

APRIL 2023

THE JOURNEY

Towards Person-Centered Excellence

MILESTONES

Liberty Healthcare Corporation in partnership with the Developmental Disabilities Administration is evaluating Maryland's journey towards Person-Centered Excellence. This starts with Liberty partnering with the Council for Quality and Leadership (CQL) to evaluate system quality and participant outcomes using CQL's Basic Assurance (BA) Review and Personal Outcome Measures (POM) tools (see more details in the Quality Corner section on page 2).

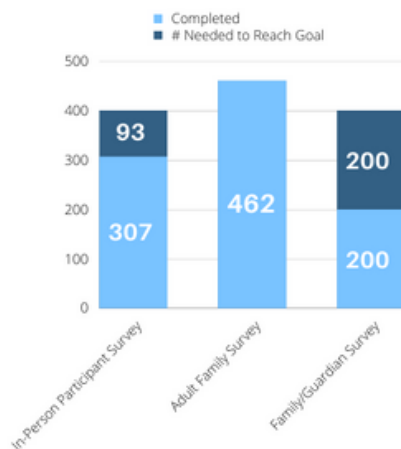
Currently Liberty is conducting National Core Indicator (NCI) in-person surveys with a sample of DDA participants and is collecting mailed survey data from families. These efforts are on track to meet the state's goals and will provide valuable information on participant and family experiences with the DDA system.

In February 2022, Liberty began evaluating system compliance related to Level of Care determinations, Person-Centered Planning and routine Monitoring conducted by CCS agencies. Review of CCS billing also was initiated in February. Service provider billing reviews (i.e, Utilization Reviews) will begin in April 2022.

Evaluating Progress Towards Person-Centered Excellence



Participant & Family Voice



APRIL SPOTLIGHT

With collaboration from CCS agencies, over 230 people have had the choice to participate in the NCI In-Person survey and have their voices heard. Thank you to all of the CCS organizations and individual CCS's who have helped us connect with people!

Shout out to the Arc of Carroll County and Optimal Health Care who hosted Personal Outcome Measures® (POM) Workshops! The Personal Outcome Measures® (POM) is a person-centered discovery tool to explore the presence, importance, and achievement of personally-defined outcomes.

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Many families of participants have expressed hesitancy to participate in another survey/interview. Liberty's Quality Reviewers have utilized both lived and professional experience with the I/DD community to emphasize the importance of the participant's voice. One family stated, **"After 26 years of IEPs, organizational meetings, service coordination meetings, healthcare visits, and the administrative surveys that go along with them, we were wary that this may just have been another 'lip service' survey. It was not – in a very good way."**

QUALITY CORNER

Let's talk Basic Assurances®. This month, we will outline what Basic Assurances® are, and provide a few resources that cover them in-depth and serve as a guide as we navigate our Journey towards Person-Centered Excellence.

As many may know, the DDA is currently working to achieve Network Accreditation with the Council on Quality and Leadership (CQL). The CQL is an international leader in establishing quality standards that improve the lives of the I/DD community. Liberty and the DDA are utilizing the Basic Assurance Reviews® to analyze current practices and identify areas for improvement of Maryland's system.



Basic Assurance Reviews® utilize 9 factors to explore markers of health, safety, and security. Over the next 9 months, Liberty will feature one of CQL's factors in 'The Journey' to detail how these elements come into play during the CQL Accreditation process. The 9 factors include:

- Rights Protection and Promotion
- Dignity and Respect
- Natural Support Networks
- Protection from Abuse, Neglect, Mistreatment, and Exploitation (ANME)
- Best Possible Health
- Safe Environments
- Staff Resources and Supports
- Positive Services and Supports
- Continuity and Personal Security.

The Council for Quality and Leadership has been an incredible partner and resource as Maryland blazes its own trail towards excellence. Stay tuned for the next installment of The Journey's Quality Corner!



MARK IT ON THE CALENDAR

- March 30th- Utilization Review Overview and Training
- April 17th- Utilization Review Implementation
- April 18 to May 25- Basic Assurance (BA) Pilot Reviews
- May 15th & 16th- BA Provider Training 1pm-5pm
- May 17th- BA Provider Training 10am-2pm
- May 23rd- BA Provider Training 12pm-4pm
- May 24th- BA Provider Training 10am-2pm

What is a Basic Assurance Review?

The Basic Assurances® is a tool to evaluate the essential, fundamental, and non-negotiable requirements of all human service organizations and system.

Basic Assurance Review training will be available to providers on one of five days: 5/16, 5/17, 5/18, 5/23, 5/24. Keep an eye out for a constant contact communication and sign up for one of these trainings.

**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!*

