



NYS Office For People With Developmental Disabilities

Putting People First

Personal Outcomes and Quality

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Personal Outcomes and Quality **Topics**

- Expectations for POMs and Quality?
- DQI's Evolving Approach
- Discuss ideas and feedback from participants



POMs – Three Areas

- **My Self**
 - Outcomes that promote individuality and include safety, health, freedom from abuse and neglect.
- **My World**
 - Outcomes resulting from connectedness and life in the community and include the different social roles and opportunities for accessing the community that a person may have.
- **My Dreams**
 - Outcomes associated with discovery, choice and self-determination and include the quality of life, and personal goals.



Personal Outcome Measures (POMs) Measure if People:

Are connected to natural support networks	Have intimate relationships
Have best possible health	Are safe
Exercise rights	Are treated fairly
Are free from abuse and neglect	Experience continuity and security
Decide when to share personal information	Choose where and with whom they live
Choose where they work	Use their environments
Live in integrated settings	Interact with other members of community
Perform different social roles	Choose services
Choose personal goals	Realize personal goals
Participate in the life of community	Have friends
Are respected	

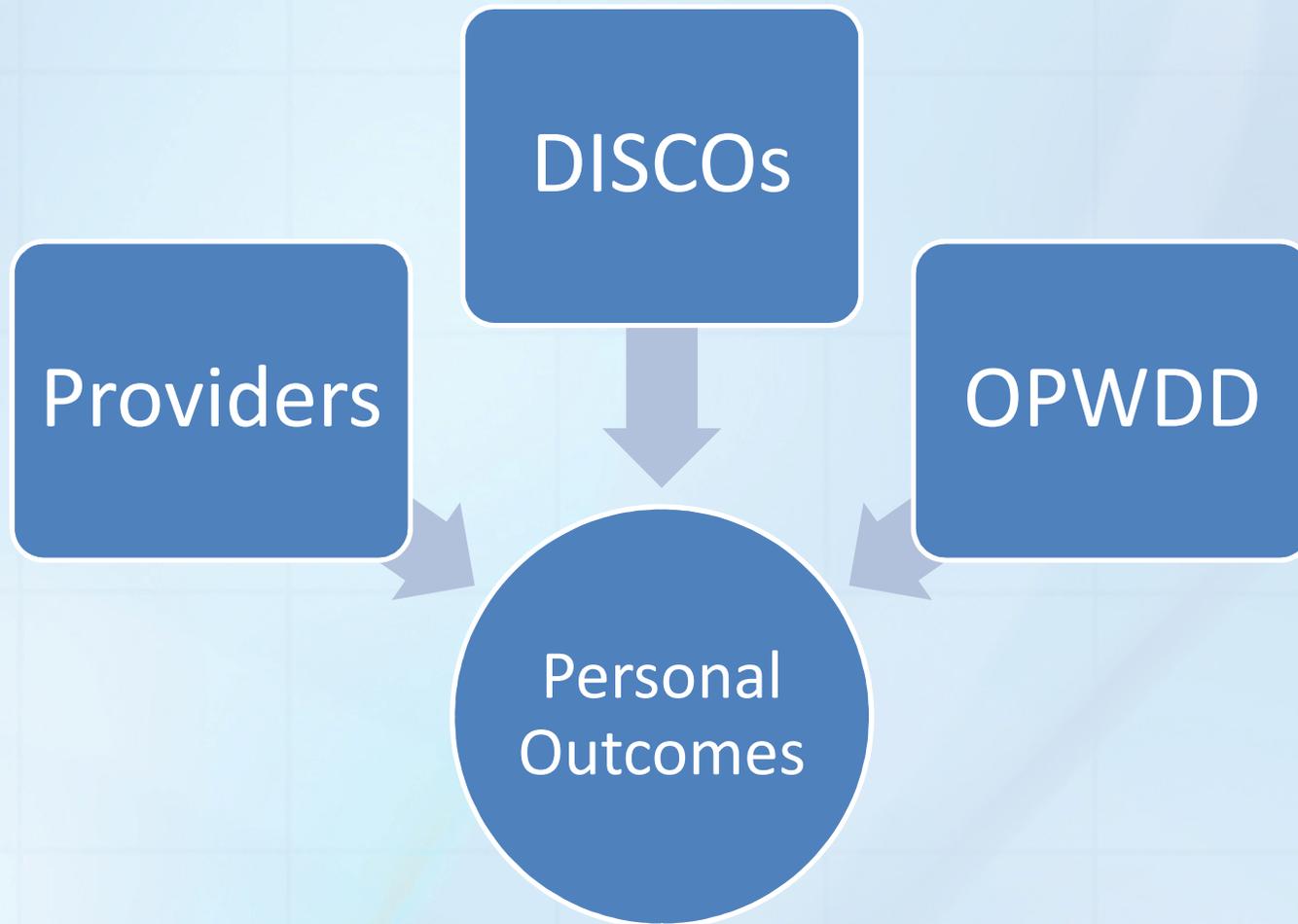


Understanding Personal Outcome Measures®

- Measures the *presence* of the outcome (yes or no)
- Each person is a unique sample of one ... There is no norm or standard definition for an outcome
- Aggregates data on items that are personally defined (versus standardized measures)
- Links outcomes to the services and supports that facilitate – or are needed to facilitate – the outcome
- Provides information for the design and provision of person-centered services



What is Expected?





CQL POMs and Provider Expectations?

Q. Is OPWDD going to require providers to be CQL Accredited?

A. No

Q. Is OPWDD going to require providers to use the CQL POM Methodology.

A. No

A. However, providers should seek to understand what matters most to each individual (i.e., their personal outcomes) and tailor support and service strategies/delivery accordingly.



Putting People First

Organizational Factors That Significantly Affect Personal Outcomes





Key Questions for Staff to Consider in Tailoring Supports

- How do you seek to understand individual goals and preferences and work towards meeting them for each person?
- How can you help each individual achieve community inclusion/Meaningful Activities and employment?
- How can you help promote self-determination and independence for each individual?
- How can you work to ensure that each individual is living and spending their time in the most integrated setting?
- How can you promote and support families, natural support networks, and community connections for each individual that you support?
- In provider controlled housing, how can you promote choice, community inclusion, and independence for each person?



Important Quality Domains and Quality Indicators

Work/Community inclusion

- People have support to find and maintain community integrated employment
- People have support to participate in everyday community activities in natural and integrated settings

Choice and Decisions/Self-Determination

- People make choices about their lives and are actively engaged in planning their supports and services
- People have authority and are supported to direct and manage their own services

Relationships

- People are supported to see their friends and family when they want to
- People have close friends they can talk to if they want to
- There are natural supports in the person's life other than paid staff



Examples of Some Expectations to be Integrated in Future DQI Reviews:

Personal outcomes are:

- **Identified and prioritized in the service plan**
- based on person's **CHOICES** and **PREFERENCES**—
Evidence of
- **Supports and Services** enhance person's achievement of outcomes
- Outcomes **unique to the individual**

- Individuals are encouraged and supported to advocate for themselves to the best of their abilities
- Individuals are encouraged and supported to self-direct their services to the extent possible based on their strengths, abilities, and desires
- Services and supports are delivered in every day community settings (i.e., natural context) to the extent possible
- Individuals are supported and afforded the opportunity to increase their social roles if they desire to



Examples of Some Expectations for Future DQI Reviews

The person is supported to engage in

Employment/meaningful opportunities and these opportunities are made available to the person.

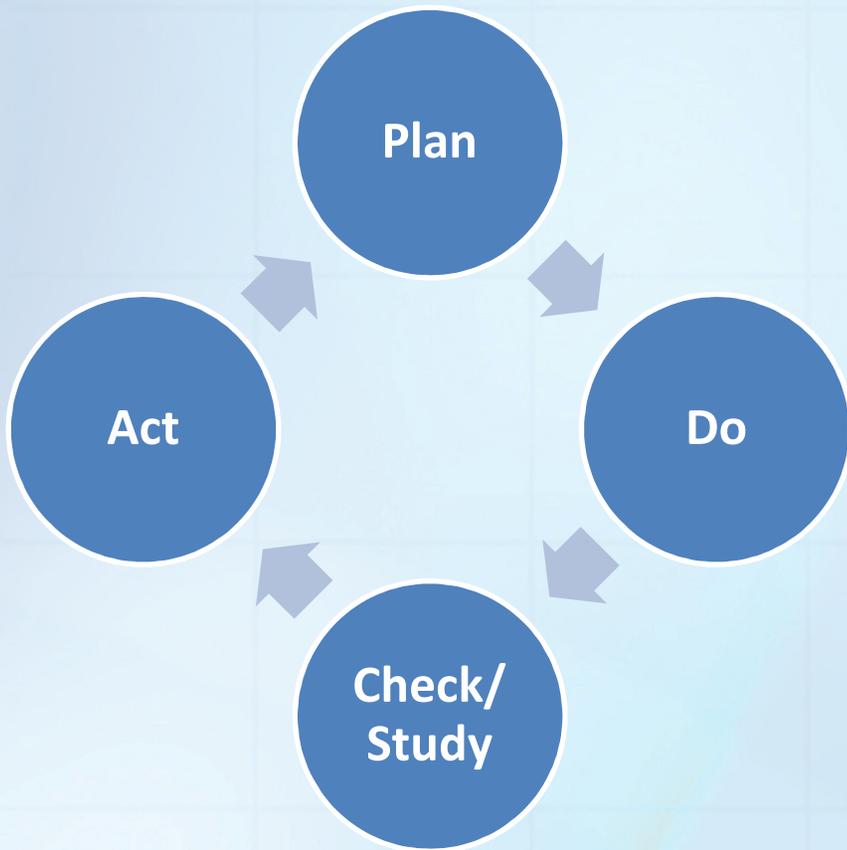
- Does the person consider activities to be meaningful?
- Does the activities and tasks contribute to the goals of the individual and/or his/her health and well-being?

The person is supported to:

- foster and maintain meaningful **relationships and natural supports**
- Exercise their rights and have and maintain their privacy
- If desired, the person's cultural identity is respected and supported



Use the Quality Improvement Cycle for Promoting Personal Outcomes



- **Plan:** Recognize an opportunity that can enhance personal outcomes for people and plan for the change.
- **Do:** Test the change. Carry out a small-scale study.
- **Check:** Review the test, analyze the results and identify what you've learned.
- **Act:** Take action based on what you learned in the study step: If the change did not work, go through the cycle again with a different plan. If you were successful, incorporate what you learned from the test into wider changes. Use what you learned to plan new improvements, beginning the cycle again.



So....How will OPWDD evolve Quality Oversight Based on Personal Outcomes?

“ The measure of Quality is not the delivery of a support or service, but the results that services or supports provide for each person”

- Shifting from site-based “bricks & mortar” inspections to reviews focused on individuals and achievement of outcomes

Source: Designing Quality—Responsiveness to the Individual. CQL 1999



Short-Term Evolution of DQI Oversight Activities

Greater emphasis/initiatives focused on individuals in non-certified settings

New Reviews focused on self-direction/self-determination and community inclusion/meaningful activities

Review Methodologies that Focus on the Person First and Individual Goals and Outcomes



Shorter Term

Streamline Current MHL Site Visits

- Physical Plant Related Elements/Fire Safety; Medication Administration; other aspects integral to facility

Implement Agency Reviews

- Organizational Level Systems in place (e.g., qualifications, training, incident management)

Person Centered Review Tools and Sampling Strategy

- Individual needs, goals, and outcomes
- How well does the organization support the individual's needs, goals and outcomes?



Longer Term: DQI Here to There

Review of facility based services and supports/sites “programs”

Focus on how well the provider/entity supports individual goals and outcomes; self-assesses, and implements quality plans

Regulatory Compliance and Process Focus

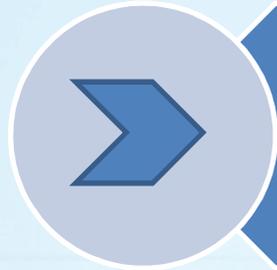
Quality of Life and Outcome Focus

Focus on the Person

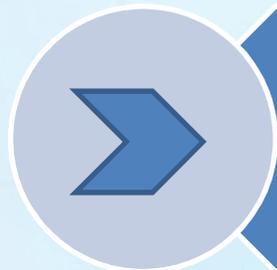


Initial Draft Protocol Design for Testing in the Case Studies

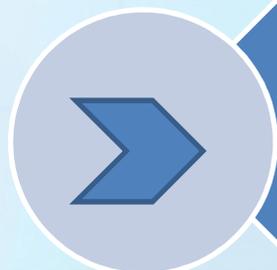
Each standard has Three rating description options:



1: The standard is not met, absent, or is incomplete



2: The standard is met, but does not go beyond



3. goes above and beyond the standards (i.e., quality improvement)



Operationalizing POMs and DISCO Reviews

DISCOs will Need to:

- Have access to reliable/certified CQL interviewers or trainers to conduct POM interviews on a sample of members
- Report POM results to OPWDD annually
- Use POM process for continuous quality improvement and connect back to individual plans for those in the sample

DQI Will Need to:

- Validate that DISCOs are using POM measures and approach in continuous quality improvement
- Develop Care Coordination Review Tool to review effectiveness of Care Coordination in working with people on their individual outcomes (and other components of comprehensive care coordination)
- Continue MHL site visits
- Other managed care responsibilities TBD



We Want to Hear From You

1. *What can you as the provider do to assist in facilitating and implementing these reforms?*
2. *What has worked for those of you who have been doing this?*
3. *What specific barriers and solutions do you see?*
4. *What is the number one thing we must do to make it work?*
5. *What would success look like to you?*



Resources

Resource	Where to Get It
Council on Quality and Leadership	www.thecouncil.org
CMS HCBS Quality Work Book	http://www.hcbs.org/files/28/1391/7Workbook.pdf
OPWDD - People First Waiver Division of Quality Improvement	www.opwdd.ny.gov Email: quality@opwdd.ny.gov
DOH - Medicaid Managed Care	www.health.state.ny.us
HCBS Clearinghouse	http://www.hcbs.org/
National Quality Enterprise	http://www.nationalqualityenterprise.net