

## DBHDD Division of Developmental Quality Management Work Plan

**Goal: 1** Create a Developmental Disability (DD) Quality Management Plan that will serve to organize the quality management activities and functions of the Division of Developmental Disabilities in a fashion that is consistent with and supportive of the new DBHDD Quality Management Plan and the strategic goals of DBHDD.

Objective 1.1 Revise the Division of Developmental Disabilities' Quality Management Plan

Strategy	Tasks	Responsible Person	Target Completion Date	Status
1.1 With the development of new policies and procedures, accompanied by organizational structural changes there has arisen a need to reorganize the Division of Developmental Disabilities' Quality Management plan to better align it with the goals of the Department.	1.1 Evaluate current Quality Management and Improvement Practices to determine what changes are needed.	Director of DD Quality Management	06/30/13	Original target date of 09/01/12 has been changed. The Division is aligning its QM plan with that of the Department, but the Division is also evaluating its own QM system as a whole. The evaluation and improvements should be completed by 06/60/13.  Efforts to streamline the processes used by the External Quality Review Organization were discussed, and new processes will go into effect 01/01/13
	1.2 Prepare questions to	Director of DD Quality	09/01/12	Completed

	be addressed by new plan & send questions to Carol Zafiratos, DBHDD Director of Quality Management.	Management		
	1.3 Refocus the work of the DD Quality Improvement Council (QIC) to better align with the goals of the Department and Division	Director of DD Quality Management	10/01/12	Completed
	1.4 Draft plan and distribute to QIC members and DBHDD Director of Quality Management	Director of DD Quality Management	10/01/12	Completed
	1.5 Revise plan draft per recommendations and submit plan to DBHDD Director of Quality Management, and Division of DD Leadership for approval	Director of DD Quality Management	10/15/12	Completed
	1.6 Distribute plan to stakeholders.	Director of DD Quality Management	11/01/12	Completed

**Goal 2:** Maintain a Quality Management System that assures quality person-centered supports and services for individuals with developmental disabilities.

Objective 2.1: Partner with the Division of Developmental Disabilities External Quality Review Organization to implement key aspects of the Georgia Quality Management System.

Strategy	Tasks	Responsible Person	Target Completion Date	Comments
2.1 Evaluate FY13 Project Plan and Procedures and make modifications where needed	2.1a Incorporate feedback from Quality Improvement Consultants (QICs), providers and support coordinators involved in the review processes, and make modifications as necessary.	Director of DD Quality Management	08/01/12 and Ongoing	Target date met, and gathering of feedback and input from stakeholders is ongoing.
	2.2b Update data collection tools based upon changes to the standards or waiver policy.	Director of DD Quality Management	08/01/12 and ongoing	Completed
2.2 Conduct Person-Centered Reviews (PCR)	2.2a Continue to convene the procedures workgroup to modify procedures and tools as deemed necessary and obtain feedback and approval from the	Director of DD Quality Management and External Quality Review Organization (EQRO)	As Needed	Workgroup was convened in August 2012. Minor changes were made to a few data collection tools

	workgroup on any modifications			
	2.2b 480 Person Centered Reviews will be completed which includes conducting the NCI interview, an additional individual interview, staff interview, provider and support coordinator record review, ISP QA Checklist, observation(s) as necessary for each provider rendering services to the individual and completion of a report within 30 days of the NCI interview date	Director of DD Quality Management and External Quality Review Organization (EQRO)	6/30/13	Person Centered Reviews continue to be conducted. 385 had been conducted by 12/21/12
	2.2c 200 DOJ Person Centered Reviews will be completed which includes conducting an individual interview, staff interview, provider and support coordinator record	Director of DD Quality Management and External Quality Review Organization (EQRO)	6/30/13	DOJ Person Centered Reviews continue to be conducted. Twenty-five had been completed as of 12/21/12

	review, ISP QA Checklist, observation(s) as necessary for each provider rendering services to the individual and completion of a report within 30 days of the interview date.			
	2.2d20 Longitudinal DOJ Person Centered Reviews will be completed which includes conducting an individual interview, staff interview, provider and support coordinator record review, ISP QA Checklist, observation(s) as necessary for each provider rendering services to the individual and completion of a report within 30 days of the interview date	Director of DD Quality Management and External Quality Review Organization (EQRO)	6/30/13	
2.3 Conduct Quality Enhancement Provider Reviews (QEPR)	2.3a Complete QEPRs for 40 providers to include completion of individual and staff interviews, record reviews,	Director of DD Quality Management and External Quality Review Organization (EQRO)	6/30/13	QEPRs continue to be conducted. 29 had been completed as of 12/21/12

	observations, as necessary, administrative review of policy and procedures and personnel records, ISP QA Checklists and development of the report 30 days after the closing conference.			
	2.3b Complete at least 200 Follow Up with TA Consults will be conducted as part of the provider review process or based upon the criteria developed in the procedures. For providers who receive a QEPR, a Follow Up with Technical Assistance consult will be conducted approximately 90 days after the QEPR.	Director of DD Quality Management and External Quality Review Organization (EQRO)	6/30/13	FUTACs continue to be conducted. 19 had been completed as of 12/21/12
2.4 Develop Provider Report Cards	2.4a Continue to convene the Provider Reporting workgroup as necessary to develop, review,	Director of DD Quality Management and External Quality Review Organization (EQRO)	Ongoing	Ongoing as needed

	provide feedback, review online feedback results and assist in modifying the content of the website including development of quality measures for a report card.			
	2.4b Develop quality measures for a report card portion of the Provider Quality Reporting System website	Director of DD Quality Management	12/31/12	Draft quality measures have been developed. May need to adjust these based on evaluation of QM system.
	2.4c Implement Provider training on any updates to the Provider Reporting website during Regional provider meetings and information posted to the website.	Director of DD Quality Management and External Quality Review Organization (EQRO)	Quarterly as needed	This has been happening at Regional Provider meetings
2.5 Develop Annual Training Plan	2.5a Annual Training Plan will be based on previous year's quality data or any requests from the Division of DD	Director of DD Quality Management and Director of Training for DD	09/15/12	EQRO submitted plan to Division by due date and it was approved
	2.5b Conduct 10 Provider Training Sessions	Director of DD Quality Management and External Quality Review Organization	7/1/2012 through 6/30/13	Ongoing

		(EQRO)		
	2.5c Conduct 10 Support Coordinator Training Sessions	Director of DD Quality Management and External Quality Review Organization (EQRO)	7/1/2012 through 6/30/13	Ongoing
	2.5d Conduct 10 training sessions for families and individuals	Director of DD Quality Management and External Quality Review Organization (EQRO)	7/1/2012 through 6/30/13	Ongoing
2.6 Quarterly and Annual Reporting	2.6a Complete and submit quarterly Quality Management reports to DBHDD Leadership, DD Quality Improvement Councils, Regional Staff, and other Stakeholders. Reports will include data collected by external quality review organization, key indicators, and other monitoring data. Report will include QI Improvement Recommendations based on data.	Director of DD Quality Management	11/12, 02/13, 05/13	FY13 first quarter report was submitted on 11/12 and approved
	2.6b Complete and submit an Annual	Director of DD Quality Management	09/01/13	

	Quality Management Report to DBHDD Leadership, DD Quality Improvement Councils, Regional Staff, and other Stakeholders. Reports will include data collected by external quality review organization, key indicators, and other monitoring data. Report will include QI Improvement Recommendations based on data.			
	2.6c Implement QI efforts based on data driven recommendations.		Ongoing	Ongoing
2.7 Quality Improvement Councils	2.7a Develop the Annual Schedule for the Quality Improvement Council meetings	Director of DD Quality Management	7/30/12	Completed
	2.7b Conduct 3 Statewide QI Council Meetings	Director of DD Quality Management	Quarterly	Ongoing
	2.7c Conduct 18 Regional QI Council Meetings	Director of DD Quality Management	Quarterly	Ongoing
	2.7d Conduct an Annual QI Council Joint Meeting	Director of DD Quality Management	10/03/12	Completed
2.8 Secure External	2.8a Release RFP for	Director of DD Quality	09/01/12	RFP has been

Quality Review Organization	external quality review organization	Management		written. Release is pending Departmental decision
	2.8b Award contract to new external quality review organization	Director of DD Quality Management	12/31/12	Pending Departmental decision
	2.8c Develop a transition plan to ensure a smooth transition for the next contract provider	Director of DD Quality Management	03/01/13	

**Goal 3:** Decrease unanticipated deaths and hospitalizations.

Objective 3.1: Track and trend health and safety outcomes for individuals with Developmental Disabilities

Strategy	Tasks	Responsible Person	Target Completion Date	Discussion
3.1 Collect and analyze health and safety data from National Core Indicators, Waiver indicators, Critical Incident reporting, and Support Coordination monitoring.	3.1a Participate in the National Core Indicator Consumer Survey and National Core Indicator Family/Guardian Survey	Director of DD Quality Management	06/30/13	Data collection is ongoing
	3.1b Utilize Health and Safety Outcomes to develop and implement data	Director of DD Quality Management	Ongoing	Ongoing. Division is partnering with Department of Public Health

	driven quality improvement efforts			around a dental services access.
	3.1c Participate in DBHDD Mortality Review Committee	Director of DD Quality Management	Quarterly	A Departmental Mortality Review Committee has been created and meets quarterly

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Updated 01/10/13