

The background features a solid orange color. Overlaid on this are two overlapping, tilted rectangular papers. The left paper is white and the right one is yellow. Scattered across these papers are several stylized autumn leaves in shades of green, yellow, and orange. The word "Welcome" is printed in a large, bold, black sans-serif font across the top of the papers.

Welcome

**Quality Management Committee
September 22, 2005**



Real Choice: Systems Change

**Quality Assurance & Quality
Improvement Systems in Home and
Community Based Services**

Mu-Shin

Empty Mind, Open Heart



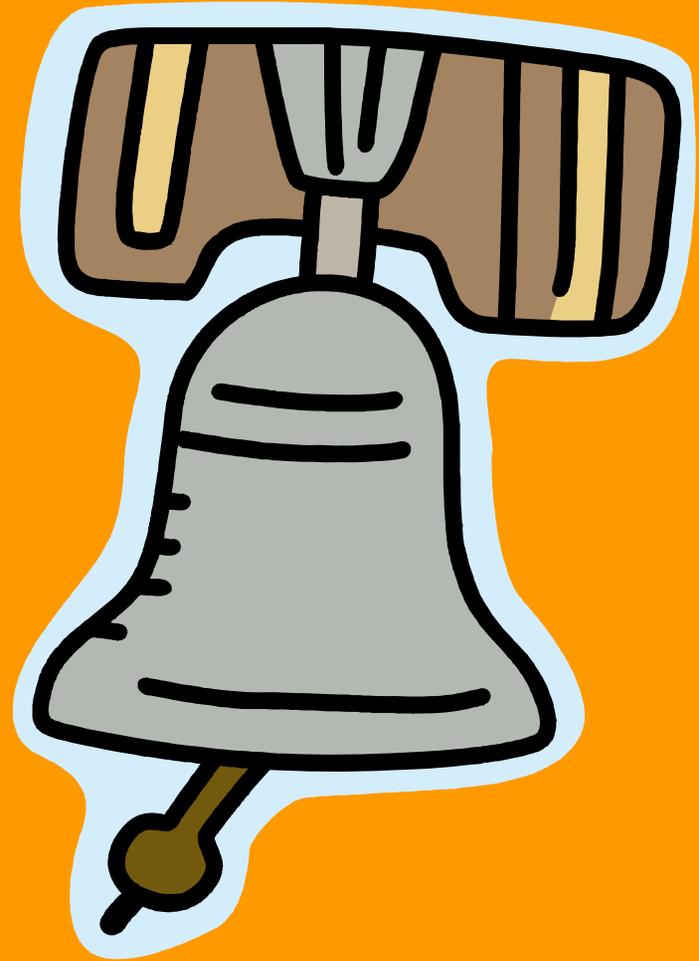
Yoda

Clear your mind of question



New Freedom Initiative

- To “tear down barriers to equality” and grant a “new freedom” to children and adults of any age who have a disability or long-term illness so that they may live and prosper in their communities.



Real Choice Systems Change Grants

- Aimed at building infrastructure that will result in effective and enduring improvements in community long-term support systems.
- Make lasting improvements to home and community-based services programs
- Administered by the Centers for Medicare and Medicaid Services (CMS)



Real Choice

- People of all ages who have a disability or long-term illness generally express the desire to live in their home and community.



Systems Change

- Changes are designed to better enable children and adults who have a disability or long-term illness to:
 - Live in integrated community settings;
 - Exercise meaningful choices; and
 - Obtain quality services.



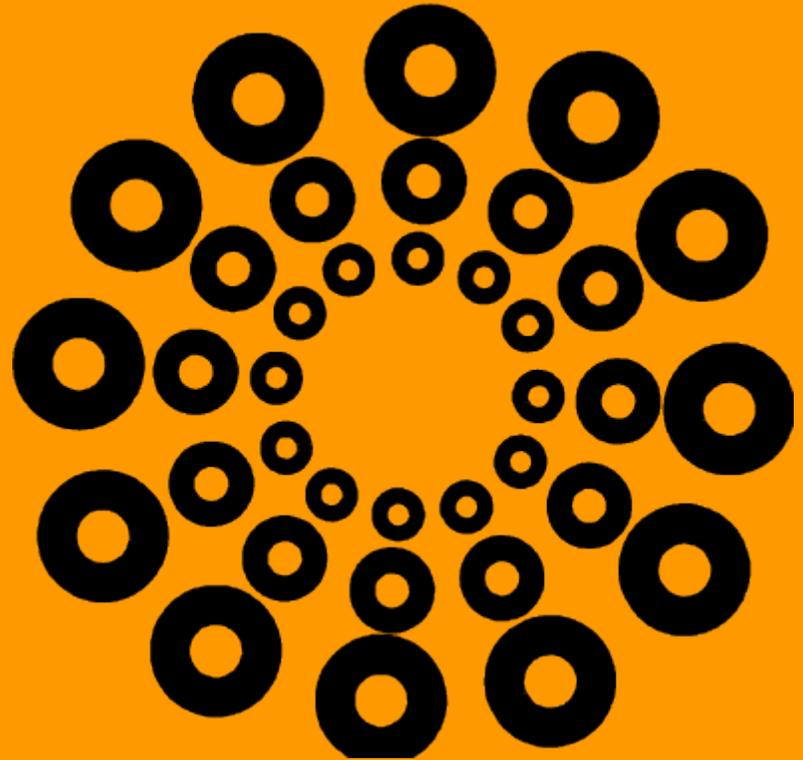
Quality Assurance & Quality Improvement

- **Quality Assurance**
 - Are things working as intended?
 - If not, fix it
 - Improve flaws
- **Quality Improvement**
 - Are we progressing toward our Vision and goals?
 - Identify areas for improvement;
 - Establish higher levels of performance



Quality Management

A systematic approach for assuring that Quality Assurance and Quality Improvement activities are integrated and working as intended to achieve desired results



Vermont's HCBS Waivers

- **Developmental Services:** Provides services to people with developmental disabilities.
- **Choices for Care:** Serves people with physical disabilities and people over age 65 that would otherwise need nursing home care.
- **Traumatic Brain Injury:** Provides services to people with Traumatic Brain Injury (TBI).



Examples of Home and Community Based Services (HCBS)

- Case Management/
Service Coordination
- Personal Care/
Attendant Services
- Adult Day Health
- Community,
Employment, and
Residential Supports
- Respite
- Clinical Services
- Other Services



Goals

Effect enduring systems change that:

- 1) fulfills Vermont's commitment to ensure the health and well-being of individuals receiving waiver services and,
- 2) provides a consistent and comprehensive quality assurance and improvement system using the CMS Quality Framework.



Objectives

- 1) Develop a Quality Management Plan;
- 2) Include consumers, their families and community members as active participants;
- 3) Develop and implement quality management activities to improve supports and services;
- 4) Develop a technology-based system to manage and analyze critical incidents; and,
- 5) Develop an ongoing system of technical assistance to all providers of services and provide training to service recipients and relevant staff.



Consumers and Families

- Participate in the development and review of the Quality Management Plan
- Multiple opportunities for feedback about service delivery
- Consumers as paid employees on the Quality Management Unit



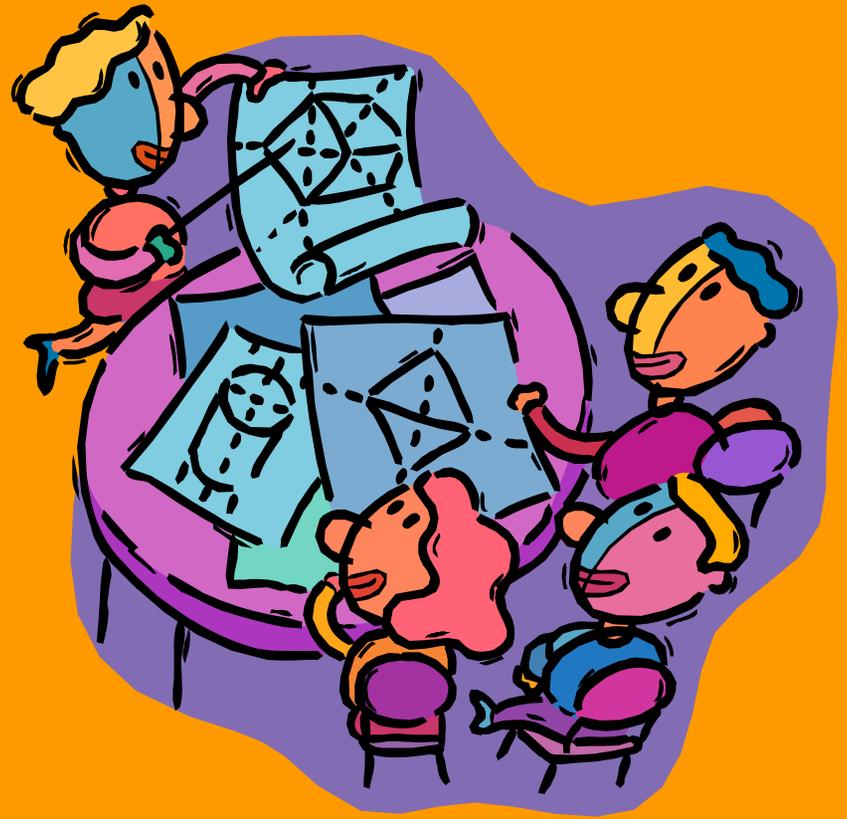
Quality Management Committee

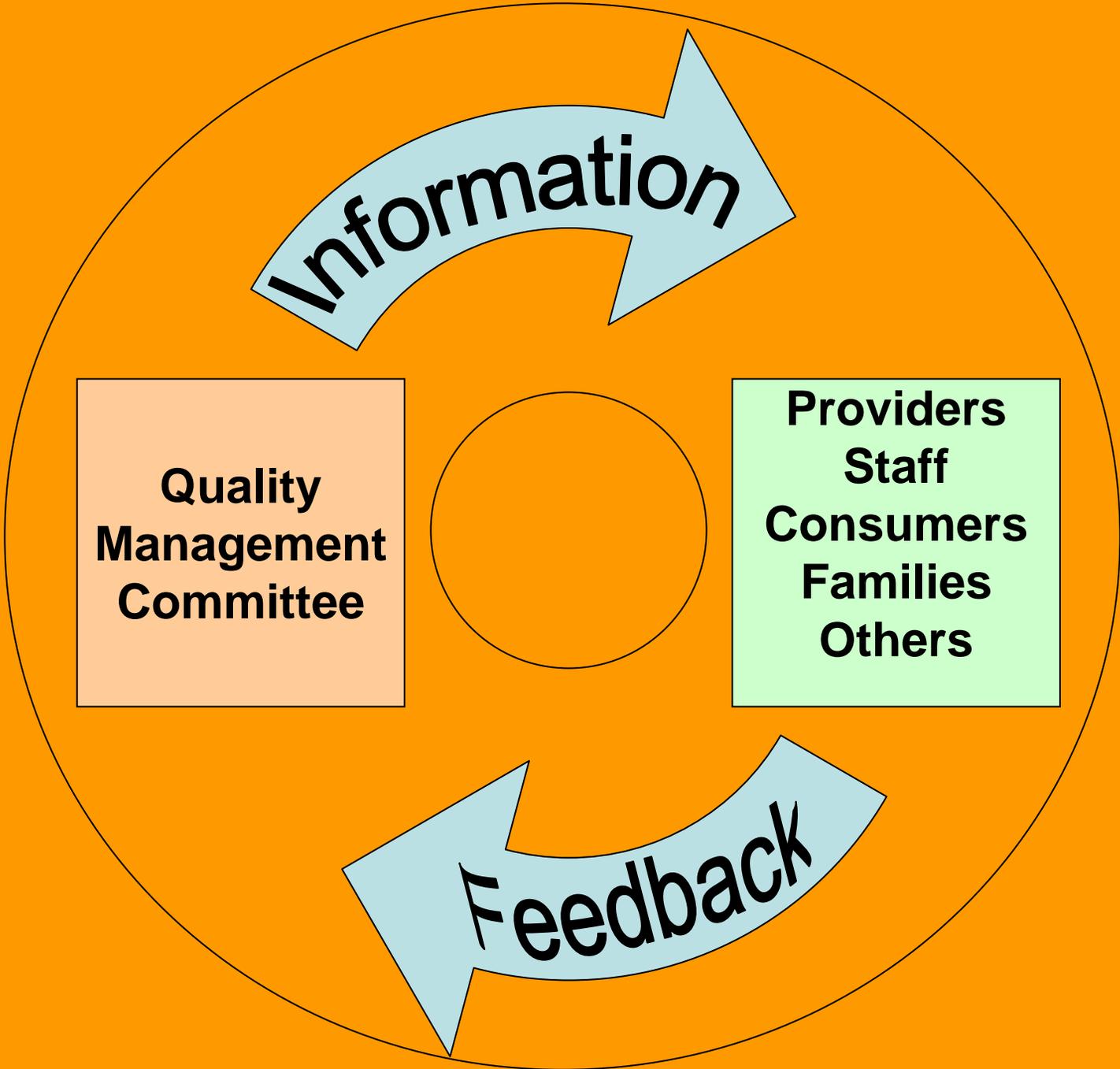
- Representatives
 - Consumers
 - Family Members
 - Service Providers
 - Administrative Staff



Committee Activities

- Assist in decision making on grant activities;
- Make recommendations for changes in current practice;
- **Assist in the development of the Quality Management Plan;**
- Participate in reviewing consultant proposals;
- Participate in ongoing quality improvement activities;
- Assist in the development of documents and products such as the quality service standards;
- **Participate in information gathering activities.**





Information

**Quality
Management
Committee**

**Providers
Staff
Consumers
Families
Others**

Feedback



**mmm...
Donuts!**

Quality Management Plan Components

- Vision and Mission Statements
- Guiding Principles and Values
- CMS Framework
- Program Descriptions
- Definitions
- Data Sources
- Responsibilities/Roles
- References to supporting documents





Features of a Promising Quality Management System

- Shared values and principles that govern QM activities
- A locus of responsibility for managing the overall QM strategy
- The availability of skilled staff and resources to act effectively
- Integration and management of processes for discovery, remediation and improvement activities
- Indicators and standards against which performance is measured
- The collection, synthesis and sharing of performance information
- A cohesive and focused work plan that directs time, effort and resources

AHS Mission

- *The Agency of Human Services works as one agency, in partnership with communities, to provide effective services that are delivered respectfully, easy to access, well coordinated, and aimed at promoting well-being and intervening before crisis.*



DAIL Mission

- *The mission of the Department of Disabilities, Aging and Independent Living is to make Vermont the best state in which to grow old or to live with a disability -- with dignity, respect and independence.*

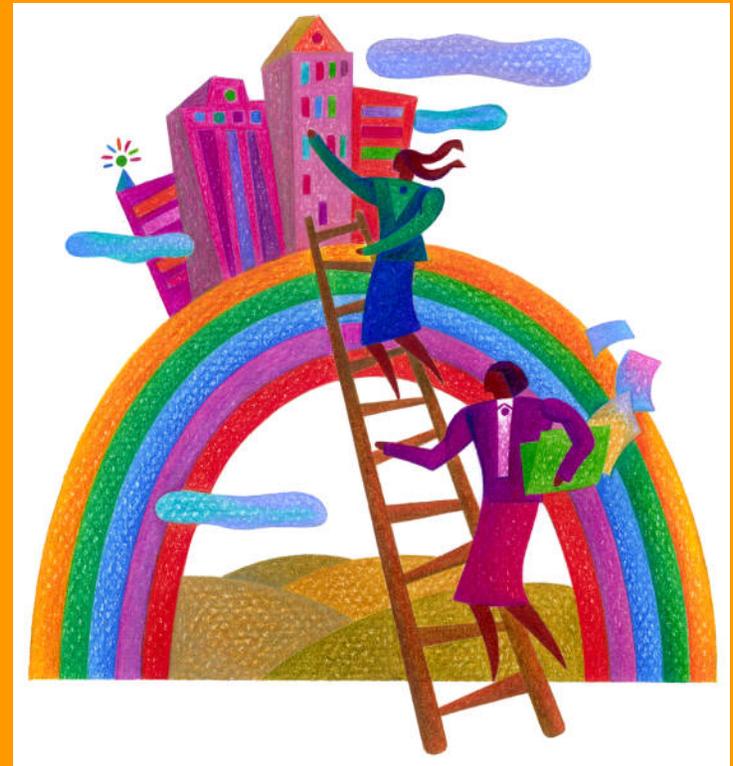


DAIL Core Principles

- **Person-centered** – the person will be at the core of all plans and services.
- **Respect** – individuals, families, providers and staff are treated with respect.
- **Independence** – an individual's personal and economic independence will be promoted.
- **Choice** – individuals will have options for services and supports.
- **Self-determination** – individuals will direct their own lives.
- **Living well** – the individual's services and supports will promote health and well-being.
- **Contributing to the community** – individuals are able to work, volunteer, recreate, and participate in local communities.
- **Flexibility** – individual needs will guide our actions.
- **Effective and efficient** – the individual's needs will be met in a timely and cost effective way.
- **Collaboration** – individuals we serve will benefit from our partnerships with families, communities, providers, and other federal, state and local organizations.

CMS Quality Focus Areas

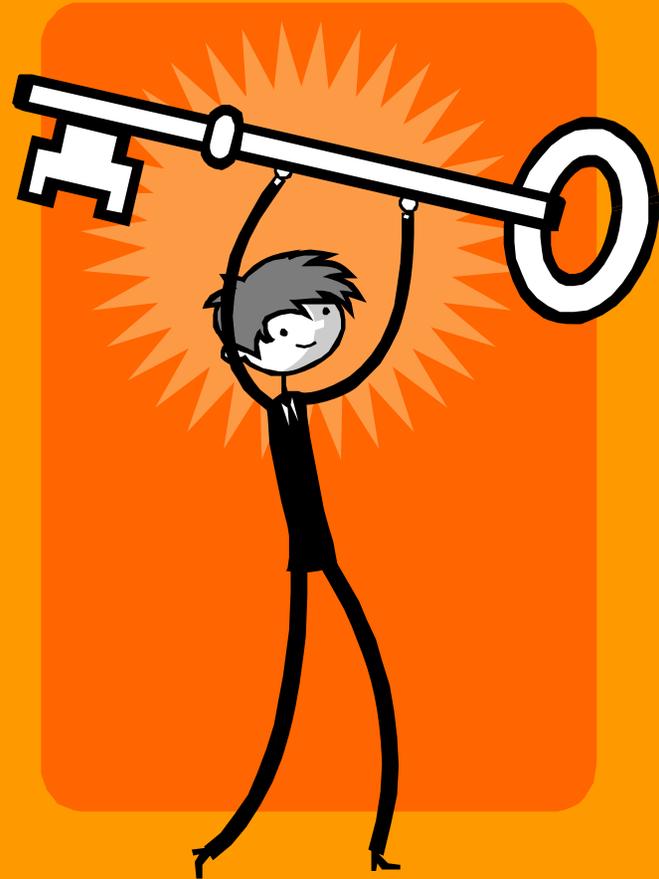
- The Centers for Medicare and Medicaid Services (CMS) have developed a framework that incorporates seven Focus Areas, each with a number of desired outcomes.
- Vermont was active in the development of this framework.



Focus Area I: Participant Access

Desired Outcome:

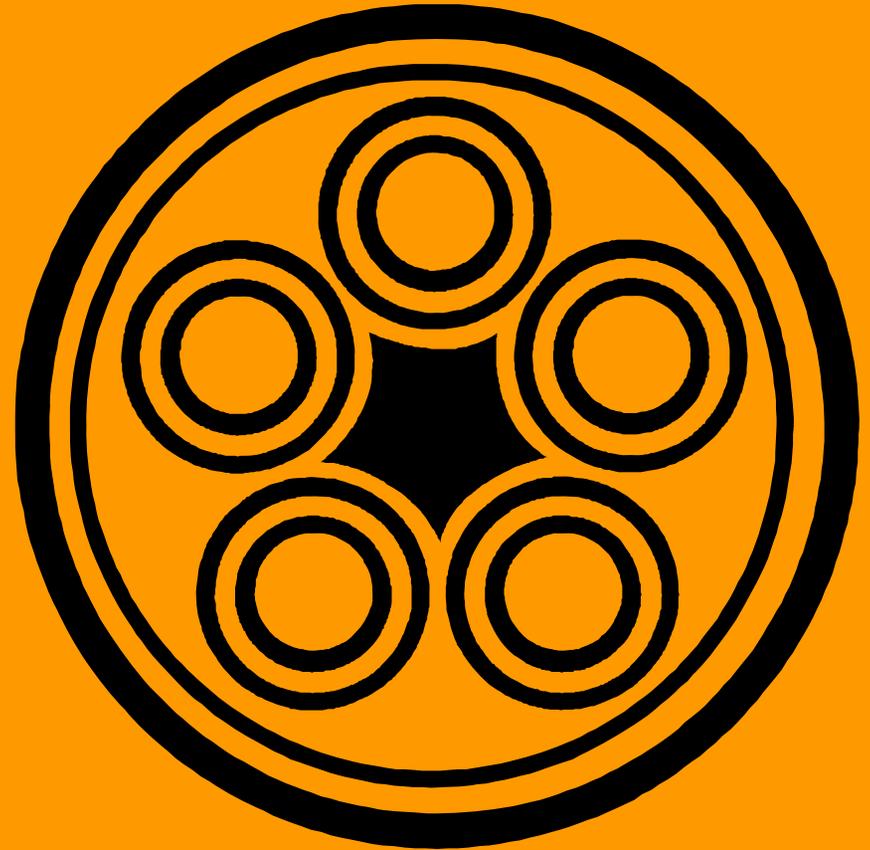
- ❖ Individuals have ready access to home and community-based services and supports in their communities.



Focus Area II: Participant-Centered Planning/ Delivery

Desired Outcome:

- ❖ Services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/her life in the community.



Focus Area III: Provider Capacity and Capabilities

Desired Outcome:

- ❖ There are sufficient HCBS providers and they possess and demonstrate the capability to effectively serve participants.



Focus Area IV: Participant Safeguards

Desired Outcome:

- ❖ Participants are safe and secure in their homes and communities, taking into account their informed and expressed choices.



Focus Area V: Participant Rights and Responsibilities

Desired Outcome:

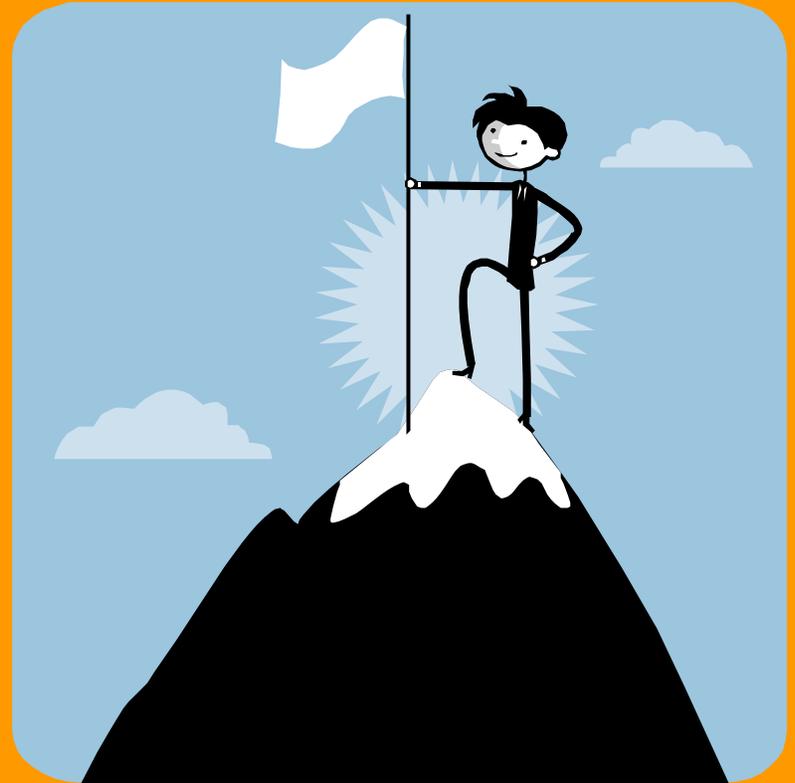
- ❖ Participants receive support to exercise their rights and in accepting personal responsibilities.



Focus Area VI: Participant Outcomes and Satisfaction

Desired Outcome:

- ❖ Participants are satisfied with their services and achieve desired outcomes.



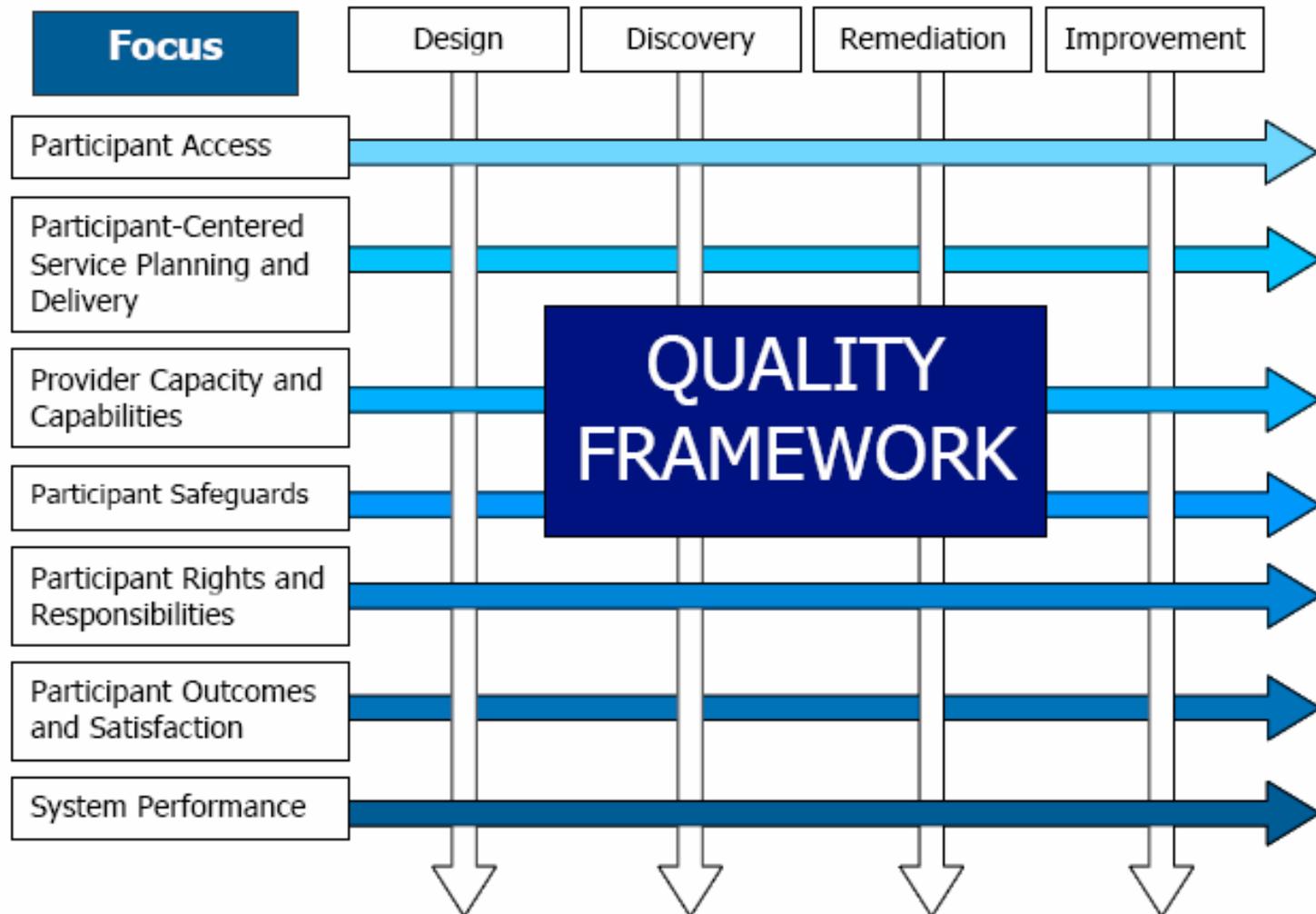
Focus Area VII: System Performance

Desired Outcome:

- ❖ The system supports participants efficiently and effectively and constantly strives to improve quality.

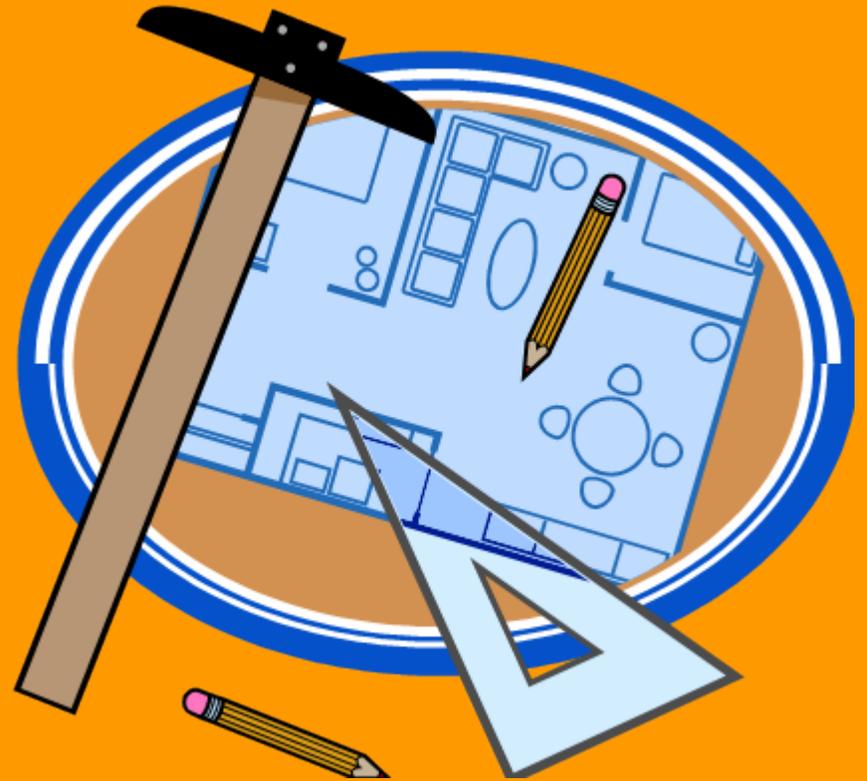


Quality Management Functions



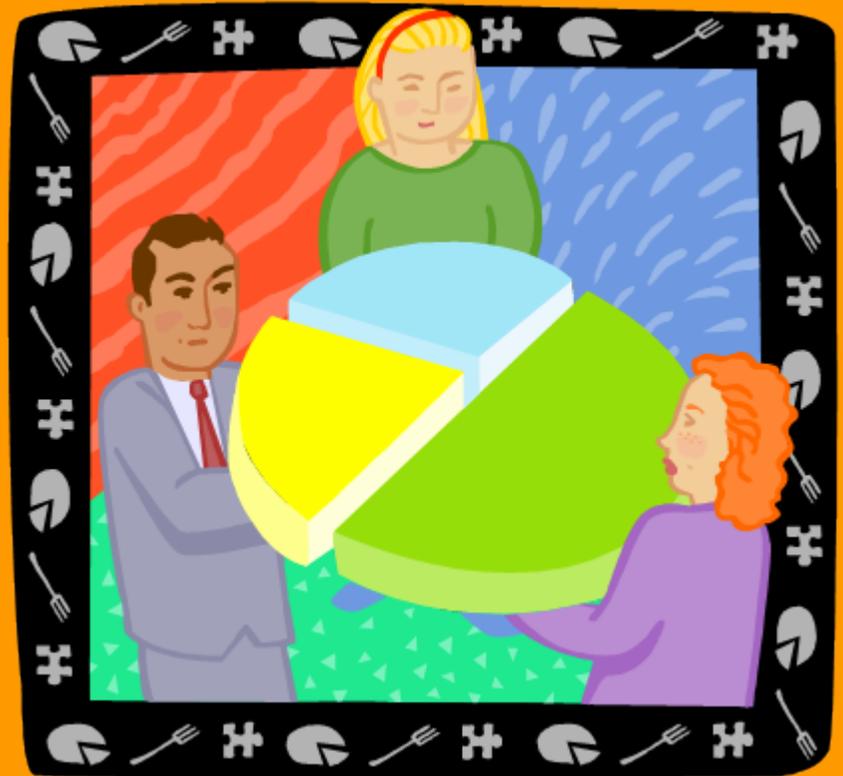
Design

- **Design:** Designing quality assurance and improvement strategies into the HCBS program at the initiation of the program



Discovery

- **Discovery:** Engaging in a process of discovery to collect data and direct participant experiences in order to assess the ongoing implementation of the program, identifying both concerns as well as other opportunities for improvement.



Remediation

- **Remediation:** Taking actions to remedy specific problems or concerns that arise

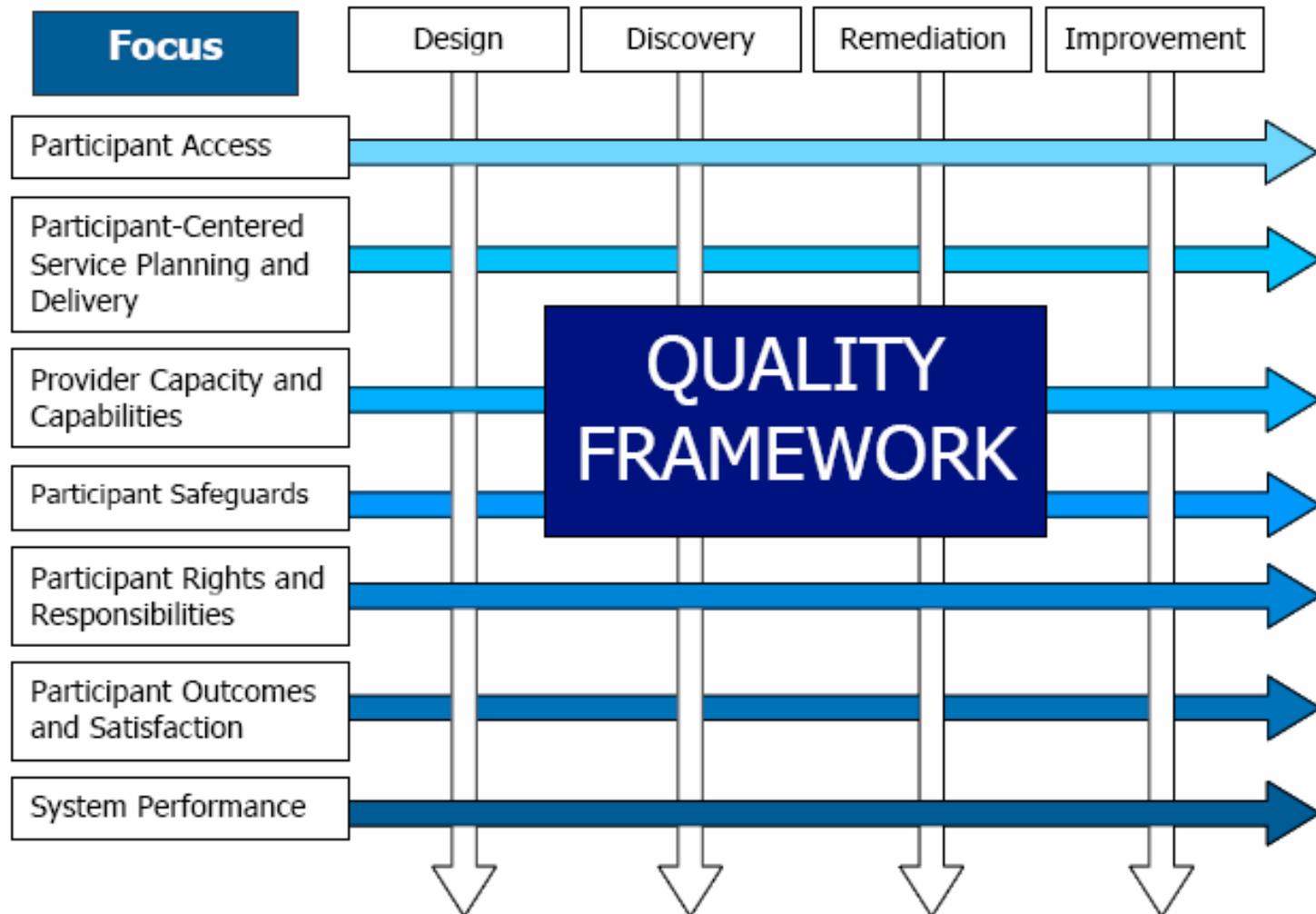


Continuous Improvement

- **Continuous Improvement:**
Utilizing data and quality information to engage in actions that assure continuous improvement in the HCBS program.



Quality Management Functions



Resources

- Centers for Medicare and Medicaid Services
- University of Vermont
- Muskie School of Public Service at the University of Maine
- Medstat
- Independent Living Research Utilization
- Advocacy Organizations
- In-person trainings



How will our processes and products be reviewed?

- Represented Stakeholder Feedback
- Focus Forums
 - GMSA
 - COVE
 - AARP
 - HIA
- External Evaluation:
 - Seven Key Questions
 - Other Methodologies



Next Steps

- Values based discussions that will help us to develop and choose quality outcomes and a common set of service definitions and language across all waiver services



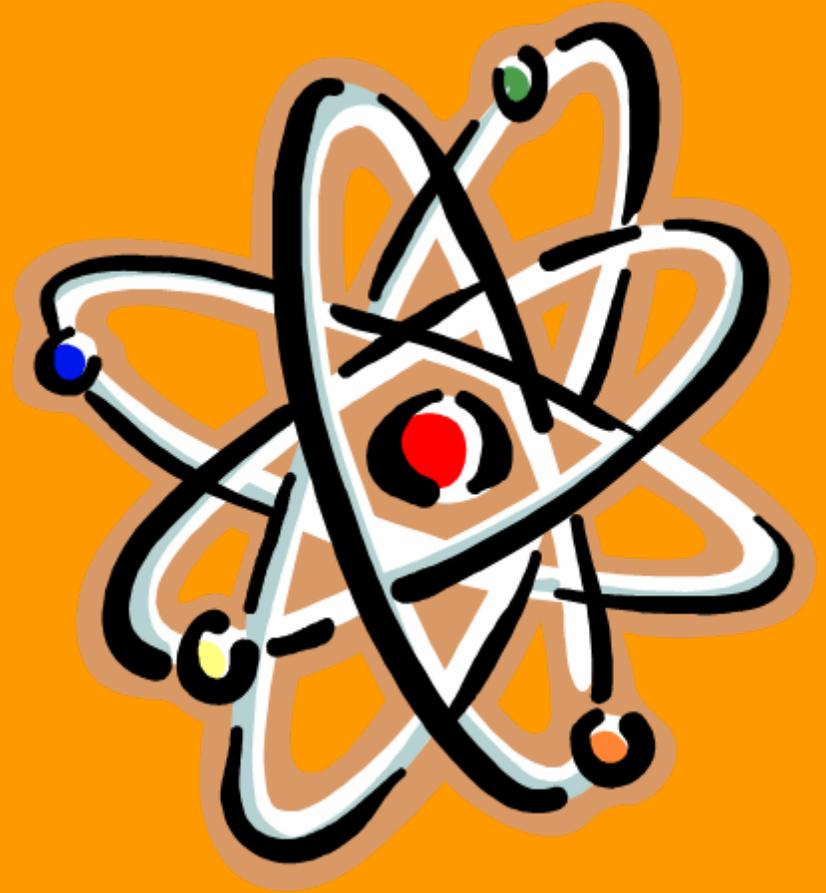
Meeting Guidelines

- Valued Participation
- Complex issues deserve careful consideration taken at a slow pace
- Pre-post meetings for clarity
- Committee is advisory in nature
- Try to reach consensus



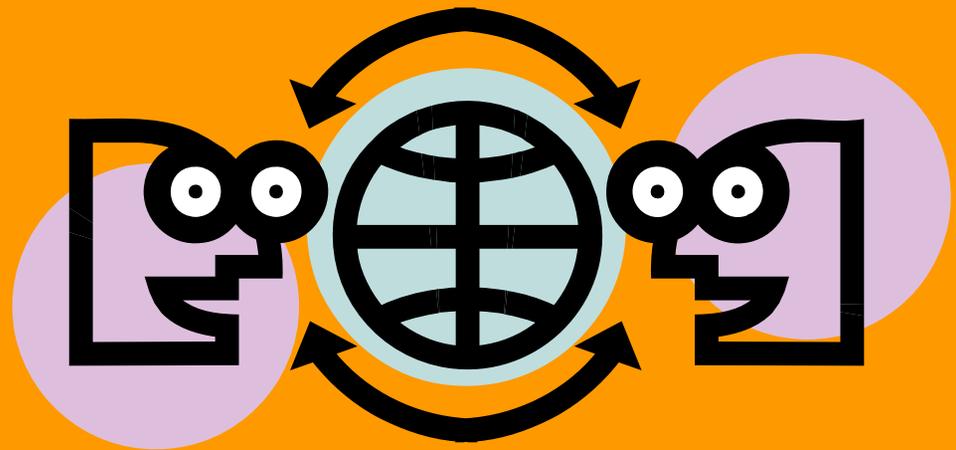
What are the most important things we talked about today?

- We are here to develop a system to assure and improve the quality of services for the elderly and for people with disabilities.
- We will create an Ongoing Learning Loop.
- Many entities will be involved and it is our job to involve as many as possible.



Committee Representative Roles

- Afternoon Discussion:
What are your roles and responsibilities?
 - Representation of specific stakeholder groups
 - All relevant viewpoints are heard
 - Stakeholder feedback discussion time at each Committee meeting





Discussion