

AUGUST 2023

THE JOURNEY

Towards Person-Centered Excellence

MILESTONES

Evaluating Person-Centered Excellence within the DDA system is being conducted through CQL Basic Assurance Reviews and Personal Outcome Measures, National Core Indicator Participant and Family surveys and through system compliance reviews. Data from these evaluations can provide information on the degree to which,

Evaluating Progress Towards Person-Centered Excellence



- DDA standards are being met
- Participants are experiencing quality services and supports
- Systems and practices are in place that support person-centered excellence
- Personal outcomes of participants are being met and supported

In the first year of implementation,

- 9 service providers and 1 CCS agency participated in a CQL Basic Assurances® Review and 9 participants completed Personal Outcome Measure interviews as part of the BA reviews
- 533 DDA participants completed an NCI In-person survey, 1,194 families participated in an NCI family survey
- 413 Traditional service claims were reviewed for financial accountability and staff training qualifications, 384 CCS claims were reviewed, 147 newly enrolled participant Level of Care documentation was reviewed for timeliness and completeness and 284 participant case files were reviewed for LOC redetermination, PCP and Monitoring and Follow-Up standards

Below, you can see highlights from initial data collection related to system strengths and opportunities for improvement.



JUNE SPOTLIGHT

As Liberty wraps up year one of rolling out Maryland's Road Map to Person-Centered Excellence, we would like to shine a spotlight on Maryland's I/DD community as a whole for their partnership in this transformative initiative.

Providers and Service Coordinators alike have been an immense help in beginning to collect data on how we can support others in living a life of their choosing. Thank you for your responsiveness, participation, and dedication. Our Journey has just begun!

QUALITY CORNER

The Council on Quality and Leadership (CQL) identifies their third Basic Assurances® factor as ‘**Natural Support Networks.**’ Natural supports play a key role in building people’s feelings of belonging as well as facilitating a safety net for them. Our organizations’ goal should always be to assist people in their attempts to connect/reconnect. Data collected by CQL shows a direct link between health and safety and natural supports. How are we able to implement policies that move those receiving supports towards connection? Luckily, CQL outlines four indicators that can help professionals to support those who receive services in developing support networks and a sense of independence and autonomy.

The following four indicators provide a great starting point in improving Natural Support Networks:

- **3a- Policies and practices facilitate continuity of natural support systems.**
- **3b- The organization recognizes emerging support networks.**
- **3c- Communication occurs among people, their support staff and their families.**
- **3d- The organization facilitates each person’s desire for natural supports.**

In the first phase of Liberty’s partnership with providers, we looked at the Basic Assurances® factors. When looking at Natural Support Networks, we found many strengths, as well as exciting opportunities for growth as providers. Below is a graph based on the data collected from the ten agencies evaluating the communication within the organization among people, support staff, and families. Although Maryland may be able to grow in creating communication policies and systems, three quarters are practicing great communication regardless, which speaks to the dedication of those supporting the I/DD community.

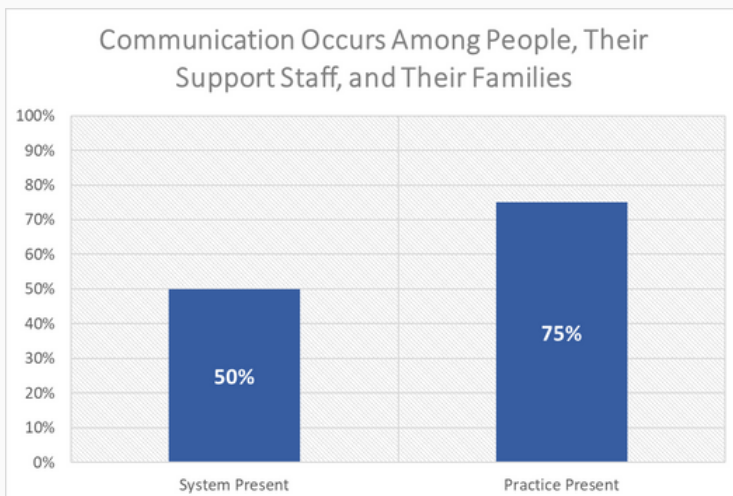


**To explore CQL, The Basic Assurances® and their factors, and other excellent resources, please visit CQL's website [here](#). Liberty and the Maryland DDA thanks CQL for their partnership and resources!*

MARK IT ON THE CALENDAR

National Core Indicator Surveys Begin- September 15, 2023

Self-Directed Service Reviews Begin- October 1, 2023



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.

