



### Quality Design Team Meeting Summary

<b>Quality Design Team:</b>		<b>Date of Meeting: June 20, 2011</b>	
<b>Present:</b> Stan Butkus Jan Abelseth Kate Bishop Michael Doherty Richard Monck Chris Muller-Dahlmann Maxine George Judith Berek		Bridget Cariello Deborah Burkhardt Marisa Geitner  <b>Absent:</b> Louie Lopez Douglas Patterson Robin Hickey	
<b>Discussion Topics</b>		<b>Summary of Main Discussion Points, Considerations, Recommendations, Next Steps, etc.</b>	
<p>Team focus was defined and agreed to by the group as the need to develop a quality structure that will relate to the 1115 waiver. The structure needs to focus on individual outcome measures, be transparent and be driven by established metrics of quality as opposed to compliance based.</p>		<ul style="list-style-type: none"> <li>• There was a great deal of discussion focused on the current methodologies for measuring quality and the need to shift those methods as the 1115 waiver moves forward. There was agreement from the group that we need to ensure that the health and safety needs of individuals is a core expectation. Questions related to service delivery and supports in non-certified sites and the appropriate measures for quality were discussed.</li> <li>• There was discussion regarding a shift of measurement from compliance to the outcomes evident in people’s lives and individual satisfaction regarding the supports that they receive. The use of data from National Core Indicators (NCI) measures and from Council on Quality and Leadership (CQL) were shared and discussed.</li> <li>• Additional discussion related to ensuring that needs are addressed with an appropriate plan of care in line with the assessment and that quality is measured based upon the degree to which the plan is implemented and effective to bring about</li> </ul>	





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	<p>positive outcomes in the person’s life. The level of complexity of the care plans, and related quality oversight, will be driven by the level of assessed need.</p>
<p>Use of incentives</p>	<ul style="list-style-type: none"> <li>• The development of a rating system for providers was discussed utilizing a 1-5 scale of quality. It was suggested that to incentivize quality, those agencies that were at a level 1 or 2 suggesting low performance would be closely monitored for their ability to meet health and safety needs for people. A greater level of technical assistance and oversight would be provided to low performing agencies. Additionally, agencies at a 1 rating would be on the early alert list and would not be able to take on new admissions or development.</li> <li>• Agencies that are rated as a 5 would be considered for the role of a Managed Care Organization (MCO). The concept of financial incentives for demonstrated quality was discussed and agreed to by the team. The rating information would be readily available – thus demonstrating transparency.</li> </ul>
<p>Development of a matrix to establish measureable indicators of quality across established waiver goal areas.</p>	<ul style="list-style-type: none"> <li>• The areas of health, home, relationships and meaningful activity were identified as the variables that require measurement when applying a quality framework.</li> <li>• Outcomes in these areas as they relate to the individual, family, workforce, supports and services (agency), care coordination and health and safety require defined metrics/quality indicators.</li> <li>• Within the measurements focus must be given to ensuring evidence based practices and establishing variable standards based on the needs assessment for individuals.</li> </ul>





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<b>Action Items</b>		
<u>Action Item</u>	<u>Owner</u>	<u>Due Date</u>
Break down the categories established in the matrix and identify potential measures of quality from existing quality indicators (National Core Indicators (NCI), Council on Quality and Leadership (CQL), and Division of Quality Management (DQM))	Kate Bishop Deb Burkhardt	July 15, 2011
Set up presentations from outside quality experts, other state agencies, Department of Health (DOH), and other states (Tennessee) to evaluate potential quality frameworks that could be considered.	Stan Butkus:CQL Chris Muller: NCI Deb Burkhardt – Tennessee Judy Berek-DOH	July 15, 2011
<b>Additional Documents of Reference</b>		
<b>Appendix D, E – provided by Dr. Butkus for distribution</b>		
<b>Tennessee Quality Measures – provided by Deborah Burkhardt</b>		

**Next Meetings:**

July 15, 2011	9:30 – 4pm	44 Holland Ave, Albany NY - CR 4B
July 26, 2011	10:00 – 4pm	75 Morton St NYC
August 12, 2011	9:30 - 4pm	Albany loc TBD
August 23, 2011	9:30 – 4pm	Albany loc TBD

