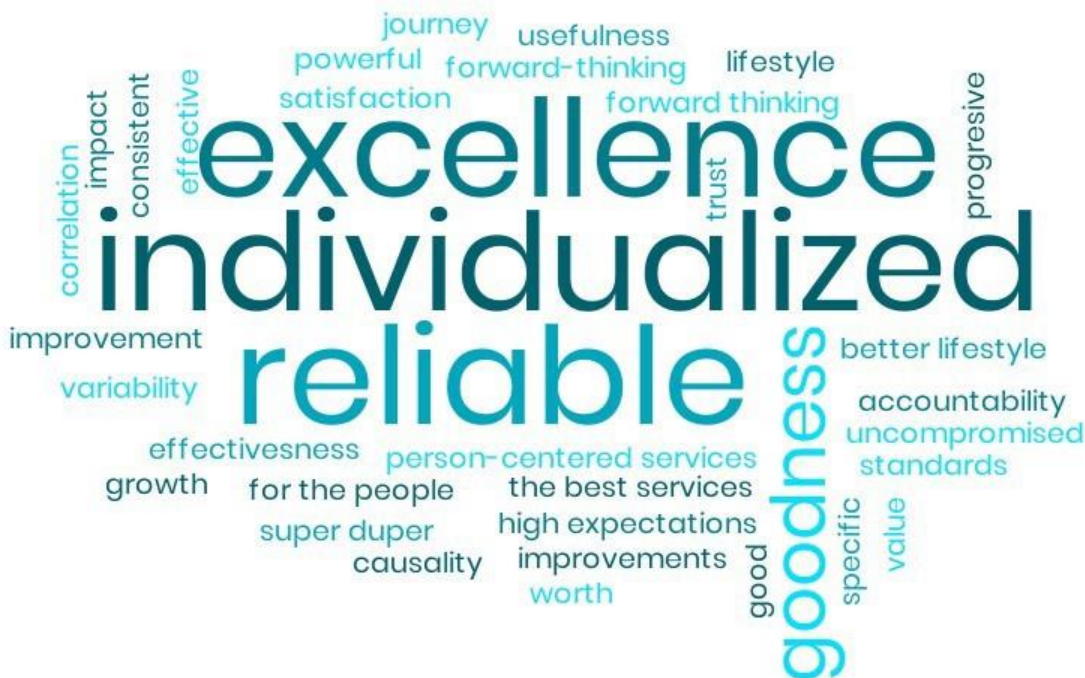# Quality Improvement Committee

January 8, 2019

Welcome and Introductions

Erin Leveton, Deputy Director, Quality Assurance & Performance Management Administration

What do you think of when you hear the word "quality"?

What is one word you think of when you hear the word quality?

Highlights from December's QIC Meeting

Identifying Success:

- Improve DDS policies and procedures through data, research, and employment of best practices to ultimately improve the quality of life for the people we serve.
- Gain greater participation from different parts of DDS
- Review and implement more best practices from a state-wide perspective
- Have data-driven results
- Review quality metrics from various departments
- Establish appropriate data points to collect and link to MCIS
- Look at larger areas of concern for DDS
- Provide an opportunity for people outside of DDS to share their perspectives
- Share the right level of information timely
- Commit to studying a problem, creating potential solutions, and evaluating success of solutions

Goal	Purpose	Inputs/Resources	Activities	Outputs	Short-Term Outcomes	Intermediate Outcomes	Long-Term Outcomes
Develop committee structures	Understand QIC's role and scope	• Current participants • Templates from existing committees • DDS stakeholder lists and existing meetings	• Reformat QIC meeting to integrate deep dives and best practices • Assign roles (i.e. note taker)	• Define members hip • Strategic outreach for new members hip	• Establish a full committee with a subcommittee • Invite more participants to the committee	• Integrate more stakeholders into meetings • Diversified committee membership	• Increase utility of meetings • Open meetings to the public
Plan agenda for year ahead	To create outcomes as a result of committee activity	• Current participants • Senior leadership • New participants	• Create a priority list of activities	• Thorough implemen tation plan	• Identify committee goals for each meeting		
Clarify data points for review	Direct practice for the agency that informs policy	• Current participants • Ask for data or reports that reflect goals analysis of data • National Data (i.e. NCI) • MCIS, Pro, System 7 • NASDDDs list serve • PCR data	• Look at an emerging systemic challenge and brainstorm ways to mitigate with data and policy		• Establish appropriate data points to review • Create a data-driven forum	• Conduct a minimum of 1 focused study and solution project • Demonstrate impact on the people we serve	• Recommenda tions to improve quality based on data review and best practices • Identify the changes that the QIC has facilitated

Measuring Success:

Measurement	Quantity #	Quality %
Effort	• Policies and procedures reviewed by QIC • Focused study launched	• Scorecard/tool review with 80% successful completion • Stakeholders consulted for study development
Measurement	**Quantity #**	**Quality %**
Effects	• Staff/providers referring to policies/procedures • Staff and relevant partners report being informed of study results	• People served reporting improvement in services (not increased monitoring) • Staff and relevant partners recognize study results

Resources:

Need:
- Membership representative from each DDS unit
- Media specialist
- Timely and responsive staff
- Interactive database to manage projects (i.e. basecamp)
- Interns
- Identifying data extracts related or complimentary to deep dives

Have:
- Access to subject matter experts (internal and external)
- Statistical analysis
- Clinical expertise
- Regarding PCR data; this includes identifying where providers are successful and what areas they are less successful (including ISP implementation)

Proposed Yearly Calendar

Month	February	March	April	May	June	July	August	September	October	November	December	January
Report Names	Q1 Significant Trends in Incidents Report for Individuals and Providers	Q1 Quarterly PCR Report	Q1 HCR Summaries	Q2 Significant Trends in Incidents Report for Individuals and Providers	Annual PCR Report	Q2 Quarterly PCR Report	Q3 Significant Trends in Incidents Report for Individuals and Providers	Q3 Quarterly PCR Report	Q3 HCR Summaries	Q4 Significant Trends in Incidents Report for Individuals and Providers	Q4 Quarterly PCR Report	Q4 HCR Summaries
	Q1 Significant Trends Identified in the DDS Licensing Report	Q1 SC Monitoring Tools Trends	Q1 Medication Errors Report	Q2 Significant Trends Identified in the DDS Licensing Report	Q2 SC Monitoring Tools Trends	Q2 HCR Summaries	Q3 Significant Trends Identified in the DDS Licensing Report	Q3 SC Monitoring Tools Trends	Q3 Medication Errors Report	Q4 Significant Trends Identified in the DDS Licensing Report	Q4 SC Monitoring Tools Trends	Q4 Medication Errors Report
		CMS Measures - Annual Review	NCI Deep Dive - People on Psychotropic Medications		NCI Deep Dive - Quality of Services	Q2 Medication Errors Report	Annual NCI Report		NCI Deep Dive - Employment			NCI Deep Dive - Transition Age Group

NCI Deep Dive Topics

Category	NCI Topic
Self - Injurious Behavior	People With Self Injurious Behavior - What does NCI Data Tell us about their Characteristics and Outcomes
Receiving Services	Characteristics and Outcomes of Young Adults With ID/DD Receiving Services
Obesity Rates	Does Area Median Income Predict Obesity Rates Among U.S. Adults with Intellectual and Developmental Disabilities
Employment	Working in the Community - The Status and Outcomes of People with IDD in Integrated Employment
Quality of Services	What NCI Data Reveal About Service Delivery and the Respect Given to the Rights of People With I/DD
Racial and Ethnic Differences	What do NCI data tell us about the racial and ethnic differences in demographics and in healthcare utilization experienced by adults with intellectual and developmental disabilities?
Dual Diagnosis	What does NCI tell us about people with dual diagnosis?
Psych Meds	What does NCI tell us about adults with intellectual and developmental disabilities who are taking prescribed medications for anxiety, behavior challenges, mood disorders or psychotic disorders?
Workforce Stability	Snapshot of Direct support Workforce Challenges in the United States
Introduction to NCI	Who are Adults with IDD Requiring Behavioral Supports?
Overuse of Medication	Medication use in adults with ID/DD Living in Community Homes and State Efforts to Reduce Overuse

Vote on Top 4: Receiving Services, Employment, Quality of Services, Psych Meds

Discussion of MRC Recommendations

Marc Clark, Mortality Review Coordinator, Quality Unit

Behavioral Support Plan Introduction

Dr. Yolanda Van Horn

Dr. Casey Nelson

Tiffani Johnson