

Quality Transition Outcomes

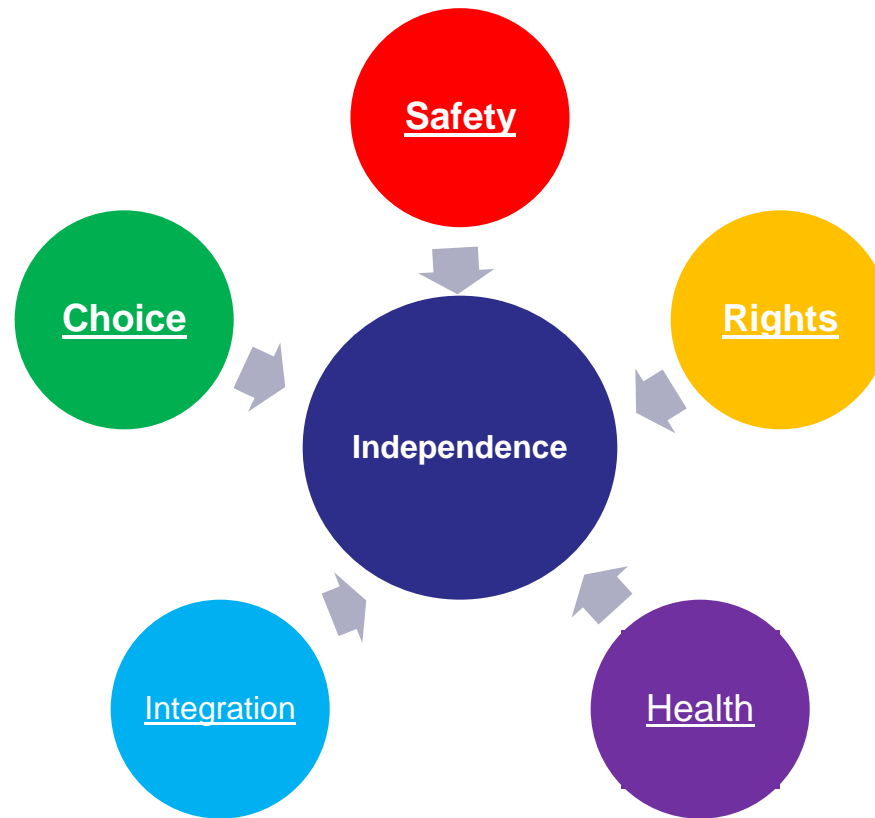
**Charles Li, MD MHSA
Assistant Commissioner
Division of Developmental Disabilities**

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DBHDD Vision & Goal

- Vision -** Every person who participates in our services leads a satisfying, independent life with dignity and respect.
- Goal -** The goal is for all transitioned individuals to receive adequate services and supports in community and to achieve independence, integration, and meaningful life.

Five Key Words



Quality Domain 1 – Safety and Security

This domain measures whether the individual's services are provided in a safe, secure and comfortable environment. It looks at how staff are screened prior to hiring, trained in incident management policies and if providers have processes for resolving safety concerns and responding to incidents. This area also measures whether providers have a complaint resolution system that works as well as a mechanism for correcting issues found by investigations so that these things do not occur again.



Quality Domain 2 – Rights, Respect and Dignity

This domain looks at whether the individual is treated with respect and dignity, if rights are protected and if inappropriate restrictions are prohibited. It also looks at whether the person has access to his or her personal funds and is allowed to do the things that he or she wants to do, as appropriate.



Quality Domain 3 – Health

This domain measures whether the individual achieves or maintains the best possible health by getting the appropriate assessments and health care services. It looks at whether providers help individuals receive necessary health care, if medications are given correctly, and if individuals are provided nutritious meals that follow any specially prescribed diets.



Quality Domain 4 – Choice and Decision Making

This domain looks at whether the individual and family are involved in making decisions about the individual's services, if the individual's plan includes his or her choices and if the provider supports the individual to make good decisions. It also measures the provider's method of getting feedback concerning satisfaction with services and how the provider uses that information to change services.



Quality Domain 5 – Community Integration

This domain looks at whether the individual participates in integrative, community activities, has transportation, and participate in inclusive work activities. It also looks if the individual has opportunities for meaningful relationships and if the provider has activities and opportunities that support the individual to have important relationships and be a valued member of his or her community.



Quality Domain 6 – Individual Planning & Implementation

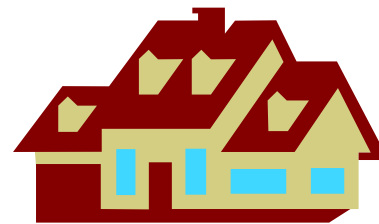
This domain measures whether a individual's Individual Support Plan covers his or her needs, preferences and decisions. It looks at how the individual and family participate in developing the plan, whether the right assessments have been used to develop the plan, and if the plan includes supports and services that meet the individual's needs. This domain also looks at whether the plan is used to obtain services and if staff know about the plan and how to use it to work with the individual. Finally, it looks at how the plan is monitored to make sure it is implemented to help the individual.



Specific Issues - Housing

DD providers are expected to offer each individual choices of housing in the most integrated setting. Specifically, the providers should:

- Assess the individual's strength, skills, and life goal to find housing that will assist the individual to achieve independence.
- Provide informed choice that allows the individual and/or family members to make an intelligent and individualized decision about housing options that are most likely to lead a successful life in community.
- Avoid offering one option, which is not a true choice.
- Set goals/objectives in Individual Service Plan to encourage, train, and assist individuals to move from congregated settings into independent living.



Specific Issues – Safe & Home-like Environment

The living environment should be safe and meet sanitation standards. There should be no condition in the environment that could negatively affect individuals' health and safety. It is not acceptable to arrange the living environment like an institution. Individuals should make their own decisions on how to arrange the environment based on personal preference and choices.



Specific Issues – Medical & Behavior Support

Individuals' medical and behavior support service needs are fully assessed and provided, including physician care, nursing service, dental, behavior support plan, and medication administration. Individuals have routine physical examine and have access to specialists as well as emergency care. Providers are expected to:

- Show evidence that medical and behavior support needs are met by retaining services with local clinicians.
- Have trained staff on medical and behavior support plan for each individual.
- Have ability to decrease/avoid negative interactions with law enforcement.
- Have ability to decrease utilization of emergency services.



Specific Issues – Employee Competency

Employees of the providers are expected to be trained adequately to support the individuals. They should know the individuals' life goals and objectives, the major medical and behavior issues, the behavior support plan, and Individual Service Plan.

