

Quality Improvement: Connecting the Data Dots

Georgia's Quality Improvement Councils

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Delmarva Foundation

**Georgia Quality Management
System**

Georgia Quality Management System

- Review Processes
 - Person Centered Review (PCR)
 - Quality Enhancement Provider Review (QEPR)
- Training Sessions
- Incident Reporting Tracking and Trending system
- Reporting System (Review Results)
 - Quarterly and Annual Reports
 - Georgia Developmental Disabilities Provider Website
- Quality Improvement Council (QI Council)
- Based upon CMS Quality Framework

Quality Improvement Councils

- 6 Regional and 1 Statewide Council
- Quality Improvement Council Members
 - Individuals Receiving Services
 - Family Members
 - Division of Developmental Disabilities
 - Regional Offices
 - Providers
 - Support Coordinators
 - Delmarva (advisor)
 - HSRI (advisor)

Quality Improvement Councils

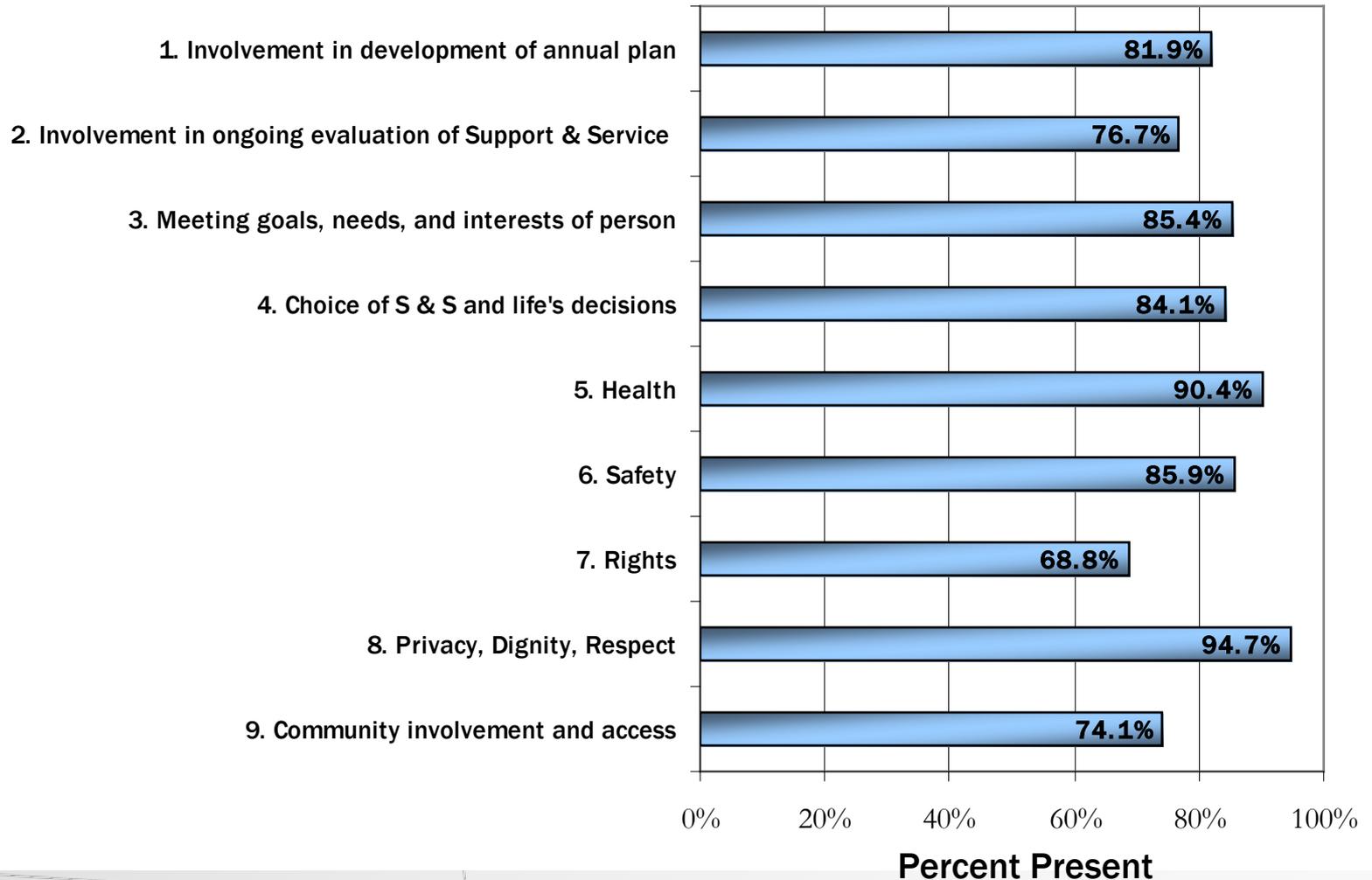
- Provide oversight to the statewide quality assurance program
- Review and evaluate the service delivery system using data
- Identify areas needing improvement
- Develop project plans to address areas needing improvement
- Guide changes to state policy and procedures

Quality Improvement Council Project Plans

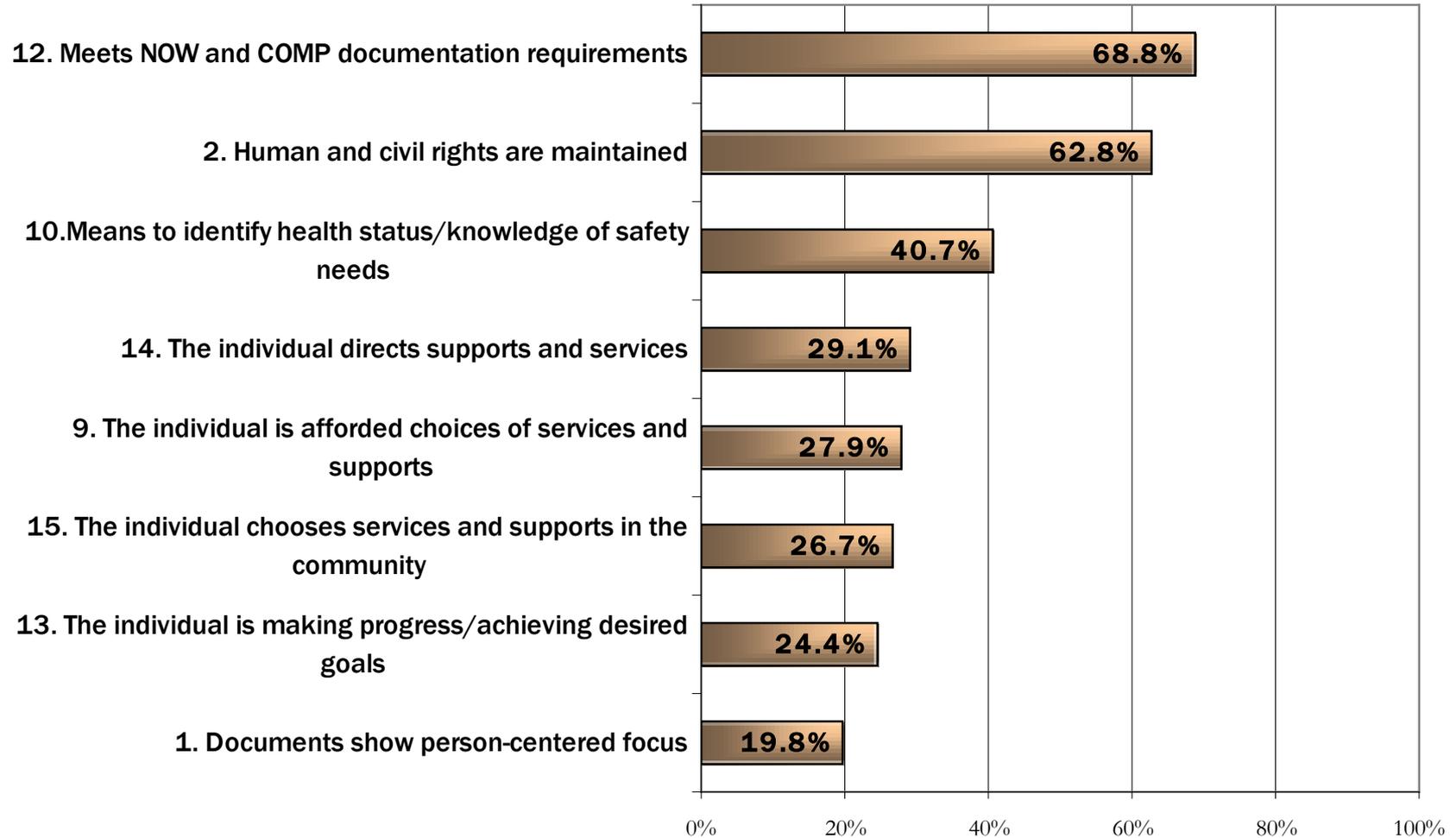
- Data is gathered through the Georgia Quality Management System (Delmarva and National Core Indicators).
- Aggregate data is presented at annual statewide meeting.
- The first year of implementation, quarterly data was presented to the Councils.
- During the second year of implementation, specific data was requested by the individual Councils.

Data

Individual Interview Results from PCR and QEPR by Expectation, July 2008 - June 2009 (N=1283)



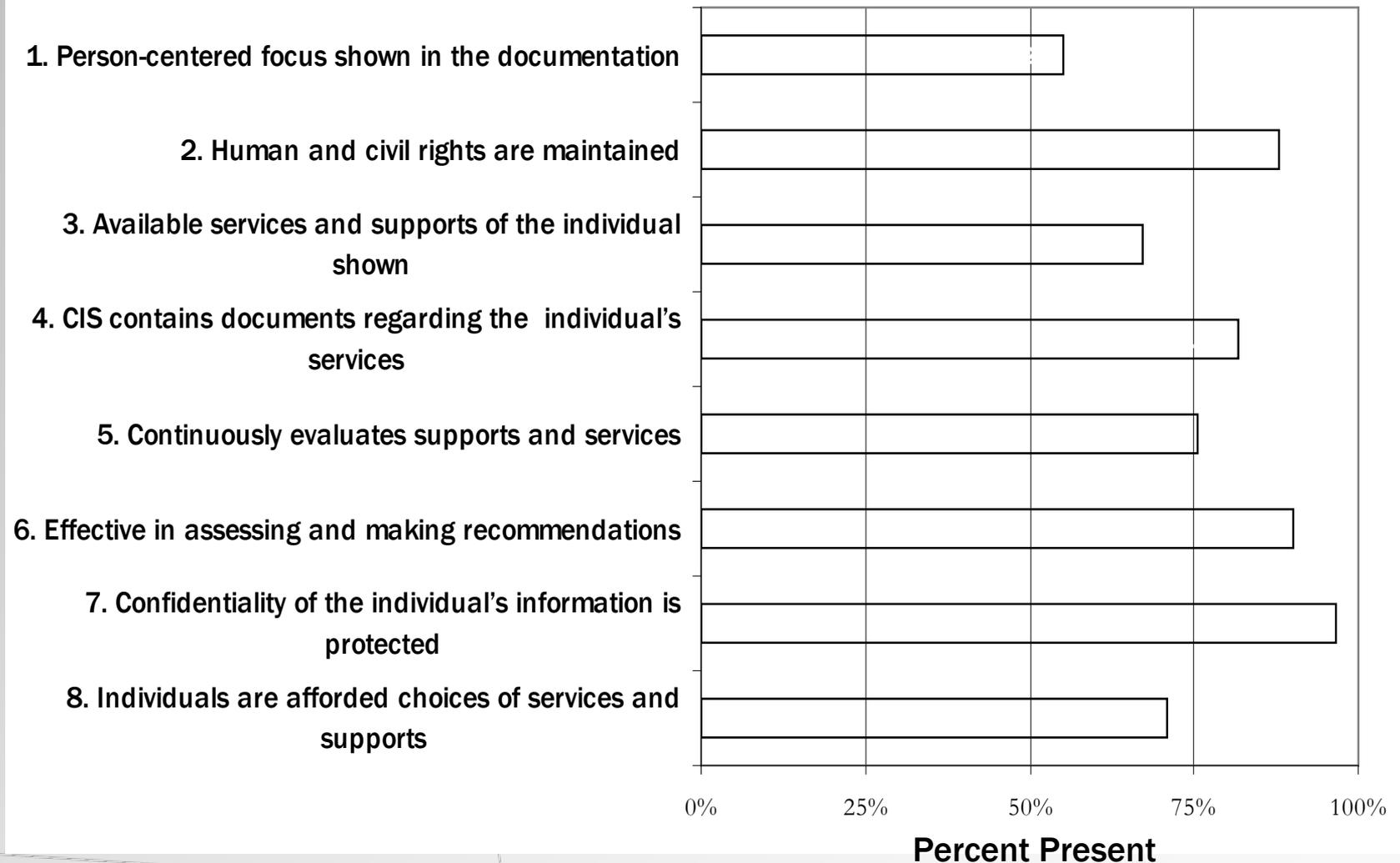
QEPR Provider Record Review by Expectation, July 2008 - June 2009



*Order is sorted from higher percents to lower percents.

Percent Present

Support Coordinator Record Review by Expectations, July 2008 - June 2009 (N=480)



NCI Consumer Survey Selected Results by Focus Areas, July 2008 - June 2009

1. Achieving Results/Person Centered Approach

78.9%

2. Choice

36.4%

3. Health

94.8%

4. Safety

88.8%

5. Rights

80.2%

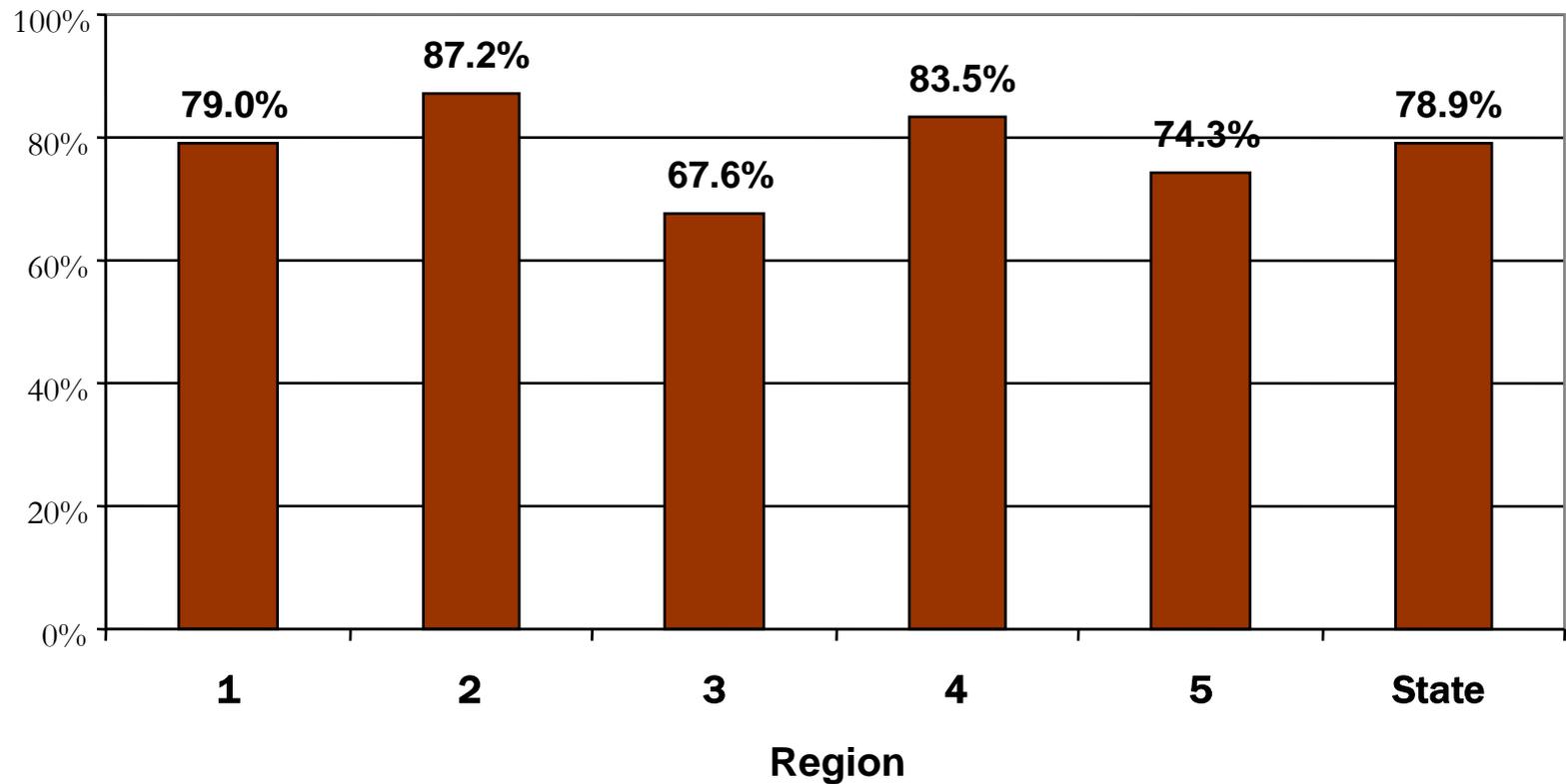
6. Community Inclusion/Social Roles

68.1%

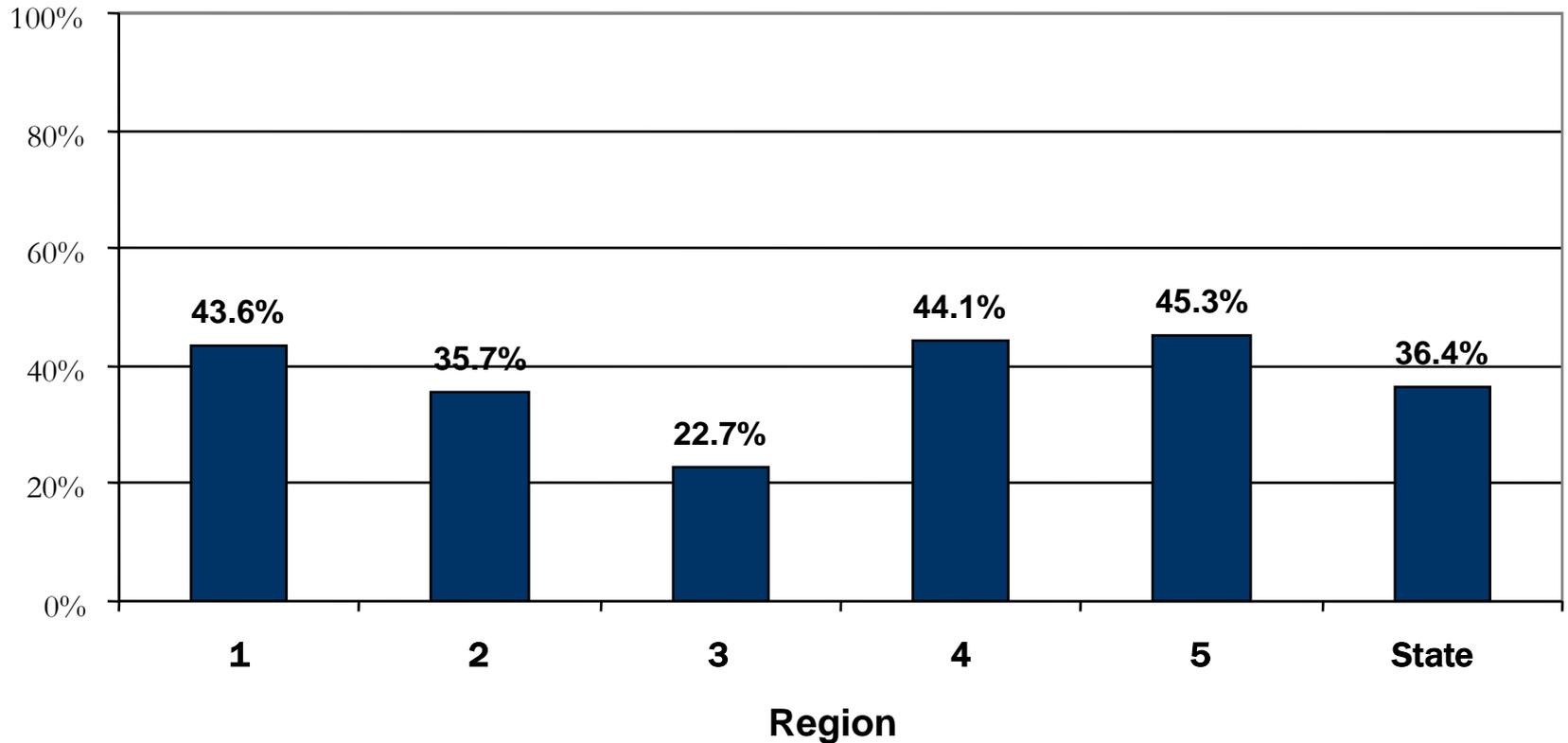
0% 20% 40% 60% 80% 100%

Percent of Positive Responses

**NCI Consumer Survey
Achieving / Person Centered Approach
Percent Positive by Region
July 2008 - June 2009**



**NCI Consumer Survey
Choices
Percent Positive by Region
July 2008 - June 2009**



Project Plans

- Two Regions developed initiatives to increase providers participation in person-centered thinking trainings (based on the work of Michael Smull)
- Two Regions utilized story-telling to emphasize success in using a person-centered approach to providing supports.
- One Region developed a survey to gather data on communication barriers at the Regional and State Level.
- State Council developed an uniform definition of “choice” and identified key practices.

Person Centered Recognition Story



Person Centered Recognition Story



Results of Initiatives

- At least one person-centered goal addressing “Important To” as a part of every ISP.
- Increased person-centered trainings to providers.
- Presentations of self-advocate success stories at regional provider meetings.
- Production of video highlighting the effects of person-centered approach on the lives of individuals.
- There are plans to expand communication survey across the state in order to drive Division-level communication planning.
- Definition of choice submitted to State for approval, and key practices will be incorporated into future training efforts.

NCI and Renewal of COMP Waiver

- NCI data was identified to be used as evidentiary for the following CMS' Assurances/Sub-Assurances:
 - Service plans address all participants' assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means.
 - Participants are afforded choice: Between waiver services and institutional care; and between/among waiver services and providers.
 - The state, on an on-going basis, identifies, addresses and seeks to prevent instances of abuse, neglect and exploitation: Proportion of individuals who receive required medical screenings.

What's in the Future

- Annual Data Report will be presented at annual Quality Improvement Council meeting.
- Councils to present on their own projects at annual meeting.
- An additional Council to be added.
- Continuation of data-driven quality improvement efforts.
- Quarterly Performance Indicator Reports.

Questions?

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