Organizational Quality Assurance

Outcomes:
The Gateway to Quality
CQL 2015 Conference

October 21, 2015

Coordinating Care in Our Community

Cardinal Innovations
HEALTHCARE

Who is Cardinal Innovations Healthcare ?

Specialty Managed Care Plan

Members with complex needs

Manage a Network of providers

Innovator of New and Promising Practices

Outcome Focused

Our Vision

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A community where every person is welcomed , respected and valued

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Cardinal's Strategic Focus

A managed care company designed with the values and culture of IDD factored into the design, not a new line of business.

Our Strategic Design

✓ **Services focused on Support Needs- SIS® system wide, SIS ® field test site for child NC,**

✓ **Empowering individuals -Resource Allocation,**

✓ **Empowering individuals-Self Direction ,**

✓ **Building a strong workforce of Direct Support Professionals-CDS,**

✓ **Outcome Driven System-CQL**

The Cardinal Innovations is building

- Flexible, Accountable and Sustainable system
- A network of providers with a workforce of competent Direct Support Professionals
- A system that uses reliable, valid data to make care decisions
- Strong Person Centered System that is guided by outcomes identified by the individual
- A high quality network of providers who know, based on data, that they are providing services and supports that align with each individual's dreams.
- Quality Performance Indicator data that meets state and federal requirements and verifies that the system is operating at peak performance

Moving the System

Cardinal Innovations partnered with CQL to gather information about quality of life for adults with intellectual and/or developmental disabilities to assure practices align with state policy to maximize the services and supports available to help people to live the life they choose

Personal Outcome Measures (POM®) Project

Data Advisory Group of internal staff, providers, and families identified questions for the project

Questions Identified by Data Advisory Group

- **Outcomes by region**

- **Outcomes by personal characteristics of age, ethnicity, living arrangements, and status of guardianship**

- **Outcomes by service of community guide, community networking, day supports, and supported employment**

- **Relationship between POMs for project participants compared to national benchmarks**

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Personal Outcome Measures (POM) Project

Data Collection

- **Between 2-4 respondents (including the individual and/or LRP) for each interview**

- **Outcomes Present measured for all 250 interviews**
  - **Individual and/or LRP**

- **Supports Present measured for all 250 interviews**
  - **Family, Friends, Service Providers, and/or Care Coordinators**

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Personal Outcome Measures (POM) Project
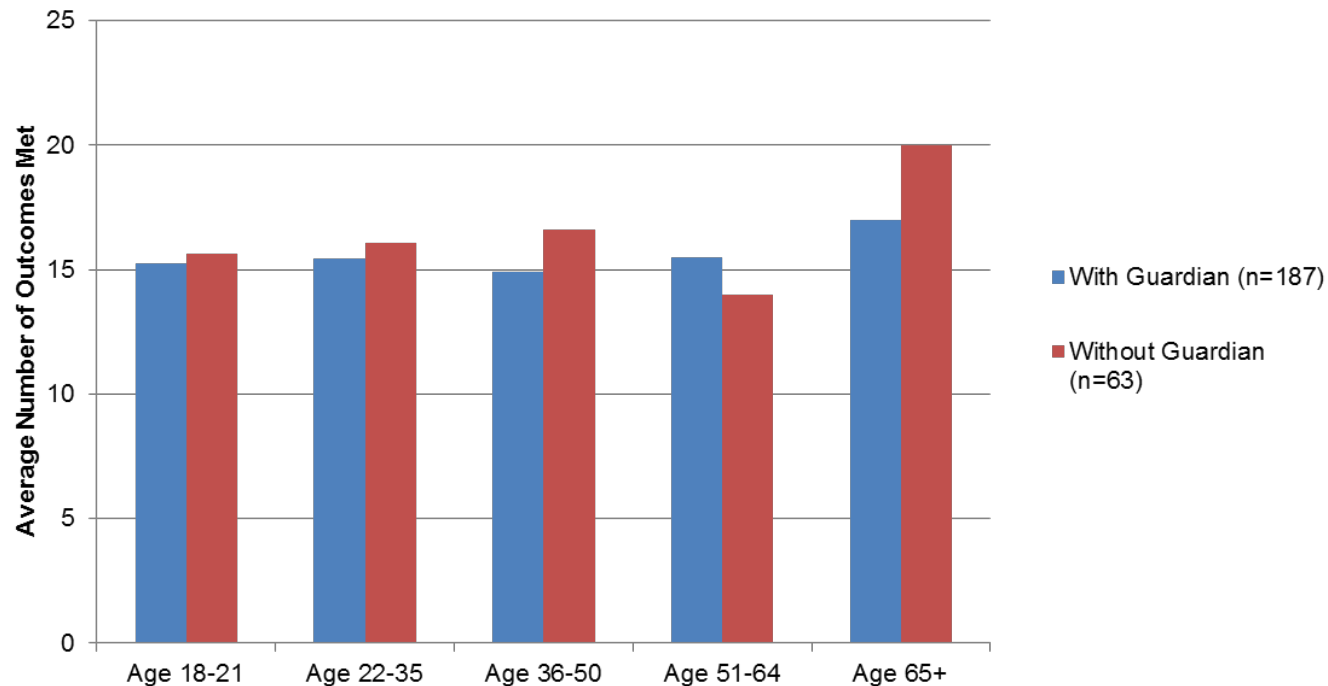
Data Analysis

- **Initial Round of Coding for Qualitative Data**

- **Percentage of Outcomes Met**
  - **Region**
  - **Personal Characteristics**
  - **Service**

- **Percentage of Supports Present**
  - **Region**
  - **Personal Characteristics**
  - **Service**

- **Correlation Comparison**

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Personal Outcome Measures (POM) Project

Average Outcomes Achieved for Individuals Accessing Services by Living Arrangment

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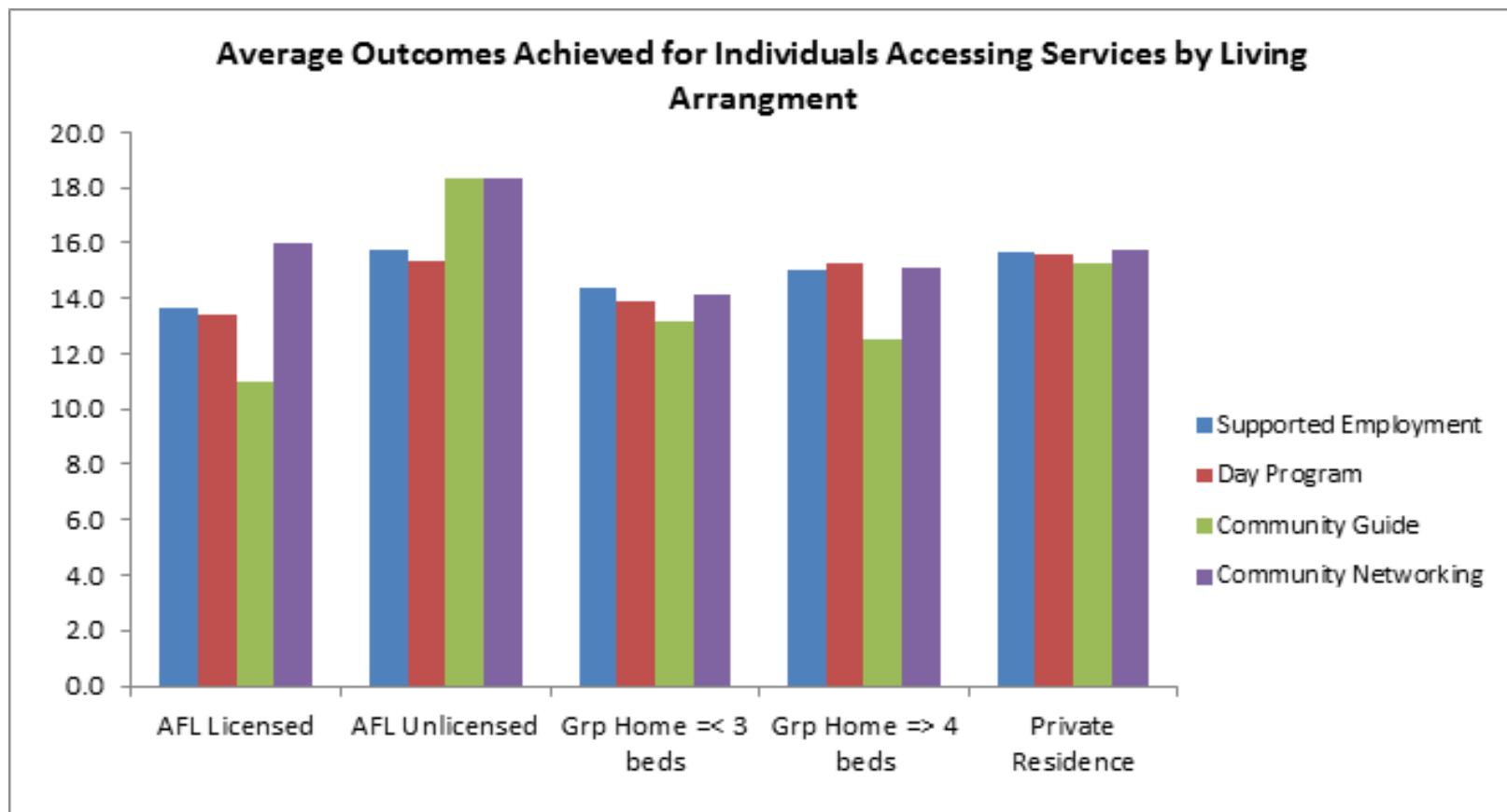
Cardinal Opportunities

- **Maximize Person-Centered Planning, Self-Determination, and Self-Advocacy**

- **Investigate outcomes by Guardianship, Living Arrangement, and Service Array**

- **Shifting from "progress" (usually defined as skill acquisition) to quality of life indicators to measure outcomes**

What we have done so far……

- **Certified Interviewers to administer POM interviews**

- **Trained Care Coordinators to integrate the measures in planning**

- **Developed/Implementing a Friendship Survey**

- **Developed/Implementing a Preference Assessment to identify and update interests to inform PBS, goals, scheduling, services, and potential reinforcers**

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To Learn More

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Organizational Change and Planning Through Use of Personal Outcome Measures, Basic Assurances and Person Centered Excellence

Bethesda Lutheran Communities

Mission

To enhance the lives of people with intellectual and developmental disabilities through services that share the good news of Jesus Christ.

Bethesda
LUTHERAN COMMUNITIES

States Where Services Are Offered
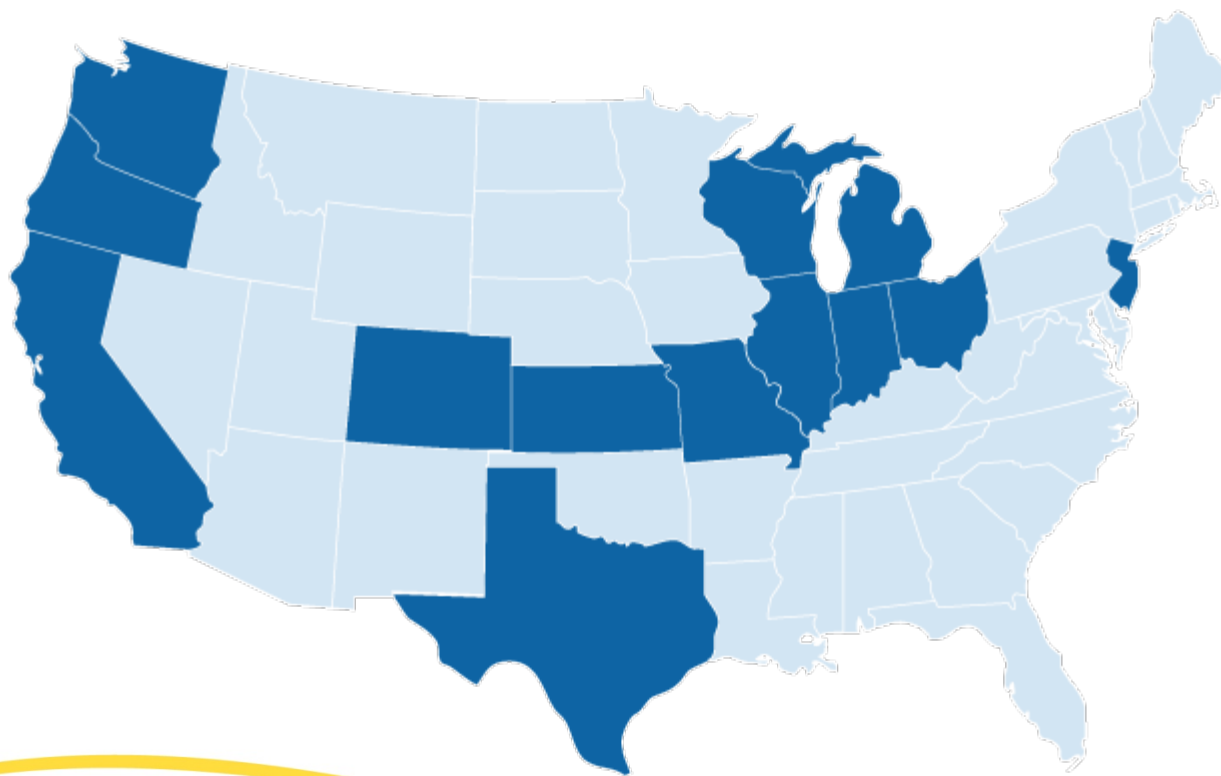
Relationship with CQL

- Bethesda has had a partnership with CQL since approximately 1999.

- Bethesda became Network Certified in the Basic Assurances® in 2011.

- Bethesda became Network Accredited in Person-Centered Excellence® in 2013.

Bethesda
LUTHERAN COMMUNITIES

Why CQL for Bethesda Lutheran Communities?

- CQL's vision and mission align with the values of BLC.

- CQL offers a unique individualization and flexibility in certification and accreditation not found in other national accrediting bodies.

Bethesda
LUTHERAN COMMUNITIES

Why CQL for Bethesda Lutheran Communities?

- CQL Network Accreditation is grounded in an organization-wide systems approach.

- CQL gives support and direction for providing quality services.

- CQL provides tools to help us measure the services we are providing.

Bethesda
LUTHERAN COMMUNITIES

Recognizing the Need for Transformation

- Bethesda had almost doubled in size with the affiliation with Good Shepherd Communities.

- Operating as 12 different regions across the U.S.

- Operating in silos or as mini-organizations.

Bethesda
LUTHERAN COMMUNITIES

Steps Towards Transformation

- Commitment to Personal Outcome Measures, Basic Assurances and Person-Centered Excellence

- Building Capacity

- Establishing a baseline

- Measurement and Analysis

Bethesda
LUTHERAN COMMUNITIES

Organizational Change

- Standardized processes and policies across the organization where possible.
- Began operating as one organization.
- Restructured regions in 2011 and again recently.

Bethesda
LUTHERAN COMMUNITIES

Achieved Results

- Guided us in creating a culture of quality at Bethesda through the measurement of the foundational elements of health, safety, welfare and personal security for each of the people BLC supports.

- Provided Bethesda with common definitions and language around quality services and support.

- Helped us to establish a measurement of quality.

Bethesda
LUTHERAN COMMUNITIES

Achieved Results

- Facilitated Bethesda's ability to become a data-informed organization and a learning organization.

- Provided solid evidence and clear understanding of areas for growth and improvement within the Quality Enhancement Plan (QEP).

Achieved Results

- Promoted an environment of enhanced partnerships among the regions that affords unlimited opportunities for networking across Bethesda.

- Provided a systematic process which assists regions in maintaining compliance with State and Federal requirements.

Bethesda
LUTHERAN COMMUNITIES

Person Centered Excellence

- Provided a focus organization wide
  - DSP "crisis"

Bethesda
LUTHERAN COMMUNITIES

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Bethesda
LUTHERAN COMMUNITIES

Background on RGA

- ▶ RGA supports nearly 2,000 children and adults annually.

- ▶ Established in 1950 by families, RGA has evolved into a organization that offers a full array of supports and services.

- ▶ Supports and services range from those that may be considered more traditional to some of the most innovative options.

- ▶ RGA has been selected CQL for accreditation nearly two decades ago.

- ▶ RGA was the first in the world to be accredited with the Quality Measures 2005, as well as the first to be accredited using the Person-Centered Excellence and Person-Centered Excellence with Distinction processes.
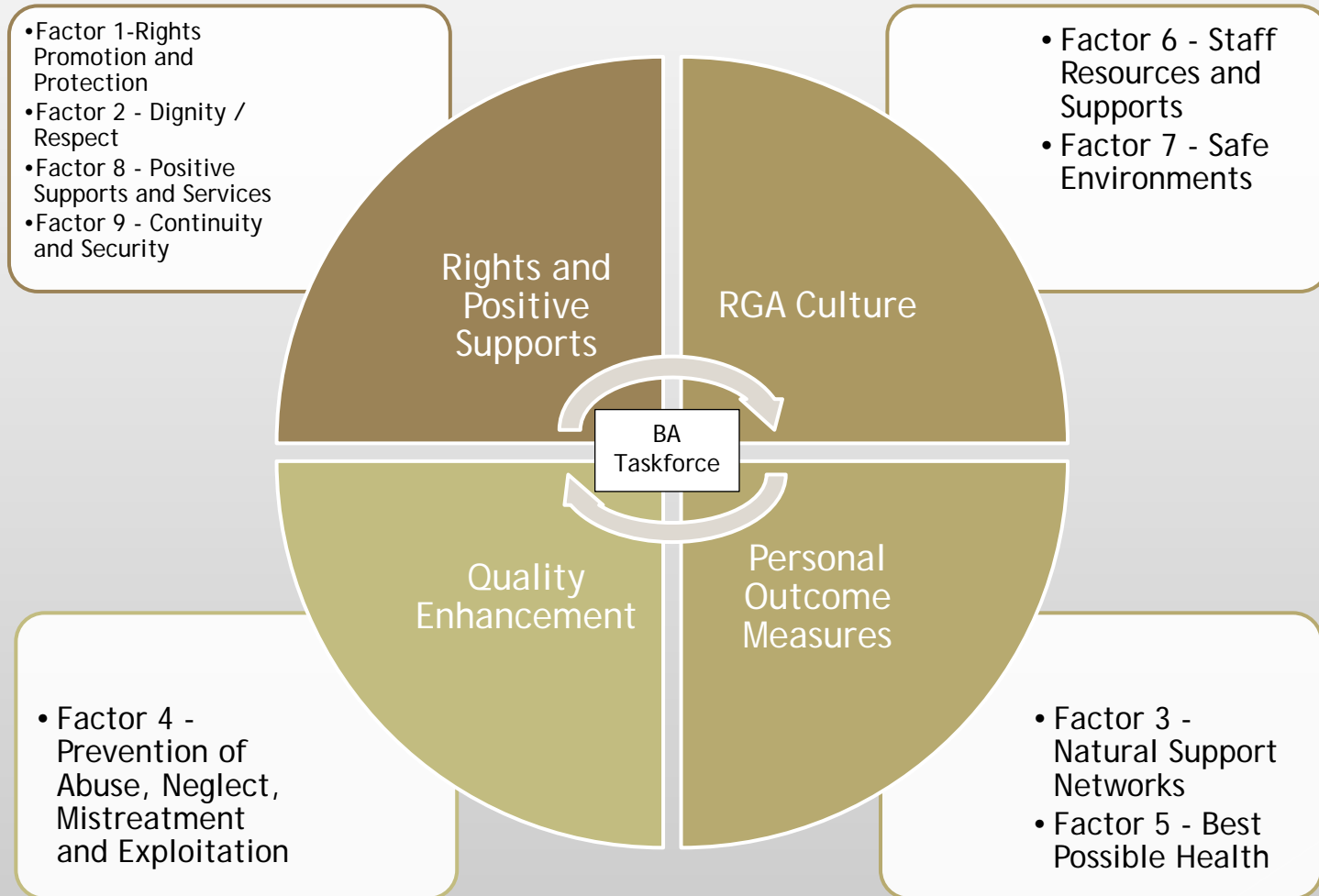
Basic Assurances
Have high expectations!

- They are really not that "basic" when you dig in!

- Use the self assessment (REALLY) to critically review systems and strategies.

- Data...is it telling you the story you need to hear/know?

- "Do simple better" – Joe Maddon, Chicago Cubs Head Coach

RGA's Basic Assurances System

- Factor 1-Rights Promotion and Protection
- Factor 2 - Dignity / Respect
- Factor 8 - Positive Supports and Services
- Factor 9 - Continuity and Security

Rights and Positive Supports

RGA Culture

- Factor 6 - Staff Resources and Supports
- Factor 7 - Safe Environments

BA Taskforce

- Factor 4 - Prevention of Abuse, Neglect, Mistreatment and Exploitation

Quality Enhancement

Personal Outcome Measures

- Factor 3 - Natural Support Networks
- Factor 5 - Best Possible Health

Using Personal Outcome Measures®
It's a winding road with peaks and valleys!

Person-Centered Planning/Practices

▶ Asking & Acting

▶ Changing People's Expectations

Measuring Success:

▶ One person at a time

▶ Department/Services

▶ Organization

Listen, Learn, and Take Action
Use information to strategize and change!

*Changing people's lives one person at a time.

*Create strategies by department, team, service, etc... to

*Organization-Wide Change (strategic planning)

*System's Change (internally and externally)

Examples...

▶ First, we Closed "workshop" over a decade ago and created a new model called Community Learning Centers.

▶ Then we created Community Learning Services...

▶ Now we are evolving further with our Monarch Services...academy, life coaching.

▶ Employment!!!! BIG TIME.

Change and change more**!!!**

Being ignored causes the same Chemical reaction in the brain As being physically hurt.

"I want you to find a bold and innovative way to do everything exactly the same way it's been done for 25 years."