MARYLAND DEPARTMENT OF HEALTH
Developmental Disabilities Administration (DDA)

Network Accreditation with the Council on Quality and Leadership (CQL)

Patricia Sastoque, Director of Programs
Thursday, Nov. 29, 2018
DDA’s Network Accreditation

Background

• Nov. 3, 2016, the DDA presented at this very conference and shared the reason it was moving forward with the Network Accreditation from CQL.

• This initiative is focused on the monitoring and enhancement of human services to improve the quality of supports provided, and in turn, the quality of life for people receiving those supports.
DDA’s Network Accreditation

The “Why”

• Gives the service delivery system an opportunity to identify its network strengths and opportunities for improvement

• Establishes key benchmarks for measuring the quality of the service delivery system

• Provides information for systems to make decisions regarding operations, policies, procedures, and services in order to improve the effectiveness and efficiency of business performance and quality of life for the people supported
Kickoff

• In April 2018, the DDA and CQL conducted a kickoff planning meeting with people supported, family members, provider organizations, DDA staff, regional administration, advocacy groups, and community members
DDA’s Network Accreditation

Kickoff

• Focused on identifying target audiences impacted by CQL Network Accreditation, anticipating potential challenges that could arise throughout the process, developing key messages that need to be communicated, and understanding the various mediums that could be used for message delivery

• The kickoff planning meeting served as a gathering for group discussion and discovery, forming the foundation for the CQL Network Accreditation
What to Expect

• The CQL Basic Assurances® and Personal Outcome Measures® (POMs) are ingrained in the policy and practice of the service-delivery system

• CQL will work directly with DDA and members of a Quality Improvement Organization (QIO) in capacity-building, quality monitoring, and quality enhancement
What to Expect

• At the provider-level, human service organizations will be working directly with DDA and the QIO on the specific assessments and integration of standards

• While it is not a requirement, human service organizations in Maryland can also pursue provider-level CQL Accreditation, if desired
DDA’s Network Accreditation Communication

Goals and Objectives

Clear, consistent, and straight-forward information about Network Accreditation

• The DDA and CQL will develop communications with a focus on the stakeholders most significantly impacted by Network Accreditation

• Provide tangible, practical, and relevant information for people supported, families, providers, and others

• Along with standard administrative and operational communications, there will be additional emphasis on profile stories of how people are affected by the tools and components of Network Accreditation
DDA’s Network Accreditation

Goals and Objectives

Stakeholder investment in Network Accreditation standards and tools

• A commitment to the components of Network Accreditation is critical to its success and requires investment and engagement from all stakeholders

• DDA and CQL will work to advance stakeholder investment by promoting active participation throughout the process, embracing open and honest feedback, increasing opportunities for interaction and discussion, and highlighting the positive effects of Network Accreditation on all stakeholders
Goals and Objectives

Community among all stakeholders throughout the process

• Building fellowship and connectivity between stakeholders provides a supportive environment for people to embrace Network Accreditation

• Through various approaches including social media, online platforms, in-person meetings, and more, the DDA and CQL will develop and foster a sense of community where people can communicate and interact about their experiences in the Network Accreditation process
Goals and Objectives

Feedback from stakeholders to improve Network Accreditation experience

• By distributing both print and online surveys, the DDA and CQL will gather information from stakeholders about their experiences throughout the Network Accreditation process

• This will provide valuable feedback for periodically review of communication strategies and tactics, as well as Network Accreditation in general
Current Activities

The DDA and CQL have been doing the following training for the last 11 months:

• Basic Assurances® overview for providers
• POMs training to develop certified trainers
• POMs overview for CCS staff
• Network Accreditation overview for advocates, families, and DDA staff
NETWORK ACCREDITATION IN MARYLAND

Angela Rapp Kennedy
CQL VP of Accreditation and Training

The Council on Quality and Leadership
MARYLAND DEPARTMENT OF HEALTH Developmental Disabilities Administration
Vision

- Dignity
- Opportunity
- Community

...for ALL
Mission

• Definition
• Measurement
• Improvement

...PERSONAL quality of life
ACCREDITATION

WHAT IS IT AND WHY IS IT IMPORTANT?
“Network Accreditation has perfectly positioned us to be successful in coming into full compliance with the CMS Settings rules.”

- Debra Payne
  Commissioner, TN DIDD
CQL Network Accreditation offers systems:

- A method of defining, measuring, and evaluating quality from the person’s perspective
- A measure of confidence that Basic Assurances® are in place in the Network Member Organizations
- A strategy for identifying the priorities/primary objectives of the Centers for Medicare and Medicaid Services (CMS), State, and regional authorities
- A collaborative approach to external measurement of quality
CQL Network Accreditation evaluates how well the network management:

- Supports member organizations to understand and implement CQL’s standards for performance
- Provides oversight and monitoring to network members
- Assesses quality of life of people receiving supports from network members
- Ensures ongoing quality improvement by network members
- Provides leadership in establishing community partnerships
Three Network Factors
The Network clearly identifies, communicates, and supports its expectations for the implementation of a Basic Assurances® system.
#2. The Network monitors Basic Assurances® as defined by CQL standards.
#3. The Network integrates the results of its evaluation into the management and operation of the Basic Assurances® system
• CQL’s relationship is with DDA/QIO
• Builds DDA capacity for quality monitoring and enhancement
• MD providers will not be CQL accredited
• Providers can choose to pursue CQL Accreditation
CQL TOOLS
PERSONAL OUTCOME MEASURES®

MY HUMAN SECURITY
MY COMMUNITY
MY RELATIONSHIPS
MY GOALS
MY CHOICES
Outcome for the Person = QUALITY OF LIFE

Individualized Supports = QUALITY OF SERVICES
BEST POSSIBLE HEALTH

IMPACT ON OVERALL QUALITY OF LIFE

CQL | The Council on Quality and Leadership

www.c-q-l.org
DIGNITY AND RESPECT

IMPACT OF RESPECT ON QUALITY OF LIFE

- Are safe
- Free from abuse and neglect
- Best possible health
- Exercise rights
- Treated fairly
- Continuity and Security
- Interact with others in the community
- Live in integrated environments
- Participate in community life
- Use environments
- Intimate relationships
- Have friends
- Natural supports
- Decide when to share personal information
- Perform social roles
- Choose whom and where to live
- Choose where to work
- Choose Services
- Choose personal goals
- Realize personal goals
CQL TOOLS

BASIC ASSURANCES®

ESSENTIAL

FUNDAMENTAL

NON-NEGOTIABLE
1. Rights Protection and Promotion
2. Dignity and Respect
3. Natural Support Networks
4. Protection from Abuse, Neglect, Mistreatment, and Exploitation
5. Best Possible Health
6. Safe Environments
7. Staff Resources and Supports
8. Positive Services and Supports
9. Continuity and Personal Security
10. Basic Assurances® System
System
Organizational supports that provide the structure for organizational practice. These can be policies and procedures, staff training, or other types of systems – ensure sustainability

Practice
What is observed in daily operations. This demonstrates how an organization’s supports are put into action
People with disabilities are **10 TIMES MORE LIKELY** to be **FREE FROM ABUSE AND NEGLECT** when **ORGANIZATIONAL SUPPORTS** are in place.
STAFF RESOURCES AND SUPPORTS
PROMOTING CONTINUITY AND CONSISTENCY

- Implements systems that promote continuity and consistency of DSPs: 86.6%
- Does not implement: 71.4%
CQL’s PORTAL Data System
CQL’s PORTAL Data System

- Collect and Analyze
- Assess
- Develop
- Identify
- Comparative analysis
- Report
- Demonstrate
- Track
- Evaluate
TENNESSEE DATA SNAPSHOT
COMMUNITY

Outcomes

- Use their environments: 82.0% (TN), 65.5% (National)
- Live in integrated environments: 71.4% (TN), 35.8% (National)
- Interact with others in the community: 72.8% (TN), 56.3% (National)
Use their environments: 80.2%
Live in integrated environments: 64.5%
Interact with others in the community: 65.3%

Supports

TN | National
--- | ---
80.2% | 66.7%
64.5% | 39.9%
65.3% | 58.8%
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose services</td>
<td>38.5%</td>
</tr>
<tr>
<td>Choose personal goals</td>
<td>30.1%</td>
</tr>
<tr>
<td>Choose where and</td>
<td>27.1%</td>
</tr>
<tr>
<td>Exercise rights</td>
<td>26.7%</td>
</tr>
<tr>
<td>Decide when to share</td>
<td>23.3%</td>
</tr>
<tr>
<td>Treated fairly</td>
<td>22.3%</td>
</tr>
<tr>
<td>Respected</td>
<td>21.6%</td>
</tr>
<tr>
<td>Intimate relationships</td>
<td>20.1%</td>
</tr>
<tr>
<td>Continuity and security</td>
<td>18.9%</td>
</tr>
<tr>
<td>Friends</td>
<td>17.9%</td>
</tr>
<tr>
<td>Choose where to work</td>
<td>16.7%</td>
</tr>
<tr>
<td>Realize personal goals</td>
<td>15.4%</td>
</tr>
<tr>
<td>Perform different social roles</td>
<td>15.1%</td>
</tr>
<tr>
<td>Use their environments</td>
<td>14.8%</td>
</tr>
<tr>
<td>Free from abuse and neglect</td>
<td>13.9%</td>
</tr>
<tr>
<td>Interact with other members</td>
<td>11.0%</td>
</tr>
<tr>
<td>Best possible health</td>
<td>10.7%</td>
</tr>
<tr>
<td>Participate in the life</td>
<td>9.4%</td>
</tr>
<tr>
<td>Safe</td>
<td>7.4%</td>
</tr>
<tr>
<td>Connected to natural supports</td>
<td>6.9%</td>
</tr>
<tr>
<td>Live in integrated environments</td>
<td>-3.5%</td>
</tr>
</tbody>
</table>

- Exercise rights: 35.5%
- Choose where and when to work: 33.4%
- Choose services: 29.2%
- Friends: 29.1%
- Respected: 29.1%
- Treated fairly: 28.9%
- Intimate relationships: 28.0%
- Decide when to share: 27.3%
- Free from abuse and neglect: 27.3%
- Choose personal goals: 26.5%
- Realize personal goals: 21.0%
- Choose where to work: 19.5%
- Continuity and security: 19.1%
- Perform different social roles: 19.0%
- Participate in the life: 17.5%
- Use their environments: 17.2%
- Interact with other members: 14.6%
- Best possible health: 14.2%
- Connected to natural supports: 13.4%
- Safe: 8.5%
- Live in integrated environments: 6.2%
"If you change the way you look at things, the things you look at change."

- Dr. Wayne Dyer
Self-Assessment
NETWORK ACCREDITATION
What To Expect

ASK ➔ LISTEN ➔ ACT
“Look through someone else’s eyes, and the world is different.”
Unlocking potential ...

THE KEY TO FULL LIVES

CQL NETWORK ACCREDITATION

What To Expect
CQL NETWORK ACCREDITATION
What To Expect
CQL NETWORK ACCREDITATION

What To Expect

DATA  ->  KNOWLEDGE  ->  ACTION
CQL NETWORK ACCREDITATION

Communication Strategies
TOOLKITS & RESOURCES

CQL | The Council on Quality and Leadership, in coordination with the Maryland Department of Health's Developmental Disabilities Administration (DDA), is developing numerous guides, information, and resources to help educate human service providers, people supported, families, community members, and others about Network Accreditation and the effects of that process. Below you will find downloadable files of these materials, and more will be added as they are completed. When applicable and available, some of these may be available at in-person events throughout the state as well.

INFORMATIONAL BROCHURES

These three brochures provide an overview of how the Network Accreditation process will impact people receiving services, families, friends, and human service organizations. They are separated out by these different audiences, as Network Accreditation has different implications based on someone’s relationship to the process. If you wish to download the file for the brochures, you can print them double-sided, in color, and fold it in thirds as shown in the images below.

- People Supported
- Families and Friends
- Organizations and Staff
“If it doesn’t challenge you, it won’t change you.”
Success is **NOT** about how many policies you change, it’s about the **difference** you make in people’s lives.
Angela Rapp Kennedy
208-784-8413
arappkennedy@thecouncil.org