

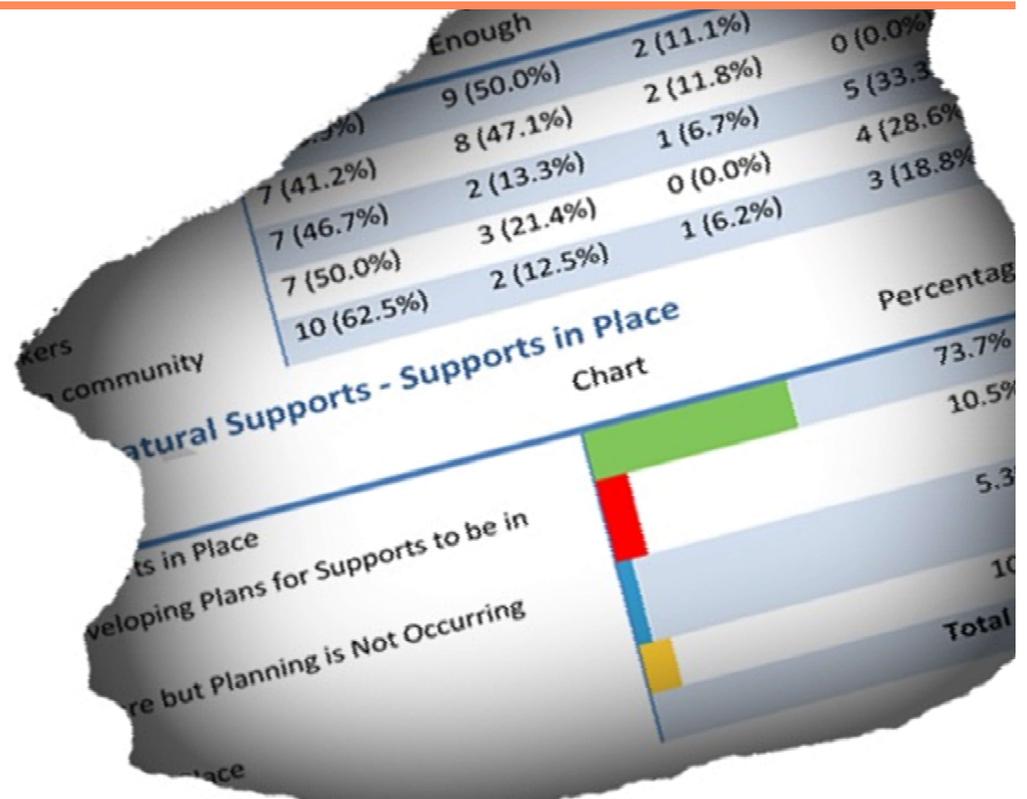


USING OUTCOMES-BASED DATA TO IMPROVE SERVICE QUALITY AND MONITORING

MARY KAY RIZZOLO
PRESIDENT & CEO

mkrizzolo@thecouncil.org

DREW SMITH
CHIEF OPERATING OFFICER
dsmith@thecouncil.org





ACCREDITATION • TRAINING • CONSULTATION

- **Accreditation** for organizations across the U.S. and in 4 other countries
- **Trainings** on Personal Outcome Measures[®], person-centered planning, person-centered thinking, rights and self advocacy, supported decision-making, defining community, compliance with the HCBS final rule
- **Consultation** with state systems on quality enhancement and staff development activities to improve services for people receiving human services



Mission

CQL is dedicated to the definition, measurement and improvement of **personal** quality of life.

Vision

A world of dignity, opportunity and community for **all** people.



MEASURING OUTCOMES

CQL TOOLS

Personal Outcome Measures®

- Developed in 1993
- Values-based, individualized quality of life measurement tool
- Valid and reliable assessment
- 21 factors measuring outcomes and presence of supports
- Used in accreditation, person-centered planning, ISPs, organizational learning, state reporting

Basic Assurances®

- Provider level regulatory review
- Person-centered approaches intertwined with regulation
- 10 Factors and 46 sub-factors
- Indicators evaluated using two measures: System in Place and System in Practice
- Used in accreditation and state reporting

Person-Centered Excellence

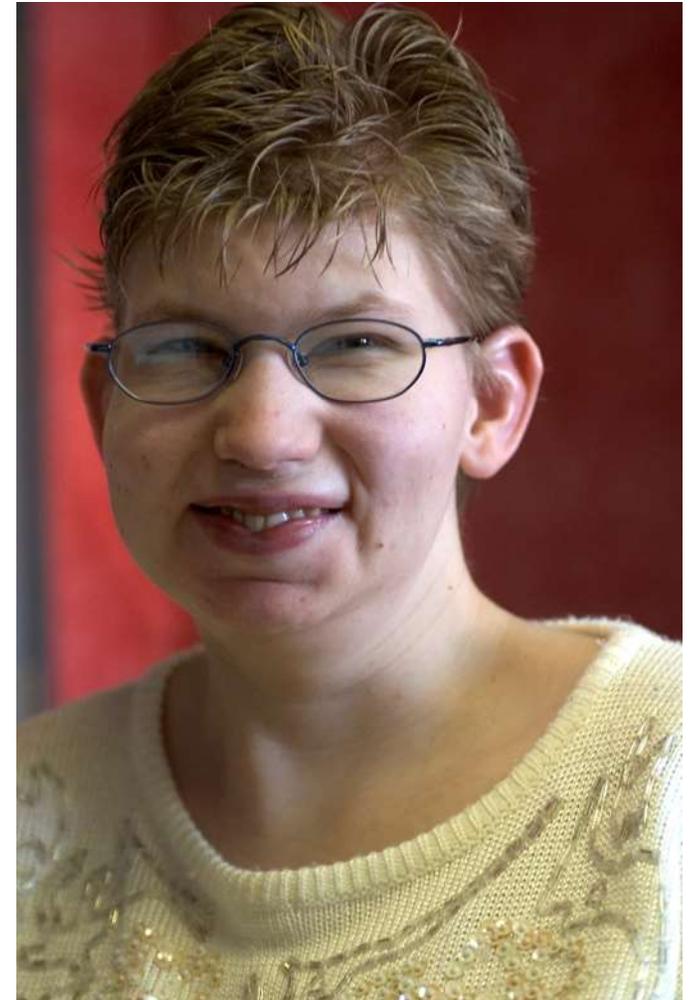
- Multi-stakeholder assessment of provider level performance
- Used in provider level strategic planning
- 8 key factors and 34 success indicators focused on Person-Centered Excellence
- All indicators meant to drive better accountability in services, greater choice and community inclusion



PERSONAL OUTCOME MEASURES®

ASSESSMENT TOOL

- Developed as a result of **thousands of interviews** conducted by CQL staff
- The interviews were **-and continue to be-** aggregated
- The data from the interviews was used to identify 21 “themes” or outcomes that contribute to or hinder a person’s **quality of life**
- Encourages us **to focus on** things that otherwise may be missed





PERSONAL OUTCOME MEASURES®

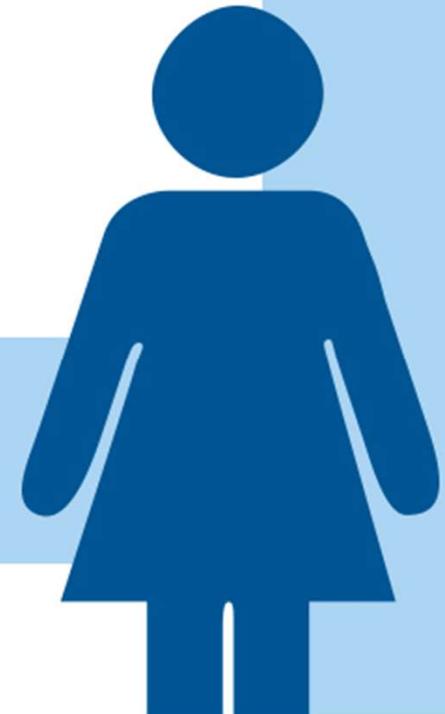


MY SELF | Who I am as a result of my unique heredity, life experiences and decisions.



MY SELF

- People are connected to natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information





PERSONAL OUTCOME MEASURES®



MY WORLD | Where I work, live, socialize,
belong or connect.



MY WORLD

- People choose where and with whom they live
- People choose where they work
- People use their environments
- People live in integrated environments
- People interact with other members of the community
- People perform different social roles
- People choose services





PERSONAL OUTCOME MEASURES®



MY DREAMS | Discovery, choice and self-determination
How people want their lives
(self and world) to be



MY DREAMS

- People choose personal goals
- People realize personal goals
- People participate in the life of the community
- People have friends
- People are respected





PERSONAL OUTCOME MEASURES®



MY FOCUS | What is most important
to me right now



YOU MAY HAVE SELECTED

FAMILY

SUCCESS

HOME

MONEY

WORK

FUN

SPIRITUALITY

LOVE

HEALTH

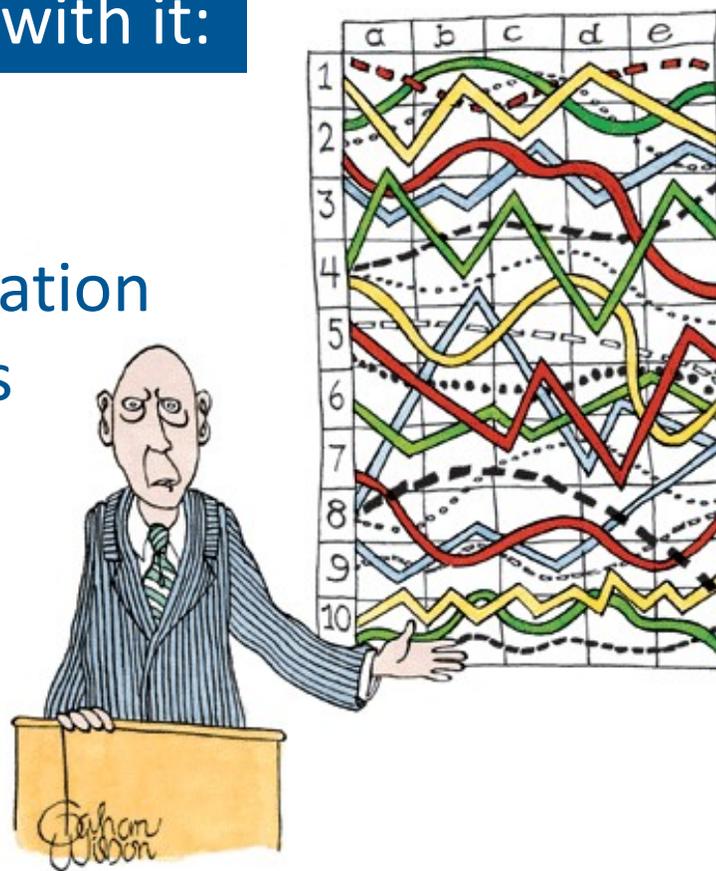
FRIENDS



DATA COLLECTION DATA OVERLOAD

Collecting data is only valuable if you do something meaningful with it:

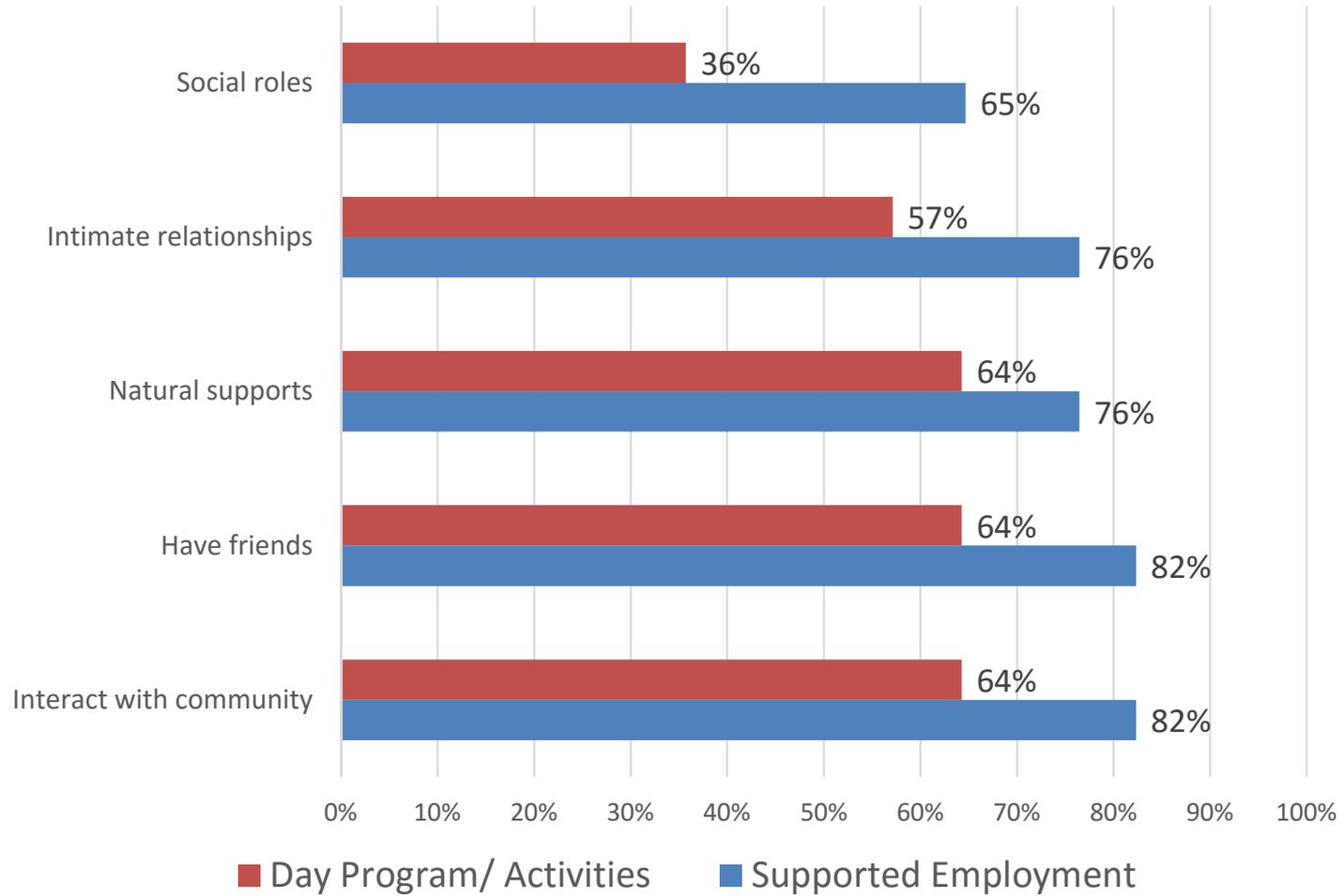
- Guide individual plan
- Provide agencies with information to make data-based decisions
- Give states the information they need to demonstrate compliance, set priorities, and focus limited resources



"I'll pause for a moment so you can let this information sink in."



USING DATA AT THE ORGANIZATIONAL LEVEL





PERSONAL OUTCOME MEASURES®

ONE ORGANIZATION'S JOURNEY

	TEST	RETEST	+ OR -
People Choose Services	47%	87%	+40%
People Realize Goals	63%	100%	+37%
Connected to Natural Sup.	52%	81%	+29%
Different Social Roles	21%	50%	+29%
People Have Friends	58%	81%	+23%
Use their Environment	78%	100%	+22%



CHANGE CAN BE DIFFICULT BUT CQL TOOLS CAN HELP



“What if we don’t change at all ...
and something magical just happens?”



USING DATA

AT THE STATE LEVEL (NEW CMS REGS)

- Enhancement/Expansion of Rights
 - **Same as everyone else** -
- Requirements for demonstrated/evidence-based individualized and person-directed service delivery
- People must be supported to have maximum control over their lives and day-to-day decision making
- Quality monitoring using outcomes rather than outputs



A NATURAL FIT

CQL & CMS HCBS REGULATIONS

HCBS settings requirements
measure the process



POMs measure the
outcomes from the process



CMS REPORTING

At-A-Glance Table A:		
<i>New Requirements for Home and Community-Based Settings</i>	CQL Basic Assurances[®]: Organization Level Data Available	CQL Personal Outcome Measures[®]: Individual Level Data Available
REQUIREMENT 1: <i>The setting is integrated in and supports full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community with the same degree of access as individuals not receiving Medicaid HCBS.</i>		
The setting is integrated in and supports full access to the greater community.	Yes	Yes
There are opportunities to seek employment and work in competitive integrated settings, engage in community life, and control personal resources.	Yes	Yes
The individual receives services in the community with the same degree of access as individuals not receiving Medicaid HCBS.	Yes	Yes
REQUIREMENT 2: <i>The setting (home or community-based) is selected by the individual from among setting options including non-disability specific settings and an option for a private unit in a residential setting. The setting options are identified and documented in the person-centered service plan and are based on the individual's needs, preferences, and, for residential settings, resources available for room and board.</i>		
The setting is selected by the individual from among residential and day options that include generic settings.	Yes	Yes
The setting provides the participants an option to choose a private unit in a residential setting.	Yes	Yes
The setting options are identified and documented in the person-centered service plan and are based on the individual's needs, preferences, and, for residential settings, resources available for room and board.	Yes	Yes
REQUIREMENT 3: <i>Ensures right to privacy, dignity and respect, and freedom from coercion and restraint.</i>		
Right to Privacy	Yes	Yes
Right to Dignity and Respect	Yes	Yes
Freedom from Coercion and Restraint	Yes	Yes
REQUIREMENT 4: <i>Optimizes individual initiative, autonomy and independence in making life choices (including daily activities, physical environment, and with whom to interact).</i>		
	Yes	Yes
REQUIREMENT 5: <i>Facilitates individual choice regarding services/ supports, and who provides them.</i>		
	Yes	Yes



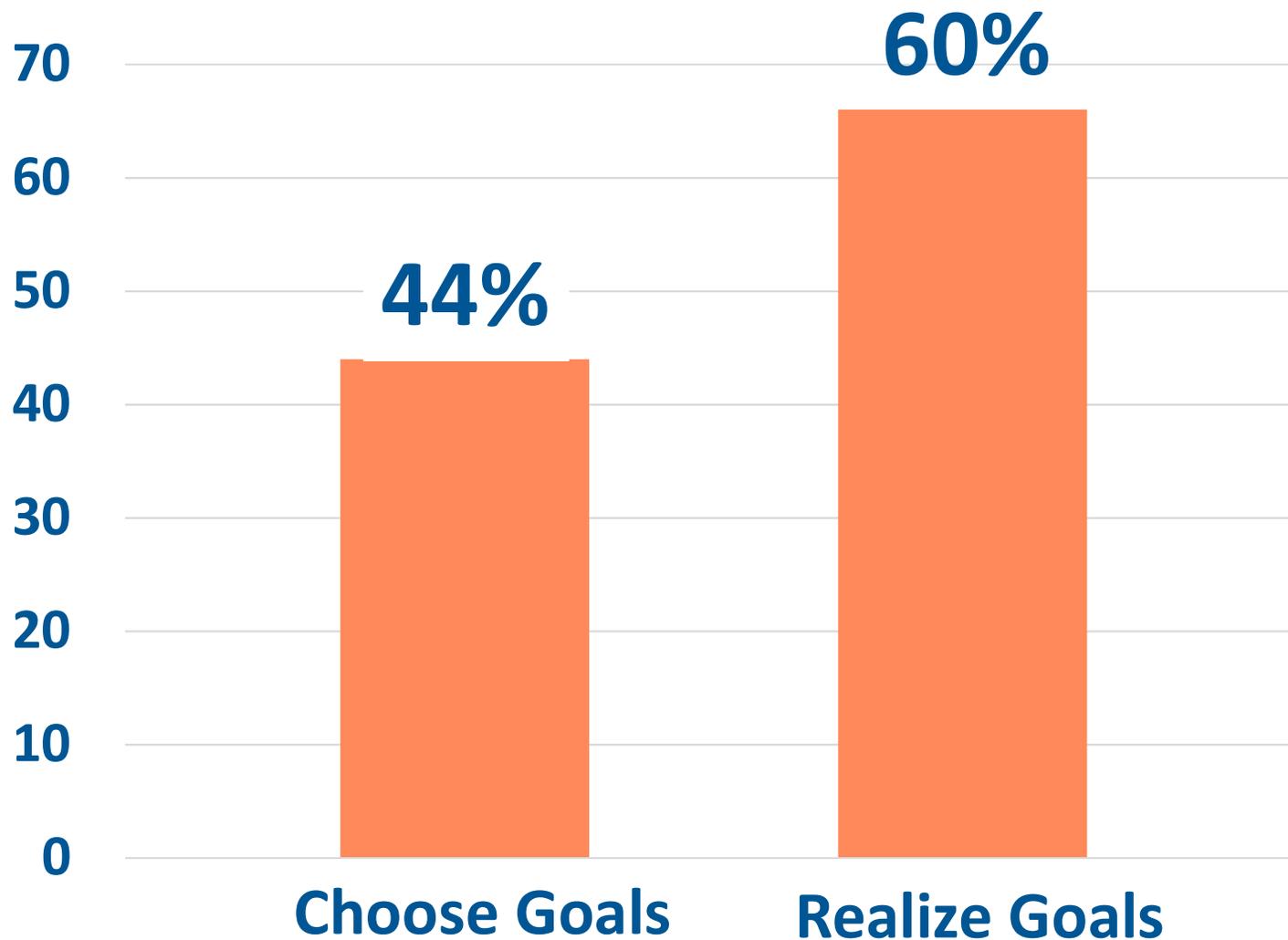
CMS REPORTING PERSON-CENTERED PLAN

- Plan **directed by the person**
 - with others the person chooses involved –
- Reflects **his/her** meaningful preferences and goals
- Will assist the individual in achieving **personally-defined outcomes** in the most integrated community setting



GOALS

CHOOSING & REALIZING GOALS? (US, N=865)





NEW CMS REGULATIONS RELATIONSHIPS

KEY INTERPRETATION CRITERIA:

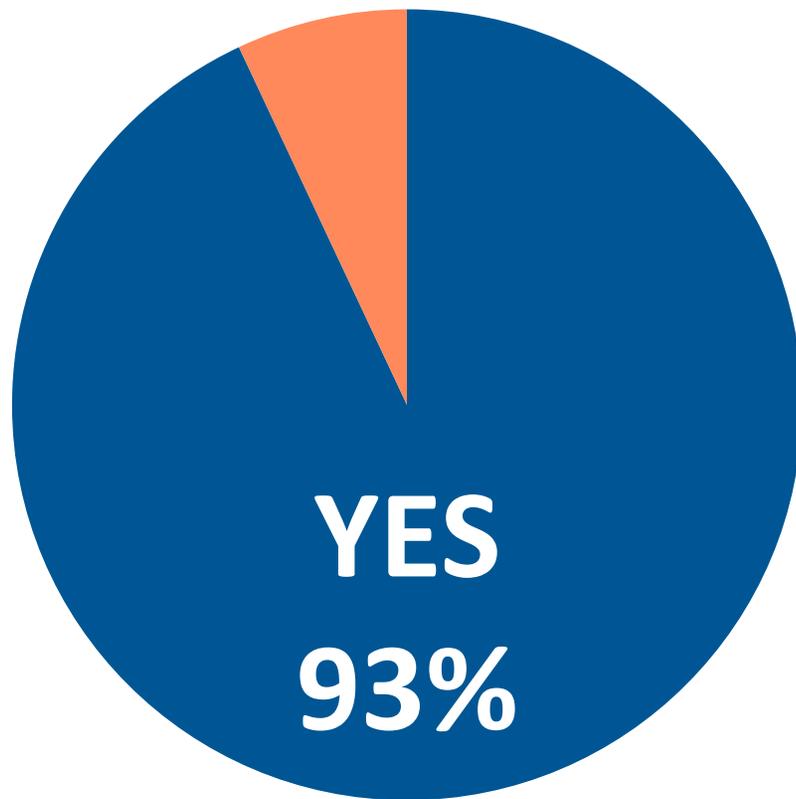
- Ongoing and consistent support to foster and maintain relationships
- Evidence that the person regularly interacts with people who are important to him/her
- The person is satisfied with number/type of relationships and frequency of interaction
- Visitors



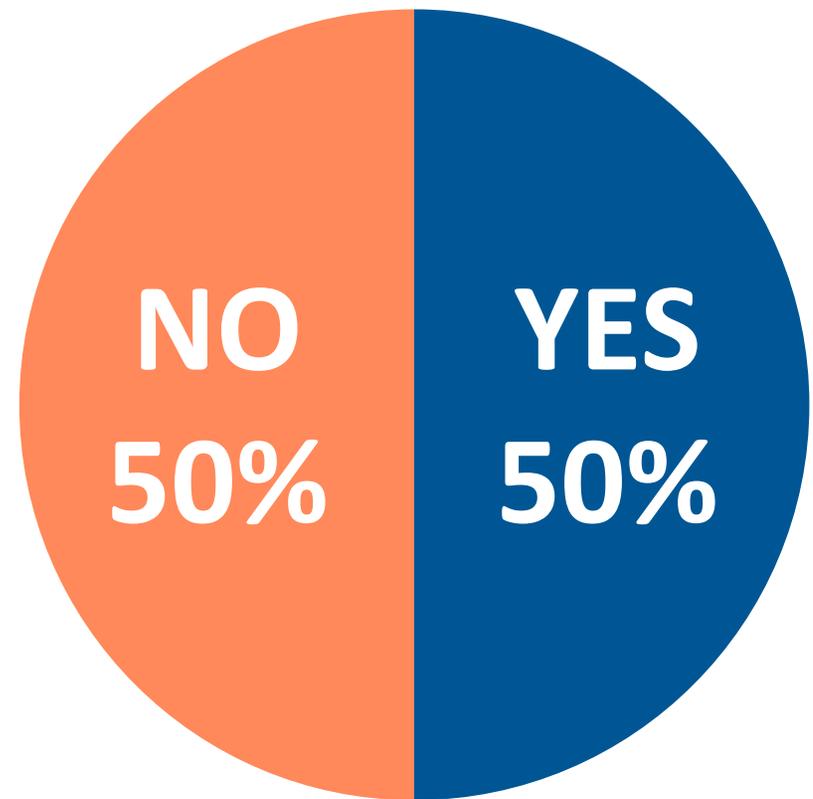
NATURAL SUPPORTS

IS IT ENOUGH? (US, N=868)

**NATURAL SUPPORTS
ARE PRESENT?**



**DO YOU HAVE ENOUGH
CONTACT WITH FAMILY?**

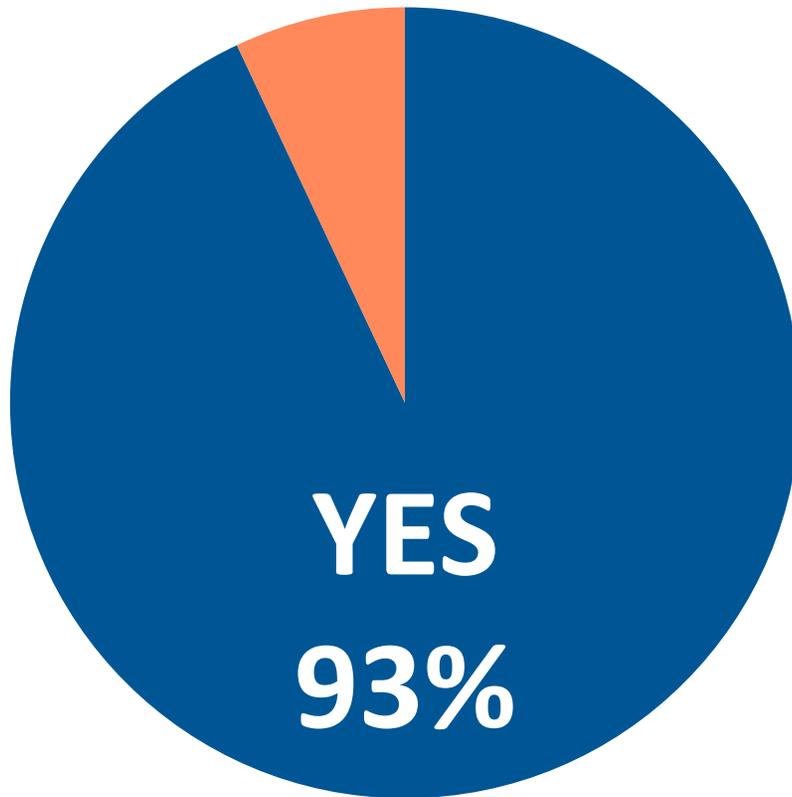




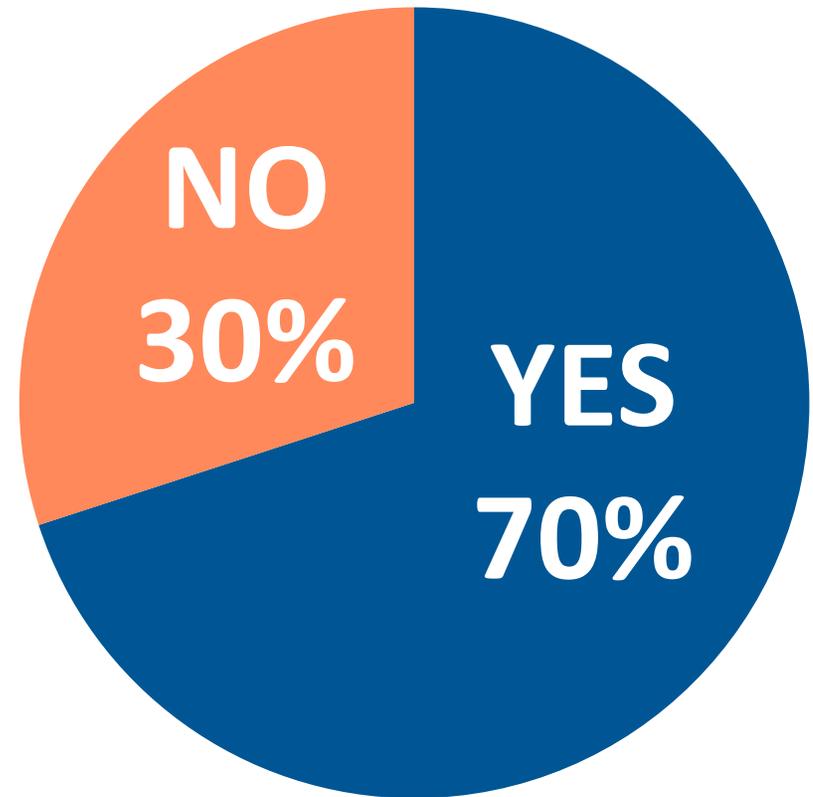
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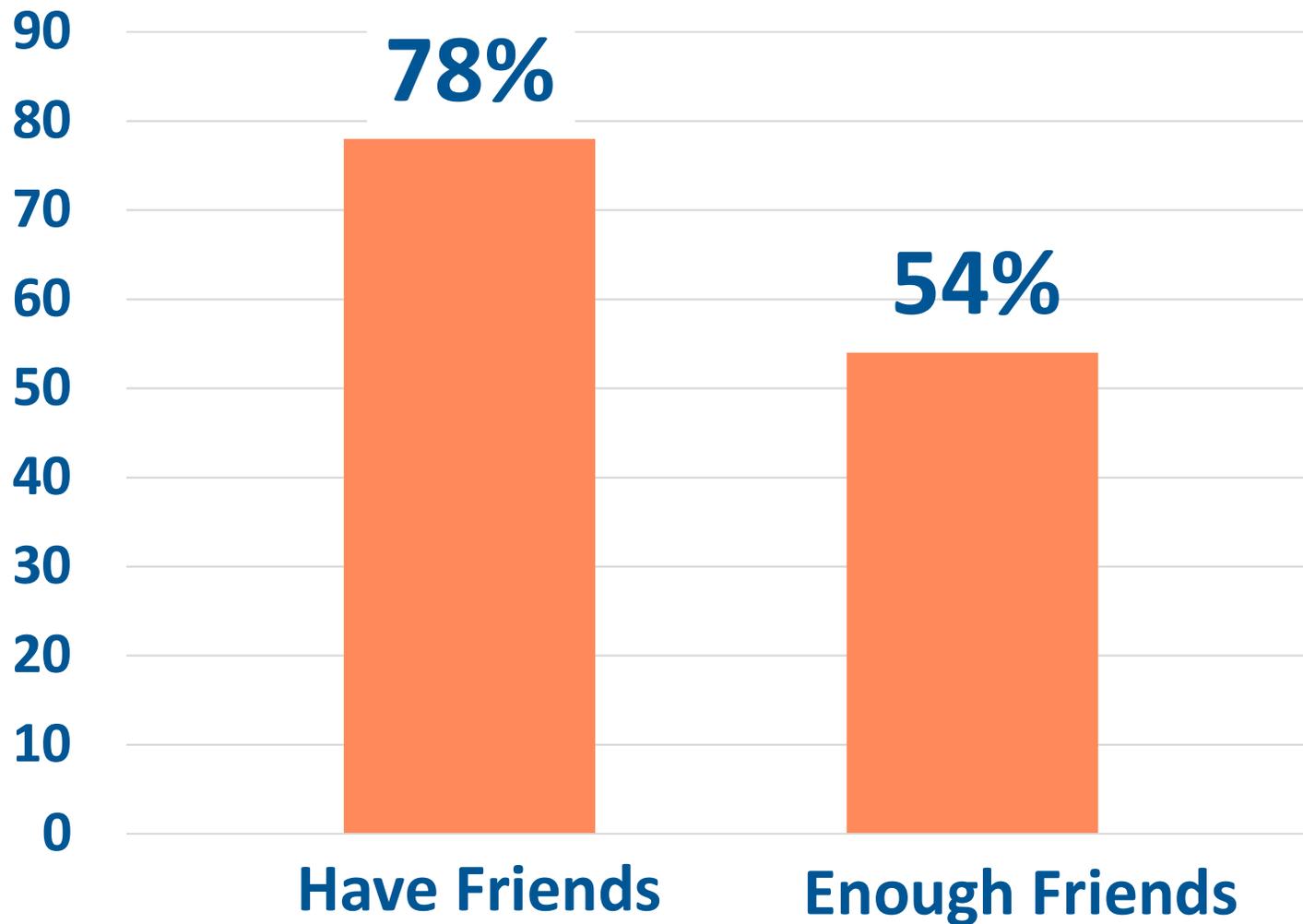
**DO YOU HAVE ENOUGH
CONTACT WITH FRIENDS?**





GOALS

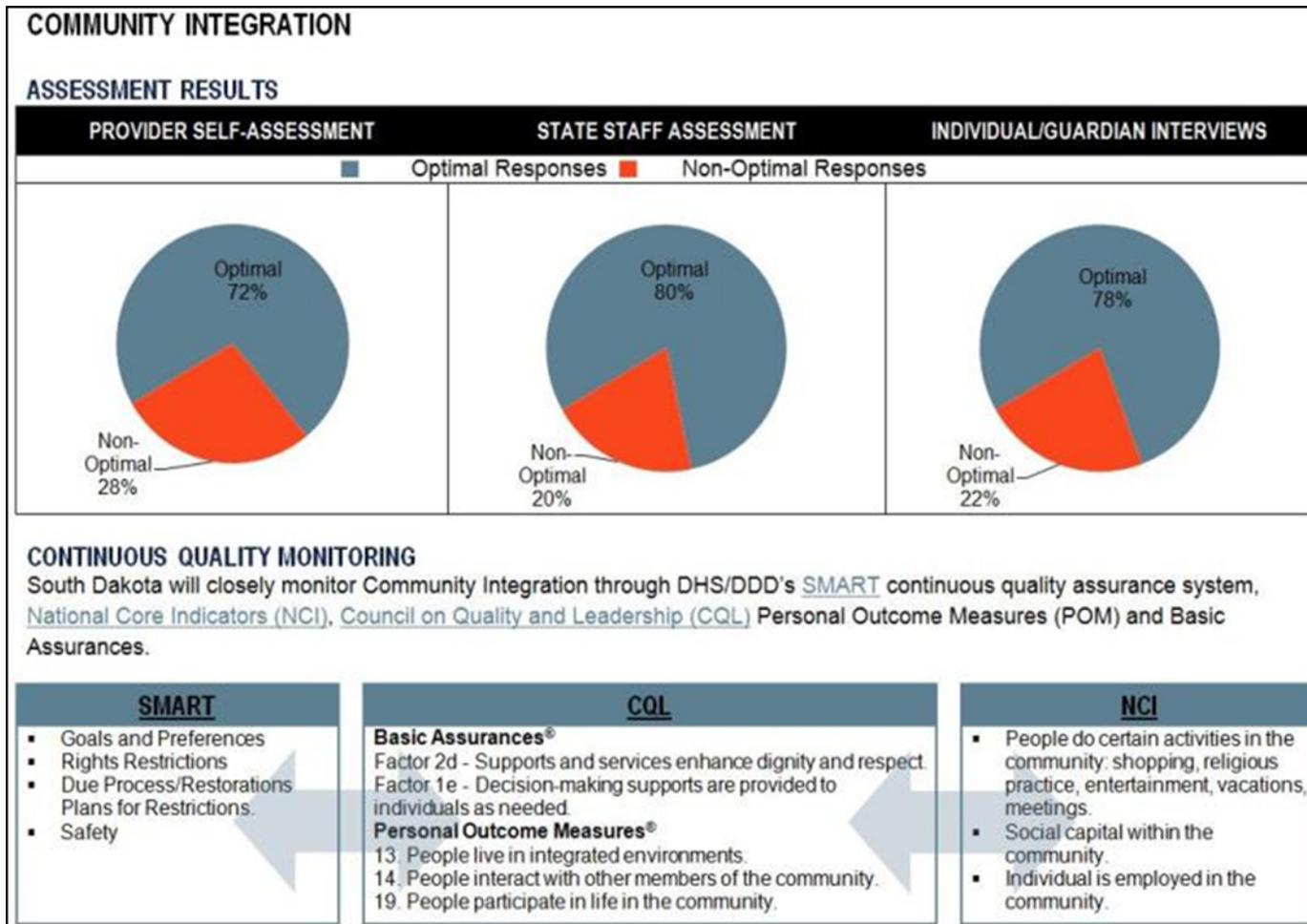
HAVE FRIENDS / ENOUGH FRIENDS (US, N=821 /803)





A STATE EXAMPLE

SOUTH DAKOTA



Source: Dan Lusk, Director, South Dakota, Division of Developmental Disabilities.



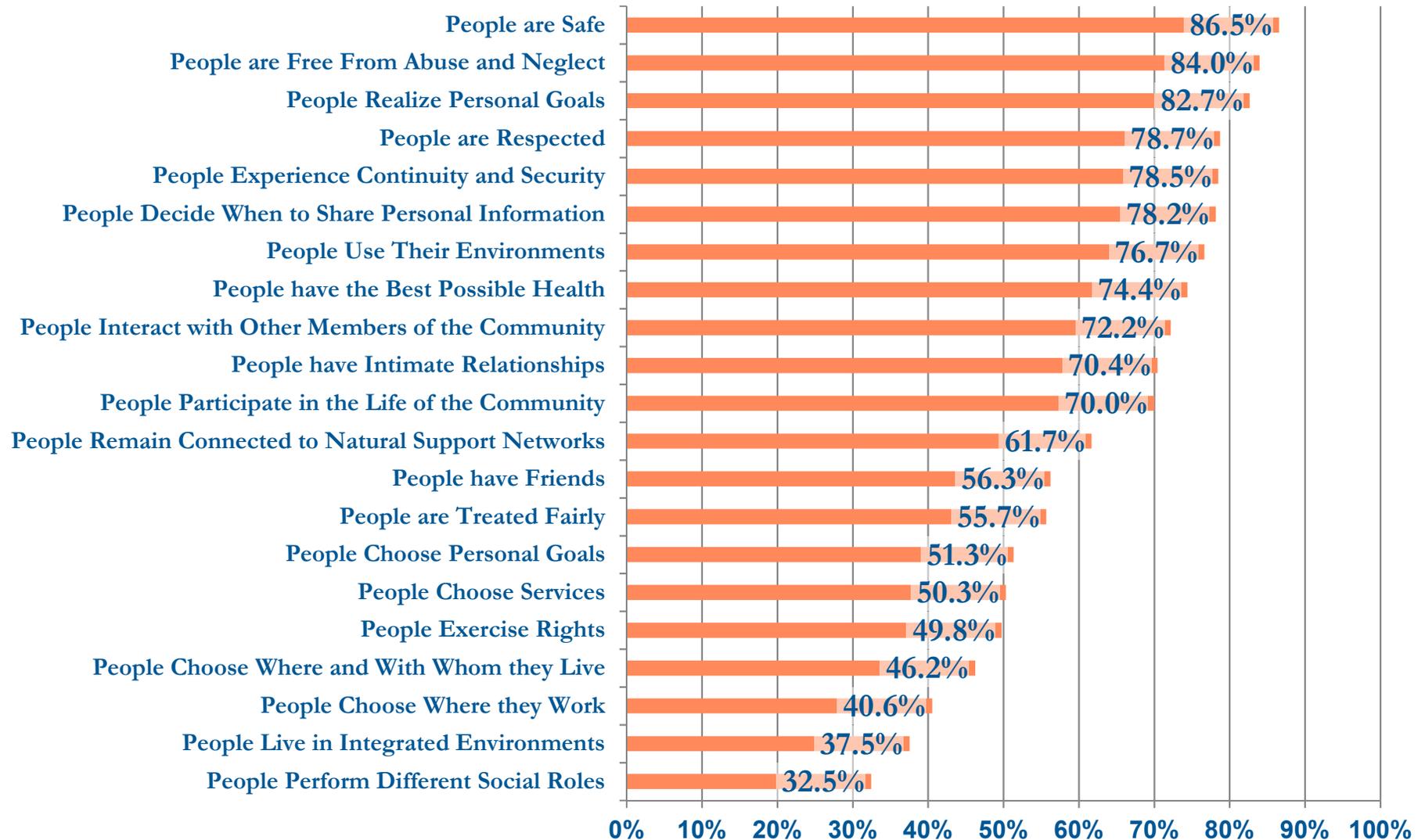
CMS REPORTING CLOSING REMARKS

- The new HCBS Setting regulations solidify CMS' vision of **person-centered** supports
- The systemic shift will be slow at first, but the hope is that the **expectations of services** will shift...
 - **provider and systems accountability will increase** -
- Most agencies will need to implement **significant** shifts to fully align with the new regulations
- There is **ample data** available to show compliance
 - **don't recreate the wheel** -
- Think Quality Enhancement **NOT** Quality Monitoring



20 YEARS OF DATA

POMs JANUARY 2010 (N=7,879)





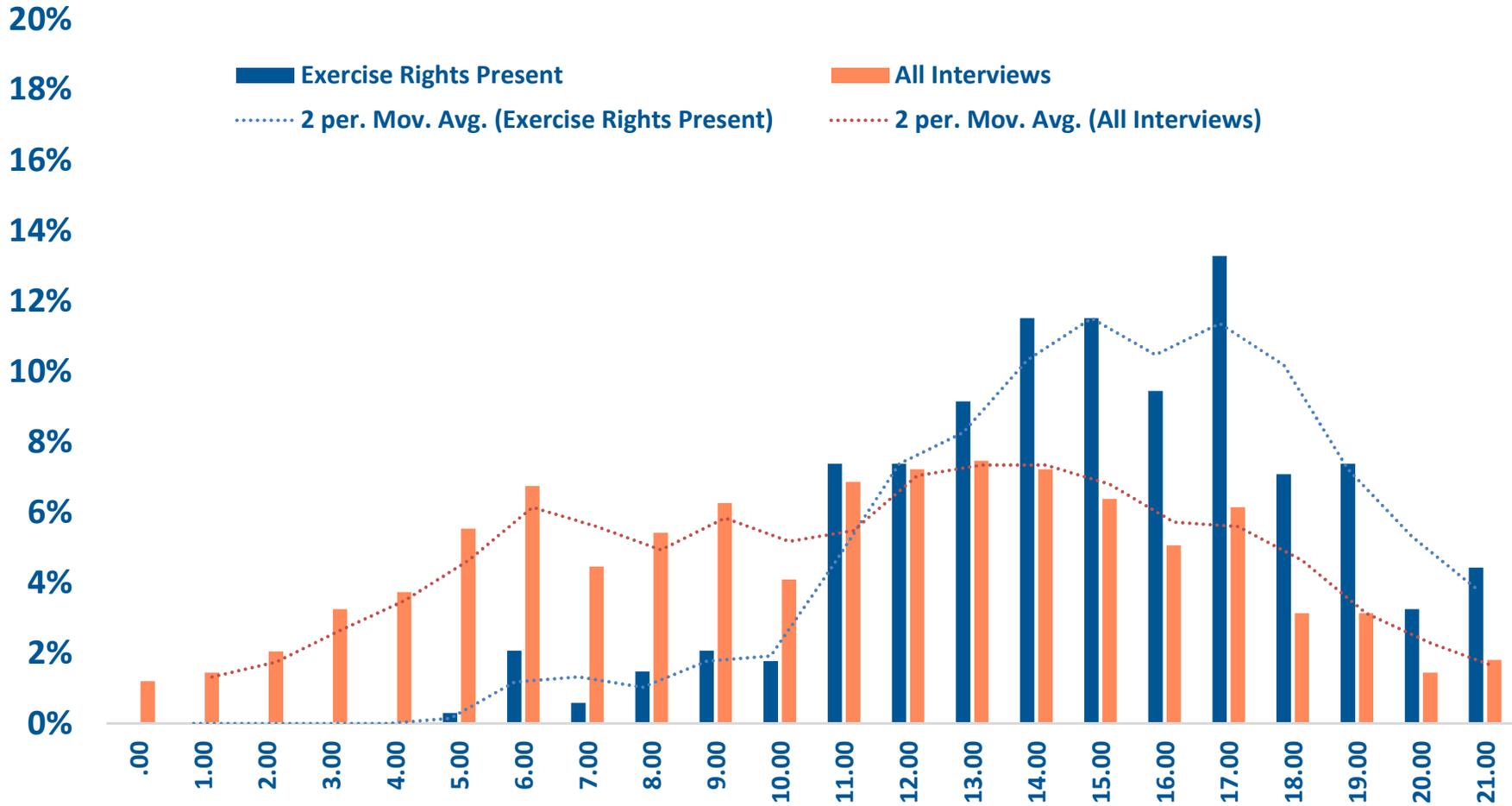
SPECIFIC OUTCOMES CORRELATED WITH TOTAL OUTCOMES

HIGHEST (US)	
Exercise Rights	.537
Are Treated Fairly	.523
Choose where and with whom they live	.517
Interact with members of the community	.501
Choose where they work	.499
LOWEST	
Decide when to share information	.337
Have the best possible health	.310
Free from abuse and neglect	.284
Experience continuity and security	.276
Are safe	.192



MEASURING OUTCOMES

OUTCOMES PRESENT x EXERCISING RIGHTS (n=831)





MEASURING OUTCOMES

A FEW KEY FINDINGS FROM MANAGED CARE

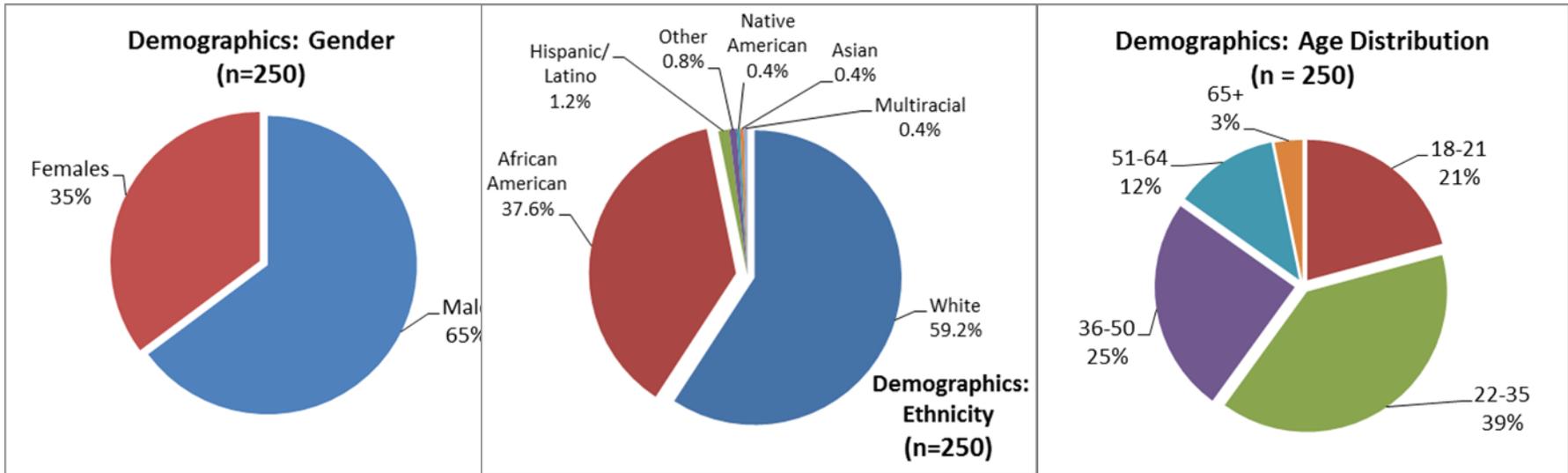
- Individuals **without a formal guardian** achieved greater outcomes across the age spectrum (18-65+) ... except those 51-64
- Individuals participating in **integrated** community employment had the highest average outcomes when also paired with residential type
- Unlicensed family living arrangements had the **highest outcomes** present regardless of day activity

The data indicates that – as expected – individuals in more integrated community settings engaged in integrated community employment achieve greater outcomes



MEASURING OUTCOMES

A FEW KEY FINDINGS

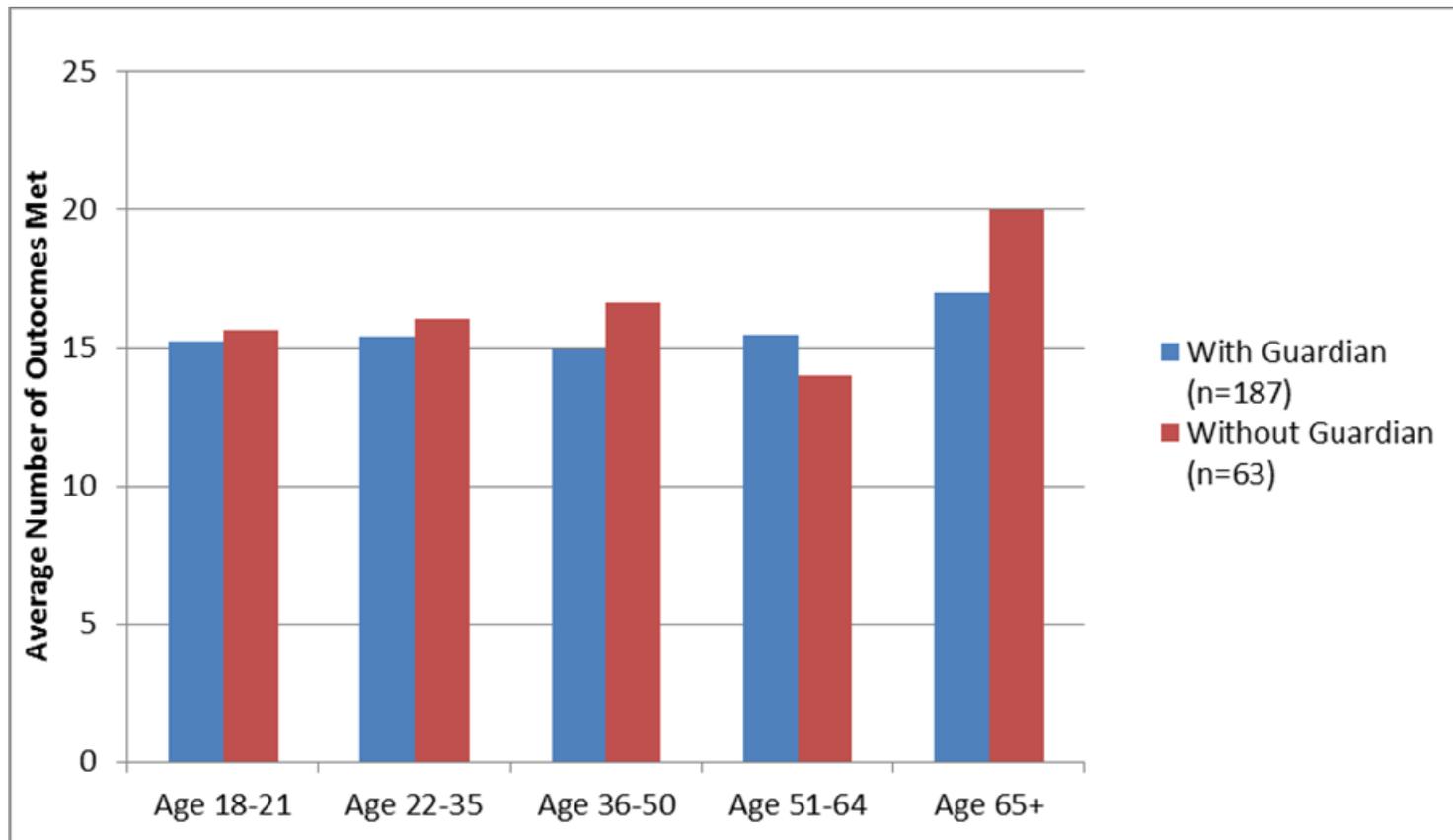


Demographics	
Diagnosis	n
Intellectual Disability	240
Developmental Disability	143
I/DD and Mental Illness	80
	n = 250



MEASURING OUTCOMES

A FEW KEY FINDINGS



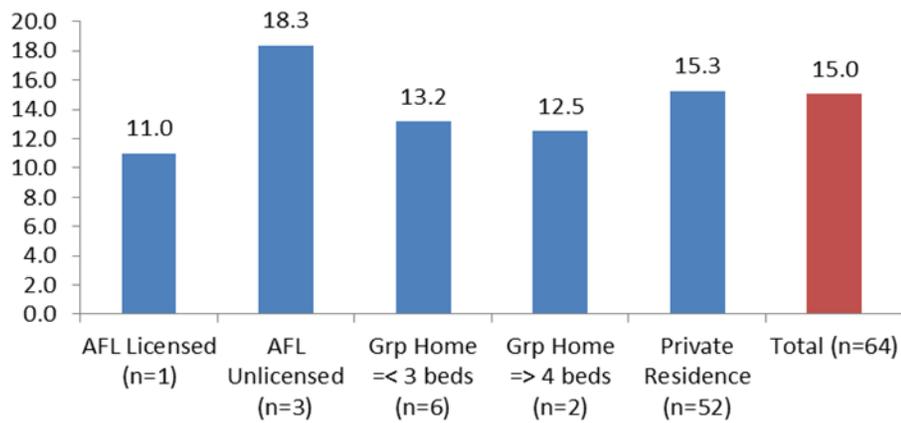
OUTCOMES BY PERSONAL CHARACTERISTICS
Age Group and Guardianship



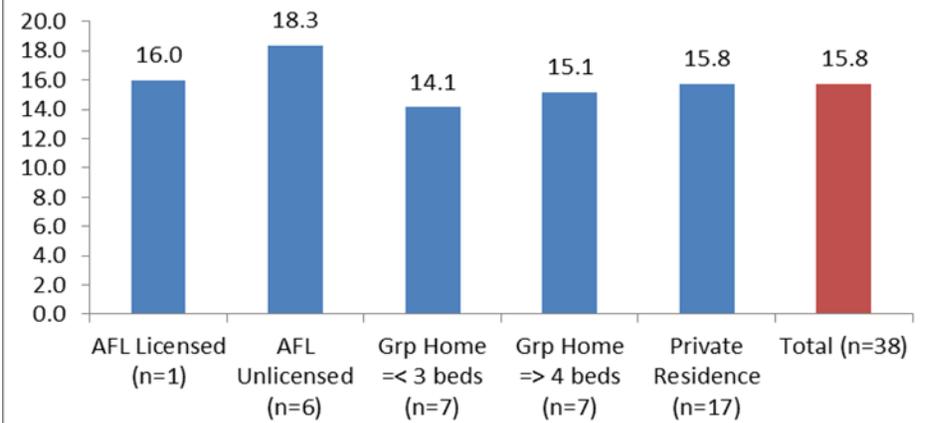
MEASURING OUTCOMES

A FEW KEY FINDINGS

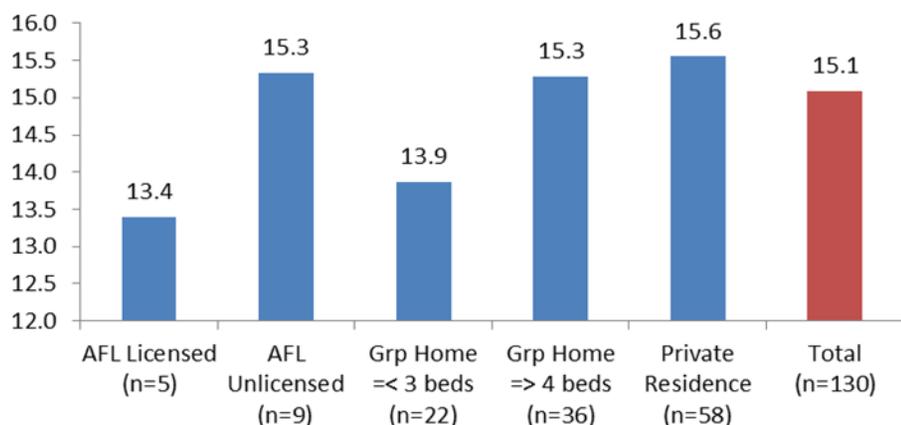
Average Outcomes Achieved for Individuals Accessing Community Guide by Living Arrangement



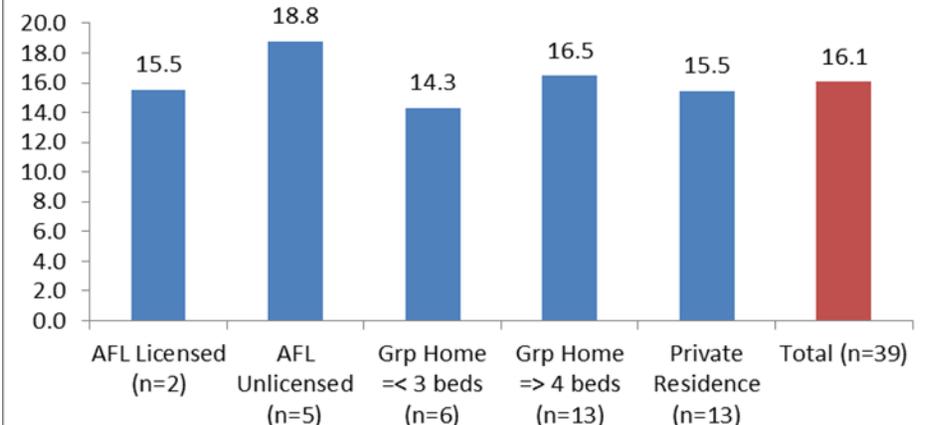
Average Outcomes Achieved for Individuals Accessing Community Networking by Living Arrangement



Average Outcomes Achieved for Individuals Accessing Day Supports by Living Arrangement



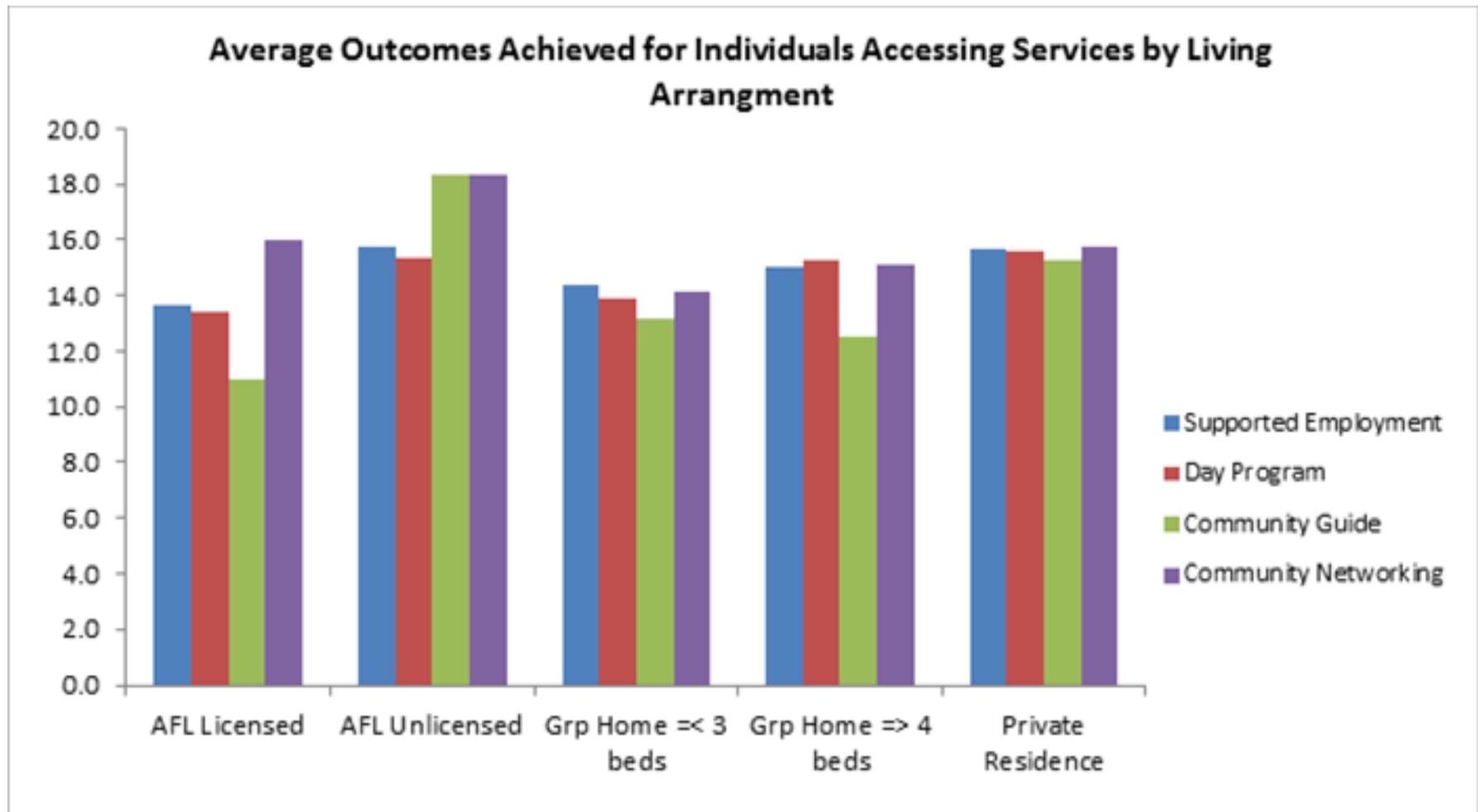
Average Outcomes Achieved for Individuals Accessing Supported Employment by Living Arrangement





MEASURING OUTCOMES

A FEW KEY FINDINGS





MEASURING OUTCOMES ADDITIONAL RESOURCES

CQL Toolkit for States – CMS Reporting

www.c-q-l.org/cmstoolkit



20 Years of Personal Outcome Measures®

www.c-q-l.org/resource-library/publications



CQL's New Online Data Tool

www.c-q-l.org/data



www.c-q-l.org

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