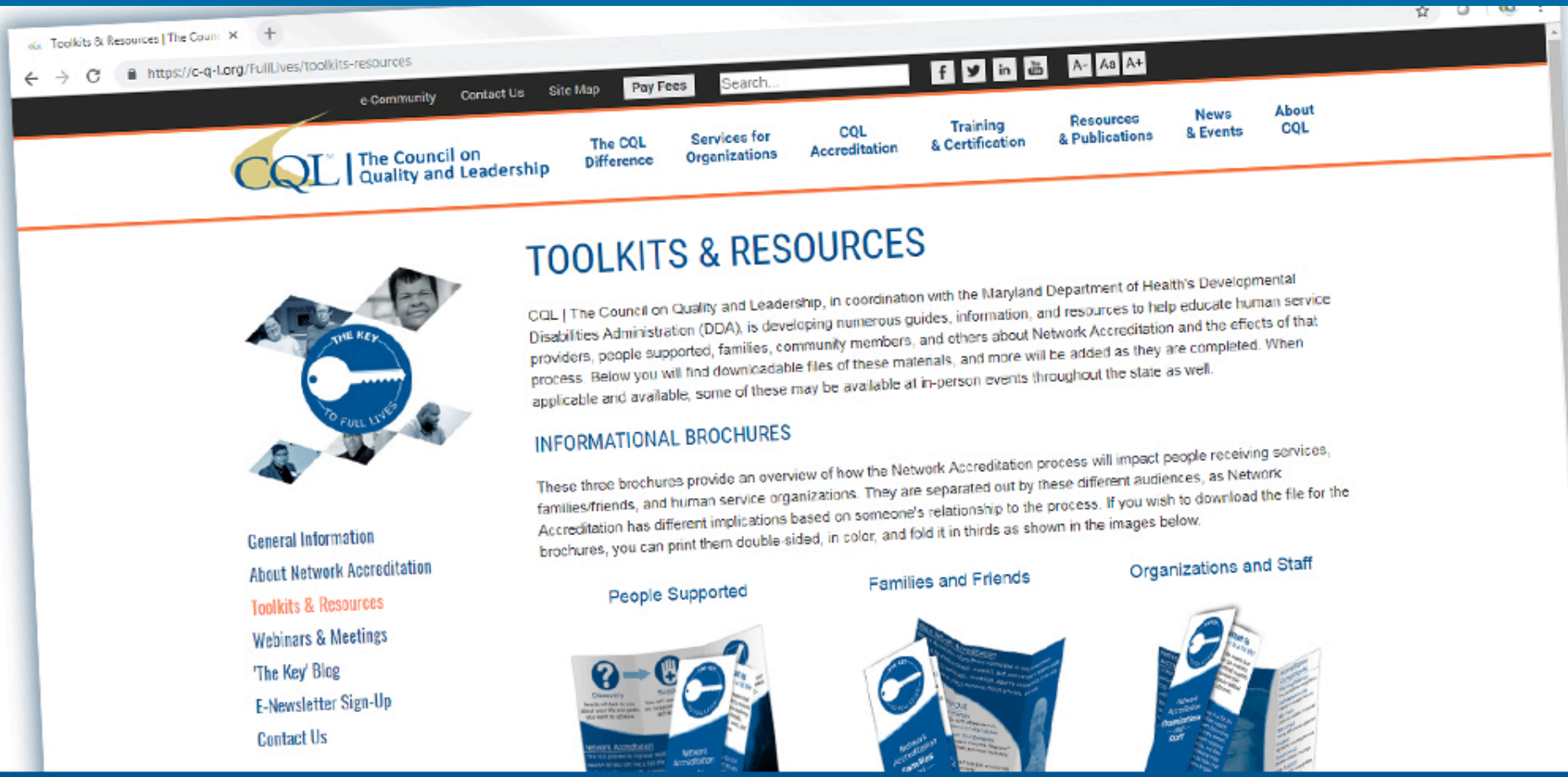
CQL NETWORK ACCREDITATION

Communication Strategies

CQL NETWORK ACCREDITATION

Communication Strategies

www.c-q-l.org/FullLives



CQL NETWORK ACCREDITATION

"If it doesn't **challenge** you,
it won't **change** you."

CQL NETWORK ACCREDITATION

Success is **NOT** about how many policies you change, it's about the **difference** you make in people's lives.

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Stay In Touch:

Angela Rapp Kennedy
208-784-8413
arappkennedy@thecouncil.org