

...So What's All the Fuss About Quality

February 21, 2020



Virginia Department of
Behavioral Health &
Developmental Services

What is CQI and What Does It Include?



- ❑ Continuous Qualification Index
- ❑ A mechanism through which providers, families, individuals and DBHDS personnel can understand and improve the DBHDS service system
- ❑ An opportunity for collaboration between providers, families, individuals and DBHDS personnel
- ❑ An ongoing process of data collection and analysis for the purposes of improving programs, services, and processes
- ❑ A driver for: 1) ensuring equitable service provision; 2) policy, legislation, and practice changes; 3) personnel training and service enhancement; 4) program development; and 5) ensuring equitable access to services and the health, safety and wellbeing of Virginians
- ❑ Focuses on using what the data tells us, understanding why the data tells a particular story and identifying and implementing solutions
- ❑ Continuous Quality Improvement
- ❑ A mechanism by which to increase provider, family, individual satisfaction with services

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- ✓ A mechanism by which to gauge and increase provider, family, individual satisfaction with services
- ✗ Continuous Qualification Index

Who does the quality improvement work?



- Daily care of individuals served
- Improving systems
- Improving processes
- Documenting
- Collecting and tracking data
- Implementing change
- Developing new strategies
- Adhering to regulations
- Training and competency building
- Providing continuous feedback to each other

How Do We Ensure It?



- Establishing a standard of quality
- Establishing benchmarks
- Working with individuals, families and providers to evaluate programs and services, identify additional needs/unmet needs, understand barriers and to design solutions that address root causes and are effective
- Working internally, across divisions, to analyze your concerns, comments, and needs as well as data reports to determine how we might best target our efforts to improve services
 - Internal partners work together in:
 - Developmental Services
 - Risk Management
 - Quality Management
 - Quality Improvement
 - Quality Assurance
- Working externally, with other community partners and state agencies to further evaluate family, individual and provider needs and services; develop resources; and establish processes that address those needs

Why Do We Measure It?

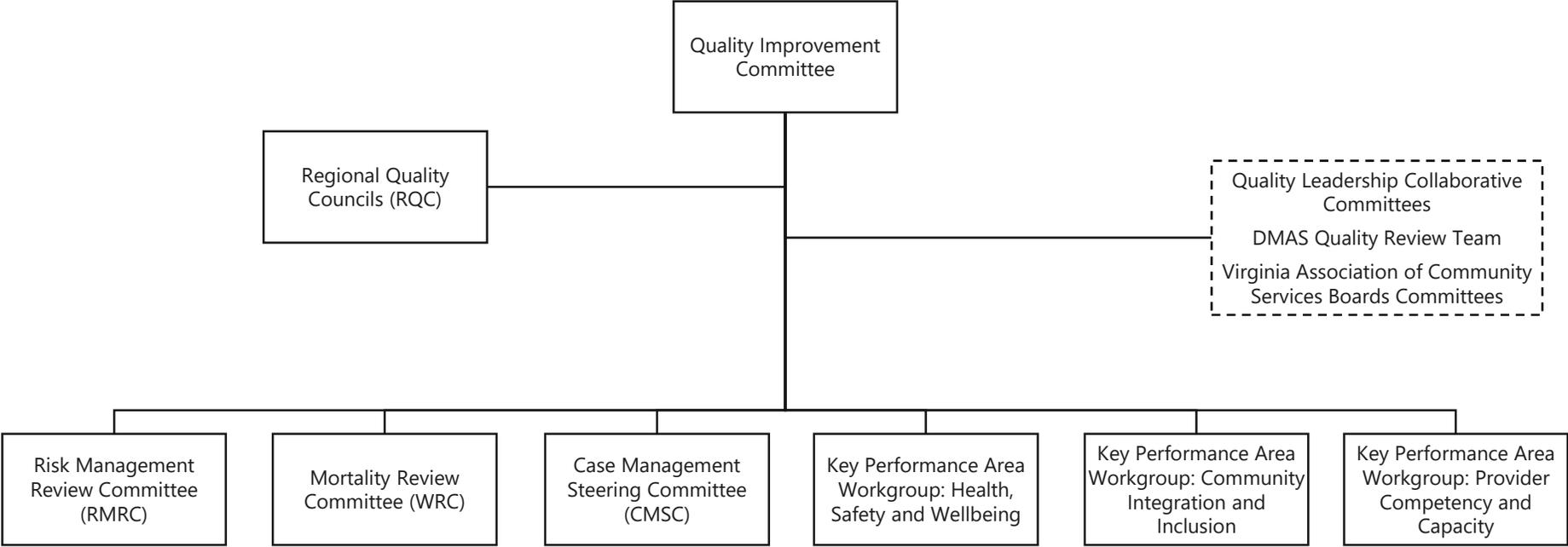


Service providers work to ensure:

- Providers, families and individuals consistently have the ability to partner with DBHDS to demonstrate, voice and advocate for changes needed
- Individuals are involved in and feel that they are involved in planning their lives
- Individuals are free from harm and living their healthiest and best life in the way they choose
- Services and programs that individuals receive are effectively supporting them
- Service gaps are identified and filled
- Service providers receive the training, technical support and consultation needed to appropriately support individuals

DBHDS aims to quantify the work that is done and demonstrate to the Commonwealth (and the DOJ) that our service providers are committed to continuous quality improvement.

DBHDS Quality Committee Structure



Existing Quality Committees: Where You Fit Into the Process



QIC*

- Serves as the highest level quality committee for the agency and overall oversight of the Quality Management Program
- Ensures a process of continuous quality improvement and maintains responsibility for prioritization of needs and work areas
- All other quality committees report into QIC, known as sub-committees to the QIC

RQC*

- Composed of private and public providers, individuals and family members
- Receives and analyzes state and regional data, identifies trends, and develops responsive actions
- Activities are targeted at the regional level

MRC

- Monitors the mortality among individuals with developmental disabilities and/or intellectual disabilities
- Conducts a trend analysis of mortality data to identify patterns at the individual, service-delivery, and system level
- Aims to reduce preventable deaths

RMRC

- Establishes uniform risks, triggers and thresholds
- Implements process to: Investigate reports of serious incidents; Identify remediation steps taken
- Offers guidance and training on: Proactively identifying and addressing risks of harm
- Conducts Root Cause Analyses
- Develops and monitors corrective action plans

CMSC

- Ensures and oversees the coordination of all internal/external quality improvement activities that affect both the transactional and transformational components of case management; to identify strengths, weaknesses and gaps in newly implemented products and processes; and to make recommendations for improvement

Key Performance Area Workgroups



Health, Safety and Wellbeing

Safety and Freedom from Harm

Physical, Mental, and Behavioral Health Wellbeing

Avoiding Crisis

Provider Competency and Capacity

Provider Capacity

Access to Services

Provider Competency

Community Integration and Inclusion

Community Inclusion

Choice and Self Determination

Stability

In Conclusion...



We partner with and look to you, as part of this process, to help us ensure that services are of quality; effective, accessible, appropriate, and delivered by qualified staff. So your voice and support are important, your questions and concerns valued and collaborative solution-focused suggestions welcome not only in our endeavors to meet settlement agreement requirements but as we build and sustain a culture of quality.



Questions?

