

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**.





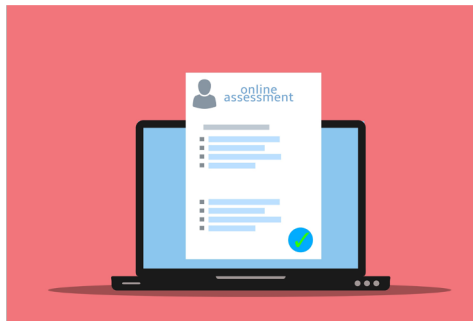
QIOs Positively Impact People by:



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

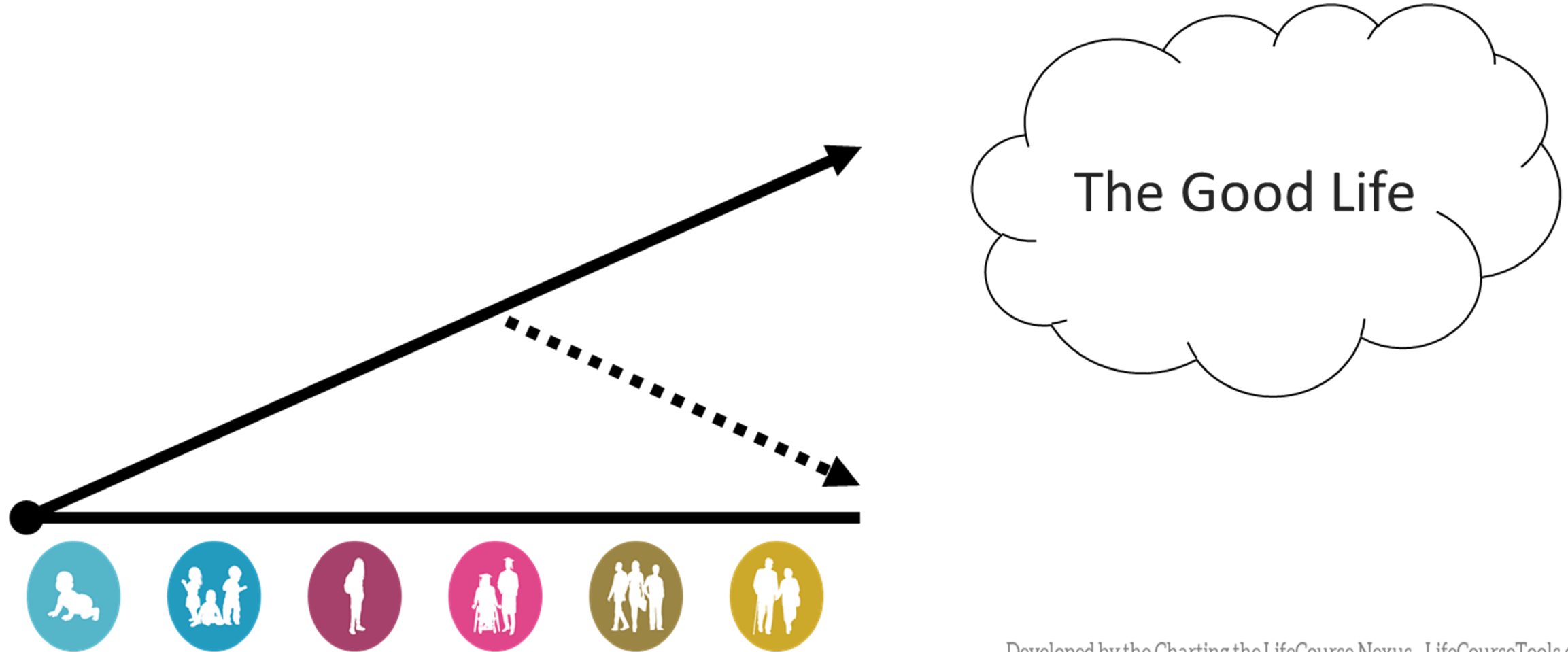
Integrating Services and Supports





Liberty's Approach to Leading a Successful QIO in Maryland

Ensure people are at the center of their services





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

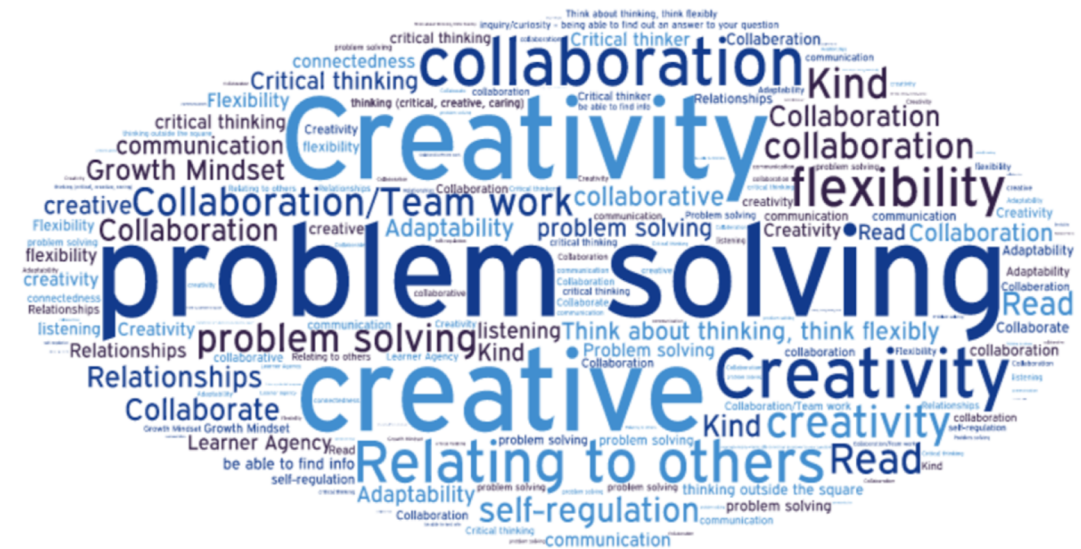




Liberty's Approach to Leading a Successful QIO in Maryland

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**





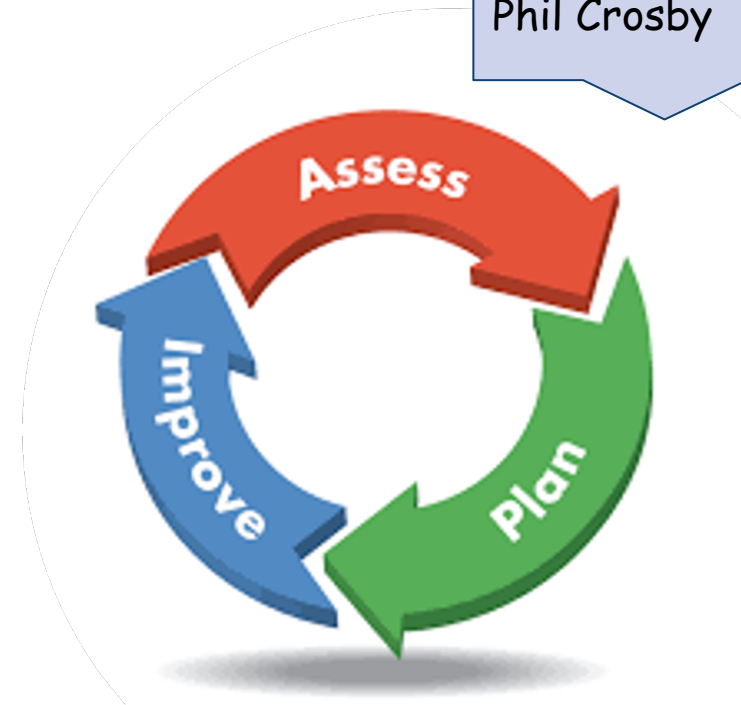
Liberty's Approach to Leading a Successful QIO in Maryland

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

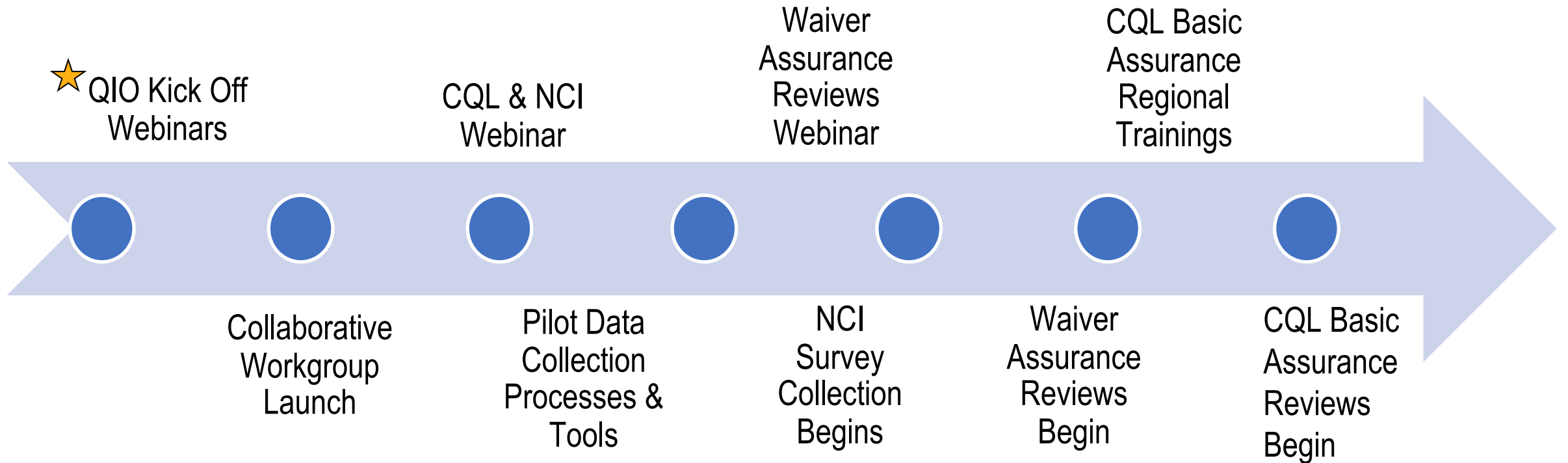
Improving quality requires a culture change, not just a new diet.

Phil Crosby





Implementation Milestones

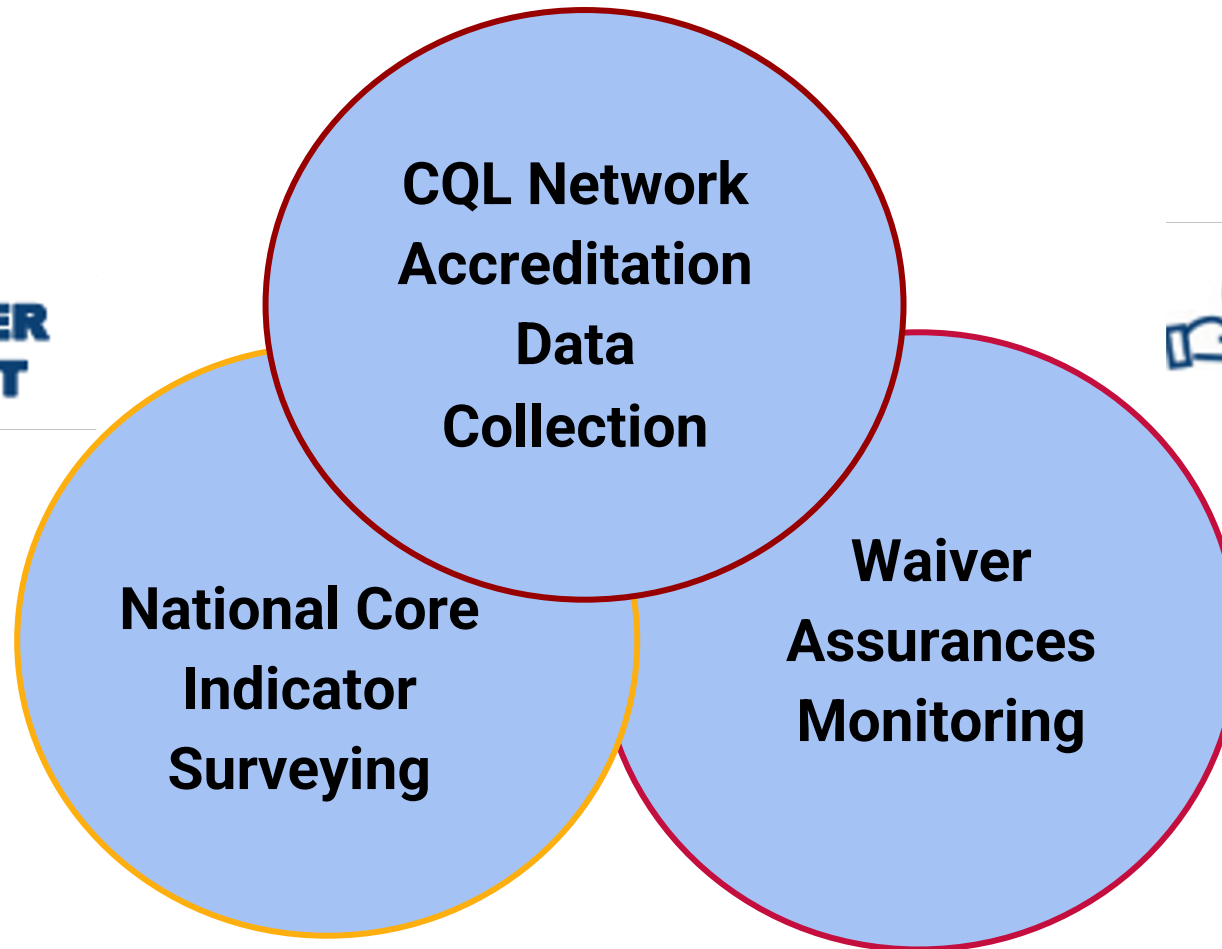




Responsibilities & Outcomes of the QIO



**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

In Person or Remote Interviews conducted by Quality Reviewers and Advocate Reviewers with people receiving services through DDA.

The Adult Family Survey (AFS)

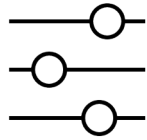
Mailed surveys to family members who have an adult (age 18 and over) with ID/DD living in their family's home.

The Family/Guardian Survey (FGS)

Mailed surveys to family members or guardians of an adult (age 18 and over) with ID/DD living outside of the family home.



Waiver Assurances Monitoring



Level of Care (LOC) Reviews



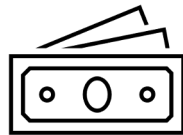
Service Plan Reviews



Health and Welfare Reviews



Qualified Provider Reviews



Financial Accountability Reviews



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

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Questions

