

New Hampshire's Regional Service System

Factors Related to Quality

Critical And Not So Easy Questions

- **What is quality**
 - What is “quality life”
 - What is “quality service”
- **Who gets to decide?**
- **Who is responsible for “quality outcomes”?**
- **How is quality affected by**
 - People?
 - Money?
 - Policies and regulations?
- **Other questions???**

**Factors, activities and tools
related to quality**

**Bureau of Developmental Services
[The State dimension]**

Regulations
Systemic Purpose
Foundational Expectations

**Area Agency responsibilities
that impact quality...**

...Directly or indirectly

Area Agency Responsibilities

He-M 505.03

Assure that appropriate services are provided:

- **Coordination of application for services and eligibility determination process;**
- **Service planning and coordination;**
- **Service agreement development and monitoring;**
- **Provision of services as prescribed in the service agreement;**
- **Monitoring and safeguarding of rights;**
- **Periodic assessment of satisfaction with, and review and continuous improvement of quality of services.**

Quality of AA operations

Redesignation

Redesignation

Evaluation of AA Operations

- **Each AA goes through an evaluation process once every five years**
 - **In order to maintain its status as an area agency**
- **BDS reviews all aspects of AA operations**
- **BDS collects information from a variety of sources in determining whether the AA should be redesignated:**
 - **Individual and families/guardians**
 - **Staff and providers**
 - **Board of Directors and Family Support Council**
 - **Subcontract agencies**
 - **Cooperating local agencies (e.g., schools, VR, etc)**

Focus Areas For Successful AA Operations

He-M 505.08

- Provides individuals and families with information and supports to design and direct their services in accordance with their needs, preferences and capacities and to decide who will provide them;**
- Demonstrates, through multiple means, its commitment to individual rights, health promotion and safety**
- A commitment to a mission that embraces and emphasizes active community membership and inclusion for persons with disabilities;**

Focus Areas For Successful AA Operations

He-M 505.08

- **Continuously assesses and improves the quality of its services, and ensures that the recipients of services are satisfied with the services that they receive;**
- **Involves those who use its services in regional planning, system design, and development;**
- **Provides oversight of the area agency staff, providers and subcontract agencies;**

Focus Areas For Successful AA Operations

He-M 505.08

- **Manages resources effectively to support its mission and utilizes generic community resources and proactive supports in assisting people;**
- **Complies, along with its subcontractors, if applicable, with state and federal requirements.**
- **Achieves the goals identified in its area plan and implements the recommendations made in its previous redesignation report from the department.**

[Note: The redesignation process is being reviewed to create a revised version]

Foundational Expectations

Universal Service Ideals

[Across all services, persons, agencies, environments, circumstances]

Service Guarantees

He-M 503.08

All services shall be designed to:

- **Protect the individual's right to freedom from abuse, neglect and exploitation**
- **Promote the individual's health and safety**
- **Meet the individual's needs in personal care, employment and leisure activities**
- **Assist the individual to acquire and maintain life skills**
 - **Such as, managing a personal budget, participating in meal preparation, or traveling safely in the community**

Service Guarantees

He-M 503.08

- Provide opportunities for the individual to exercise personal **choice, independence and autonomy** within the bounds of reasonable risks
- Facilitate as much as possible the individual's ability to **determine and direct services**
- Enhance the individual's ability to perform **personally meaningful and functional activities**
- Be in an environment or setting that promotes the person's **freedom of movement, ability to make informed decisions, self-determination, and participation in the community**

Service Guarantees

He-M 503.08

- Increase the individual's participation in a variety of **integrated activities and settings**
- Be provided in such a way that the individual is seen as a **valued, contributing member** of his or her community
- Promote the individual's personal development and **quality of life in a manner that is determined by the individual**

Key Service
Representative/Emissary
[for the individual and family]

Service Coordinator Responsibilities

He-M 503.09

- **Advocate** on behalf of individuals for services to be provided
- **Coordinate** the service planning process
- **Inform** the individual/family/ guardian of service provision options,
 - such as self-directed/consumer-directed services
- **Monitor** services
- **Ensure continuity and quality** of services provided

Service Coordinator Responsibilities

He-M 503.09

Determine and implement necessary action when

- **Goals are not being addressed,**
- **Support services are not being provided in accordance with the service agreement, or**
- **When health or safety issues have arisen**

Convene service planning meetings at least annually and whenever:

- **The individual or guardian is not satisfied with services**
- **There is no progress on the goals after follow-up interventions**
- **The individual's needs change, or**
- **There is a need for a new provider**

Service Coordinator Responsibilities

He-M 503.11

- **Monitor services identified in the service agreement and for assessing individual, family or guardian satisfaction**
 - **Frequency of monitoring activity depends on type of service provided and content of service agreement**
- **On at least a monthly basis, visit or have verbal contact with the individual or persons responsible for implementing the service agreement**
 - **Applicable for extensive services such as (residential and day)**
- **If the individual receives residential/personal care services at least 2 of the service coordinator's quarterly visits with the individual shall be in the home where the individual resides.**

Service Coordinator Responsibilities

He-M 503.11

Visit the individual and contact the guardian at least quarterly (or more frequently if so specified in the individual's service agreement) to determine and document:

- Whether services match the interests and needs of the individual**
- Individual and guardian satisfaction with services**
- Progress on the goals in the service agreement**

[Note the above requirements apply to certain service categories –e.g., day and residential- and not all]

Service Coordinator Responsibilities

He-M 503.10

- **Service coordinator, service provider, an agency director, individual, guardian, or individual's friend shall have the authority to request a service agreement meeting when:**
 - **A service agreement is not being carried out in accordance with its terms**
 - **A change to another service is desired**
 - **A personal crisis has developed for the individual, or**
 - **The individual's responses to services indicate the need**

The Right To Choose:

An individual or guardian may select any person, any provider agency, or another area agency as a provider to deliver one or more of the services identified in the individual's service agreement

Supporting Choice:

- **Individualized budget allocations to facilitate individual's choice of provider**
- **Consumer-directed services**

The Right Of Due Process

- **A complaint may be made by:**
 - **An individual;**
 - **An individual's guardian;**
 - **An applicant for services;**
 - **An employee of the area agency, department, or subcontracted service provider; or**
 - **Any other person.**

Expectations about staff and providers

Hiring

Before hiring staff/provider the agency shall:

- **Obtain references**
- **Complete a criminal records check**

Each applicant for employment shall:

- **Meet the educational qualifications identified in the job description**
- **Give documentation of a TB test performed within the past year or undergo a TB test**

Training Expectations

Residential Services [He-M 1001]

Prior to delivering services, a prospective provider shall have received orientation in the following areas:

- **Rights and safety**
- **Medication administration**
- **Specific health-related requirements of each individual including:**
 - **All current medical conditions, medical history, routine and emergency protocols;**
 - **Any special nutrition, dietary, hydration, elimination, and ambulation needs,**

Training Expectations

Residential Services [He-M 1001]

- Any specific communication needs
- Any behavioral supports of each individual served
- The individual's fire safety assessment
- The community residence's evacuation procedures.

Staff with no prior experience providing services directly to individuals shall not provide these services without direct oversight and support during **the first 16 hours of providing services.**

Training Expectations

Residential Services [He-M 1001]

Within the **first 6 months of employment**, each provider organization shall ensure that staff working in a community residence are trained in the following:

- **An overview of developmental disabilities and acquired brain disorders**
 - Including the local and state service delivery system;
- **Personal rights [per He-M 202 and He-M 310]**
- **Everyday health including personal hygiene, oral health, and mental health**

Training Expectations

Residential Services [He-M 1001]

- **The elements that contribute to quality of life for individuals including support to:**
 - **Create and maintain valued social roles**
 - **Build relationships**
 - **Participate in their local communities**
- **Strategies to help individuals to learn useful skills**
- **Behavioral support**
- **Consumer choice, empowerment and self-advocacy**

Medication Administration

He-M 1201

Minimum of 8 hours of classroom training, conducted by a nurse trainer on:

- **Principles and methods of med administration**
- **Role, responsibility and performance in the medication process**
- **Effective health care coordination**
- **Rights regarding accepting or refusing meds**
- **Principles of infection control related to medication administration**
- **Anatomy and physiology as it relates to medication administration**

Medication Administration

He-M 1201

- **Communication with individuals and/or guardians about medications**
- **Common reactions to medication**
- **Effective management of poisoning or overdose**
- **Storage and disposal of medications**

After completing the training staff need to

- **Score 80% or higher on the written exam**
- **Demonstrate specific knowledge on the medication for an individual**
- **Have been found appropriate to be authorized to administer medication pursuant to the requirements of the nursing regulations.**

Regulations represent “necessary**”
elements for quality...**

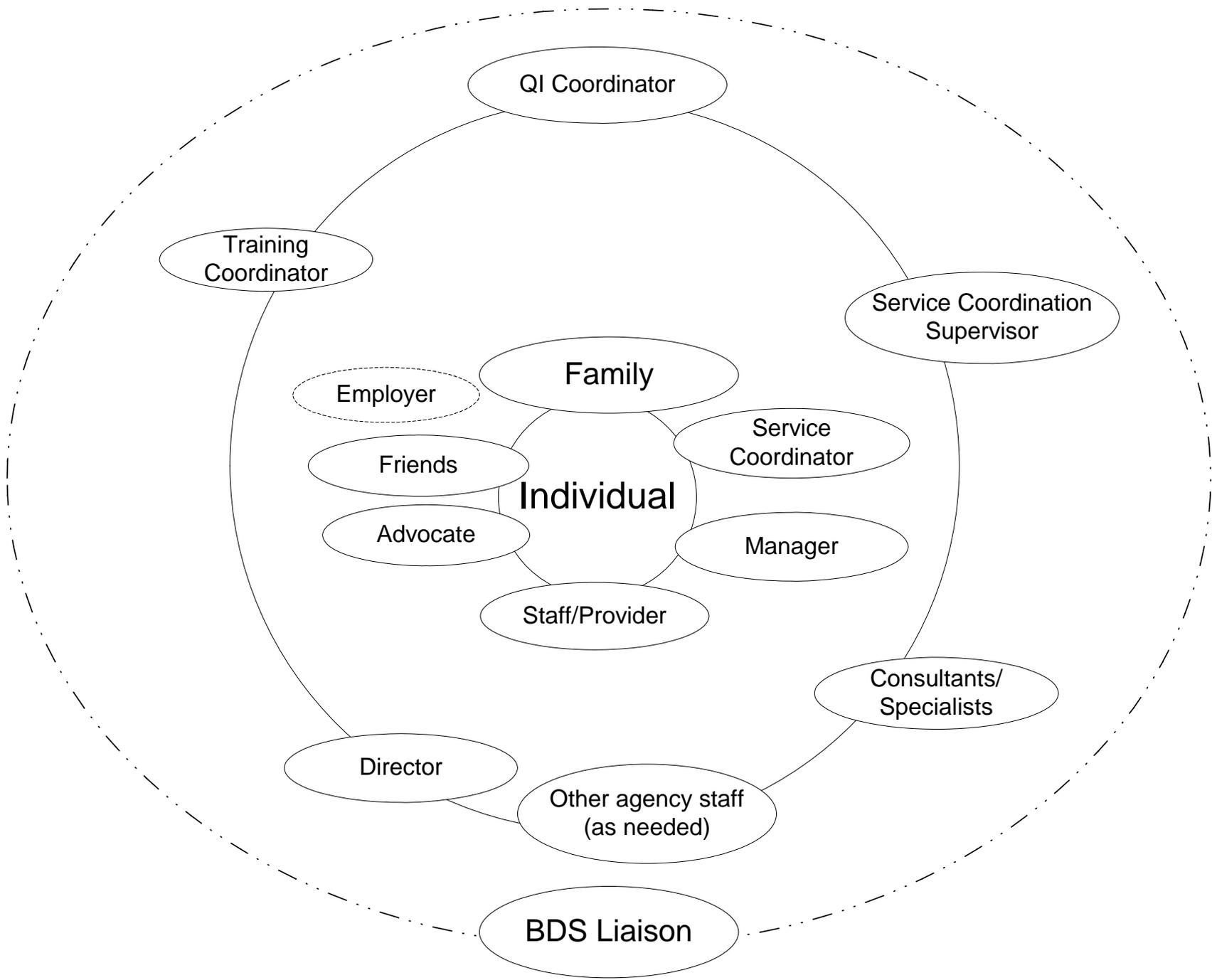
...but “not sufficient**” for quality.**





The importance of “customization”

Individuals’ require customized services for their unique needs



Quality Of Life Factors

Quality of a person's life can be affected by:

- **Individual/Family**
 - **Capacity/level of disability/health/resources, etc.**
- **Local community**
 - **People/Resources/Government**
- **State**
 - **People/Resources/Government**
- **Federal**
 - **People/Resources/Government**

A new tool for measuring “quality”

Tracking certain outcomes...

National Core Indicators (NCI)

- **NH has recently joined the project**
- **The data collection period began on July 1, 2009**
- **NCI measures key indicators of performance of state developmental service systems in nine domains**
 - **Work or Daytime Activities**
 - **Home**
 - **Friends and Family**
 - **Satisfaction with Services**
 - **Self-determination**
 - **Community Inclusion**
 - **Choices**
 - **Rights**
 - **Access**
- **BDS staff will interview 400 people by June 30, 2010**
- **Reports will be issued biennially**

NCI

Background Information (Examples):

- **Does the person have a primary care doctor?**
- **When was his/her last**
 - **Complete annual exam**
 - **Dental visit**
 - **Mammogram (for women)**
 - **Prostate exam)for men)**
- **Does the person engage in moderate physical activity?**
- **If the person has seizures how often do they occur?**

NCI

Background Information (Examples):

- **Does the person take medication to treat**
 - Anxiety
 - Behavior problems
 - Psychotic disorders
- **How long has this person lived in his current home?**
- **Does the person have a paid job?**
 - Number of hours worked
 - Gross wages for two week period

NCI

Direct Questions to Individual (Examples):

- **Are the staff at your program nice and polite to you?**
- **Do you like where you live**
- **Would you like to live somewhere else?**
- **Do you have enough privacy at home?**
 - **Can you have time to yourself?**
- **Are you ever afraid or scared when you are home?**
- **Are you allowed to use the phone and internet when you want to?**
- **Do you get the services you need?**

NCI

Direct Questions to Individual (Examples):

- **Can you see your family when you want to?**
- **Can you go on a date if you want to?**
- **Do you ever feel lonely?**
- **Does your service coordinator help you get what you need?**
- **Who decides your daily schedule?**
- **Is there someone who helps you decide how to use your budget/services?**

NCI

Family Survey Questions (Examples):

- **If your family has a service plan does it include things that are important to you?**
- **When you ask the service coordinator for assistance, does she help you get what you want?**
- **Are supports available when you need them?**
- **Are frequent changes in staff a problem for your family?**
- **Does your family member participate in community activities?**

NCI

Family Survey Questions (Examples):

- **Do you choose the agencies or providers who work with your family?**
- **Do you know how much money is spent on behalf of your family member?**
- **Do you get to decide how this money is spent?**
- **Overall, are you satisfied with the services your family and family member receive?**
- **Do you feel that services have made a positive difference in the life of your family?**

NCI

- **The responses to surveys will be analyzed and summarized in a report.**
 - NH will have a report issued every other fiscal year
 - The first report will come out after FY 2011
- **The reports will enable us to evaluate how the system is doing with respect to the indicators**
 - Will be able to track changes from one report cycle to another
 - Compare NH's data/performance against findings from other participating states
- **The report will enable NH's system to make decisions and improvements based on data**

The Quality Council

Will have the opportunity to review and make recommendations for improving many of these elements of NH's service system

Questions

Staff Training Expectations

He-M 506

- Within the first month of employment support staff must be trained in Rights of persons receiving services

- As described in He-M 310 & He-M 202

Within 6 months of employment staff must be trained in:

- An overview of Developmental Disabilities and Acquired Brain Disorders
- Health and Safety Practices-
 - such as personal wellness and an understanding of the importance of common signs and symptoms of illness.

Training Expectations

He-M 506

- Useful Skills-
 - Facilitate social relationships and enhance skills that improve everyday living and promote independence.
- Effective Behavior-
 - Utilizing positive behavioral supports to assist individuals with challenging behaviors
- Empowerment
 - Individuals and their families making their own decisions and advocating for themselves
- Quality of life for individuals-
 - How to support individuals to build relationships and be more active in their communities

Training Expectations

He-M 506

- Each person employed by a provider agency must participate in the development of Individual Staff Development Plan yearly.
- Based on the He-M 506 requirements, an Introductory Training Instructional Guide and Resource Manual was created to provide direct support staff with a basic knowledge of the skills critical to the provision of personalized services.