



## Quality Management Plan

### **Purpose:**

The purpose of this Quality Management Plan (QMP) is to provide a proactive method for objectively, systematically and continuously assessing, monitoring, evaluating and improving the quality, efficiency and effectiveness of Advocates services in keeping with OPWDD requirements. The objective is to create and promote a culture committed to continuous quality improvement.

Advocates services will:

- Improve Individual and family quality of life
- Increase Individual access and inclusion in the community
- Support improved health and wellness
- Promote increased Self-Direction and Self-Advocacy

Advocates will provide accessible, comprehensive, high quality services using a person-centered planning approach in collaboration with the person's interdisciplinary team. To that end, we will establish and maintain an environment that fosters continuous quality improvement. This is achieved through implementation of a Quality Management Plan, developing systems to monitor and objectively evaluate Advocates in its quality, efficiency, and effectiveness.

To track our performance, Advocates will collect, analyze, and report on data in a way that measures the effectiveness of our services on outcomes developed by the interdisciplinary team, individual satisfaction (e.g. quality planning, timely appointments, easy access to information, good communication with agency staff, etc.), and quality outcomes (individualized outcomes determined by the person and the interdisciplinary team as documented in the Life Plan and implemented through the Staff Action Plan).

Other means to evaluate the effectiveness and quality of our service provision will include; record reviews, individual/family satisfaction surveys, regular communication with individuals during the planning team meeting process to solicit feedback regarding services, and monitoring complaint/incident reports.

Advocates will focus on service quality and the overall experience of individuals and families served, as evidenced by the quality of service documentation such as Staff Action Plans and Safeguards, Person-Centered Plans and review meeting minutes. The process by which these forms of documentation are developed and maintained will be reviewed by supervisors and directors during regularly scheduled team meetings to determine quality and identify areas of potential improvement.

Advocates will develop and maintain a Quality Management Plan that objectively, systematically, and continuously assesses, assures, monitors, evaluates, and improves the quality of processes, activities, and services provided to individuals and families.

**Process:**

The Director of Compliance, Quality and Incident Management oversees the Quality Improvement Plan, in collaboration with the Leadership team.

This is accomplished by:

1. Weekly Leadership Team meetings inclusive of department directors.
2. Monthly Extended Leadership Team meetings inclusive of department directors and supervisors.
3. Monthly Compliance/Services Sub-Committee meetings inclusive of compliance directors, compliance associates and services directors and supervisors.
4. Identifying and monitoring the status of individuals at increased risk and reporting monthly to Compliance/Services Sub-Committee.
5. Providing monthly reports to Board of Directors including data on service provision, status of individuals at increased risk and status of quality improvement efforts. Incorporating Board of Directors' feedback and direction into ongoing quality improvement processes.

The goals and objectives of the Quality Management Plan include:

1. Prioritizing performance improvement efforts and analyzing trends;
2. Identifying training needs and standards to enact appropriate supports and interventions;
3. Identifying barriers and needed resources to support performance improvement implementation;
4. Monitoring performance improvement efforts for effectiveness;
5. Making recommendations for changes in service provision or operations; and,
6. Sharing information with leadership that includes findings, actions, and outcomes of the Quality Management Plan.

Director of Compliance, Quality & Incident Management will be notified directly by the Leadership Team of any critical issues identified (e.g., a significant trend or pattern in member incidents governed by the Compliance/Incident policy) and work in collaboration with department directors to identify root cause(s), implement and monitor corrective actions, and implement quality performance improvement strategies to prevent recurrence.

The Leadership Team, Extended Leadership Team and Compliance/Services Sub-Committee meeting minutes will document activities that promote continuous quality improvement and support the objectives and goals of the Quality Management Plan.

Advocates' policies will include a clear articulation of Advocates' commitment to quality.

Advocates will maintain confidentiality in compliance with State and Federal laws to protect information obtained and utilized in QMP activities.

Advocates will review the QMP annually to evaluate progress towards objectives and goals, identify any needed improvements/revisions in QMP processes, and determine topics for the coming year.

Advocates will identify negative outcomes and trends including:

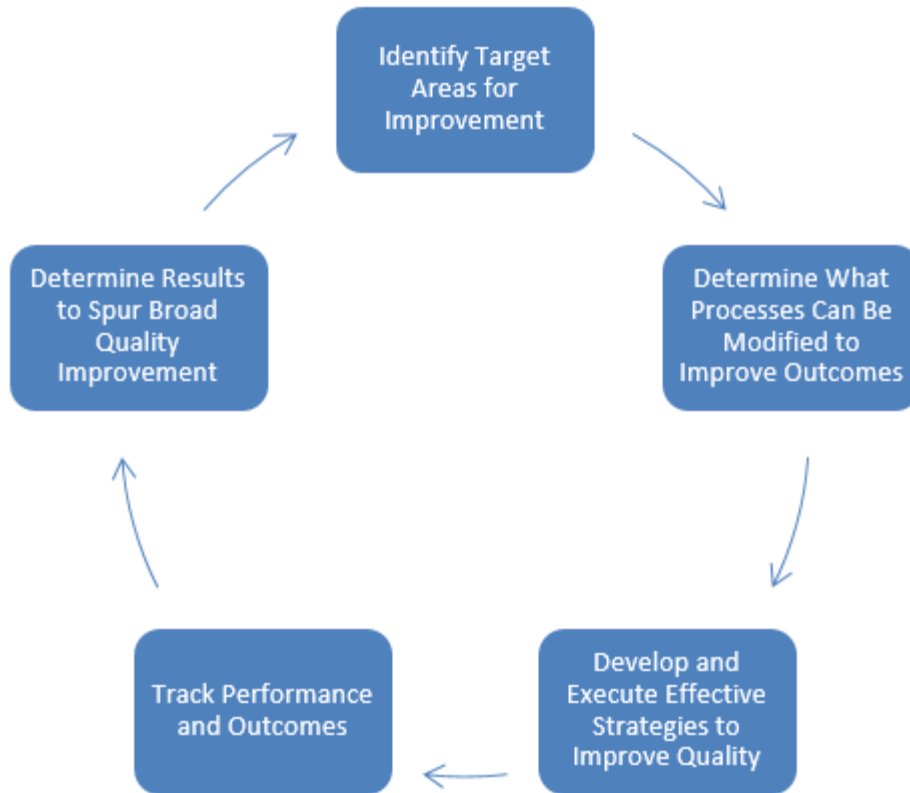
1. Areas where performance expectations and standards are un-met.
2. Root cause analysis;
3. Assignment of tasks to appropriate staff;
4. The need for staff training or support;
5. Review of progress.

The Director of Compliance, Quality & Incident Management will maintain all QMP records.

Advocates Compliance, Quality & Incident Management Team will review individual records for quality indicators on an ongoing basis.

Advocates will inform and engage staff in quality-related activities. This is vitally important to the success of the QMP.

The quality management approach at Advocates seeks to be proactive and ongoing in a continuous cycle of learning and improvement. This is a process that is embedded into the culture and daily problem solving at Advocates. We remain committed to improving our systems in an effort to provide the highest quality services to the individuals and families we serve.



Advocates has identified several focus areas in our commitment to ensuring quality in all aspects of service provision:

### **Service Access/Intake**

Advocates recognizes that initial service access is of great importance to the individual and family's overall experience. Our Family Liaisons and Intake Coordinators assist individuals and families in navigating this complex process, ensuring that they have the support needed to succeed in their choices and the resources needed to reach their goals. Advocates will conduct satisfaction surveys inquiring:

1. Was your experience with service access/intake a positive one?
2. How long did it take to begin services?
3. Was our team helpful to you in navigating through the service access/intake process?
4. Do you know who to contact if you have questions?

### **Services**

Advocates will conduct quantitative checks to ensure all individuals have a current Staff Action Plan, Individualized Safeguards, Person-Centered Plan and Self-Direction Budget, as applicable. In addition, Planning Team Meeting Minutes and Monthly Summaries will be assessed for quality and frequency.

Advocates' Compliance, Quality & Incident Management Team members, department directors and supervisors will utilize review tools that track trends in quality areas related to staff performance. These trends will be used to identify the need for additional training by department. Quality areas include:

1. Are staff routinely reviewing safety needs and concerns?
2. Are staff proactively addressing service needs and communicating with Care Managers as necessary?
3. Are the service activities documented in the Monthly Summary and Planning Team Meeting Minutes describing supports and services assisting the individual in achieving their stated goals and outcomes?
5. Are the goals and supports in the Staff Action Plan consistent with the interest areas of the person as documented in the Life Plan?
8. Does the daily documentation and Monthly Summary describe quality supports and interactions?
10. Is the Staff Action Plan person-centered?
12. Does the person have sufficient Direct Support Staff?
13. Are the services meeting the individual's needs?

### **Quality of Life**

Advocates' staff will work in cooperation with the individual's Care Manager and other members of the IDT to reduce utilization of avoidable inpatient stays, reduce the utilization of avoidable Emergency Room visits, improve outcomes for those dually diagnosed with mental health challenges, improve personal/social outcomes, improve care for chronic conditions, and improve preventative care.

### **Safety**

Advocates recognizes the importance of individual safety and security. All Direct Support Professionals will provide services and supports in adherence with the safeguarding needs documented in the individual's Life Plan and detailed in their Staff Action Plan Safeguards. Incident reporting will be utilized as a mechanism to help identify trends in which areas of additional training and education are required.

Incident trending is currently reviewed and discussed at Advocates' Incident Review Committee meetings, monthly Compliance/Services Sub-Committee meetings and monthly Extended Leadership Team meetings.

### **Communication**

Advocates recognizes the importance of communication with the individuals and families we serve, our employees and other stakeholders. Advocates' Quality Management Plan will be distributed in the intake/initial service packet materials of each person served, included in the employee required training materials and available to all stakeholders via our website. Updates to the Quality Management Plan will be posted on the Advocates website.

### **Conclusion**

Advocates acknowledges that when we provide high quality, person-centered services, individuals are supported to reach their personal goals and outcomes. We will continue to track progress, learn from our trends, and commit ourselves to excellence for the individuals we serve and their families.