

What is important to ensure quality service planning?

- W Equal Participation
- W Encourage individual's participation
- W Independent service coordinator
- W Re-vamp IPP form to be person friendly
- W Training on individual's rights and responsibilities, how to be an active participant in the process, staff responsibilities, informed consent, empowerment, team member roles, advocacy
- W Training for individuals, family members, direct care staff, and other staff members
- W Individualized
- W Adequate preparation for meetings
- W More time for treatment team meeting
- W Consistent team members
- W Small case loads (20 people)
- W More recruiting and retention of staff
- W Have all information available at the meeting
- W Encourage outside resource people to be involved in meeting
- W Quality assessments
- W Measurable goals
- W An understanding that "We are all one system"
- W Expectation that outcomes will be achieved
- W Clear mission statement with an outline of how to get there including benchmarks
- W Agency needs to take risks

Quality Outcomes

- W Being more independent
- W To be in the best possible health
- W Individual having the sense of satisfaction with their progress
- W Achievement of goals and objectives
- W To live where and with whom they would like
- W To have relationships/friendships
- W To have productive ways to spend their days
- W To have opportunities for social and recreational events
- W To be happy
- W To be allowed to make your own choices
- W To be more independent in Activities of Daily Living (ADL's)
- W To have a better quality of life
- W To have a better understanding of self
- W To have informed consent
- W Competitive wage employment
- W To be afforded "dignity of risk"
- W To develop a "futures plan"
- W Having well trained staff
- W Spending the day how we want
- W Decrease in maladaptive behaviors
- W Self-determination
- W Being appreciated and having a purpose/contributing
- W Having choice
- W To be accepted in the community
- W Home/work environment that provides security and happiness, privacy and choice
- W Life is relevant to needs and expectations
- W Have access to services
- W WIN THE LOTTERY!!!!

Ensuring Financial Accountability

- H Reduce direct care overtime pay
- H Make the DD-6 accurate
- H Annual waiver reviews to prevent mistakes from continuing for an extended period
- H Thorough staff training on billing codes and services
- H Manageable caseloads
- H Formal protocol for billing, documentation, treatment planning
- H Sufficient sanctions or penalties for those who do not provide services as agreed in contract
- H Good supervision at upper levels
- H Check billing at least three times a month before submission
- H Make the money follow the person so they do not receive services they do not want or need and give them training in how to control their funds
- H Make sure individual's needs are being met and this is reflected in budget development
- H Clear, auditable tracking system for funds for consumers
- H Have the individual or legal representative sign off on monthly billing
- H Strict adherence to eligibility requirements
- H Offer array of services to meet most of individual's needs
- H Make sure no duplication of services
- H Services are paired with resources needed such that a small amount of profit is made
- H Everyone who handles individual's money would account for spending
- H Checks and balances in place with consistent and clear guidelines
- H Give individual monthly reports on the cost of services an agency has billed for
- H Eliminate repetitive services such as evaluations to confirm an unchanging diagnosis
- H A more efficiently developed financial recording and tracking system to reduce administrative costs

Ensuring Participant Health and Welfare

- B Interagency meetings to develop services network and share resources and funding (crisis monies)
- B Requiring a nurse to be on IDT, ensuring they are trained in DD field
- B Increase medicaid coverage for dental and vision for adults regular medical care
- B Make sure physicians have training and practice in DD programs as part of Medical school training
- B Good communication between health care providers
- B Health care providers should listen and communicate with individuals
- B Person specific training of all staff especially direct care staff
- B Required physical exams and a method of determining if medical appointments are being kept
- B Monitoring of abuse and neglect
- B Risk management
- B Families should be notified of incidents of injury and accidents
- B Have an emergency list of who to call, diagnosis, medications, allergies as something the person carries with them
- B Each person working in the home should be monitored for positive interaction.
- B Good supervision of direct care staff
- B Ongoing support and education on a regular basis
- B Educate the individual on their medical issues
- B Talk with the person and develop a satisfaction survey

State's Role Concerning Quality

- N To ensure policy and procedures are followed and expect improvement
- N To ensure commensurate salaries for service providers
- N To respond to crisis in a timely manner
- N To provide TA, objectivity, support and problem solving
- N To provide resource acquisition information
- N Increased licensing and monitoring of services
- N Increased structure regulations over adult companion services
- N Increased access to the providers for TA
- N Consistency in training and reviews among Waiver providers
- N Provide guidance and support in implementing guidelines and meeting regulations
- N To ensure that reviews happen
- N To work with the system in achievement of clearly understood quality indicators
- N Data driven decision making
- N Collaborative time efficient resolution of barriers
- N Career ladder that promotes increased understanding and improved salaries
- N Improved response from state agencies
- N Differentials for wages where people can cross state lines
- N To prevent fraud
- N To ensure absence of abuse and neglect
- N To ensure clinically sound service plans
- N To develop set curriculums
- N To ensure competency of providers
- N To survey actual participants
- N To look at more than just paper
- N to survey everybody regarding what works and does not work
- N To ensure choices are honored
- N To create a rating/grading system
- N to communicate with providers/participants about realities

- N To ensure adequate resources/flexibility in order to obtain person centered outcomes
- N To ensure reviewers are competent, qualified and have knowledge about specific programs
- N To shift the viewpoint to partnerships with participants rather than agencies
- N To defer constant rule changing, giving a chance for consistent implementation
- N To maintain ultimate legal responsibility

Self-Determination: Assuring people are in control of their lives

- 3 People make decisions about where they want to live
- 3 People have a variety of choices and are allowed to make those choices
- 3 Ask people what they want
- 3 Determine if the outcomes people choose have been met
- 3 Have an independent consumer group survey - written, face-to-face, on web site etc.
- 3 Empower people
- 3 Provide support to reach their dreams and needs
- 3 Train providers on what self-determination is
- 3 People making their own choices and providers listening and honoring those choices
- 3 Self-determination should be part of the IPP process
- 3 Do person-centered planning
- 3 Futures planning during IPP process
- 3 People are afforded the dignity of risk
- 3 Improve communication with people who have communication barriers
- 3 Funding follows the person
- 3 Combination of individual, advocates and guardians to guarantee the individuals rights and wishes
- 3 Frequent home visits
- 3 Increased involvement with the individual
- 3 Individuals respond to kindness and love, it has to be shared with the provider, direct care worker
- 3 Give people the opportunity to be as independent as possible
- 3 Ensure all options are presented to individuals
- 3 Train people to let them know they have choices
- 3 Train agency staff to listen to individuals
- 3 Individuals write their own service plans with help from professionals not the other way round
- 3 Individuals choose, train, supervise and terminate the direct care workers assisting them

- 3 Individuals direct the funds allotted for their services
- 3 The person needs to be the center of the plan
- 3 More focus on community involvement and less professional involvement
- 3 Consistent communication with providers to ensure they are fully involved in all meetings
- 3 Observe the individual and interpret their wants and needs when appropriate
- 3 If a person wants to change their life, help them make the change in a timely manner
- 3 Try hard to assure that all people have someone they can confide in. A support person is important
- 3 Review and revamp guardianship law