

**ULTCB Quality Management/Assurance Subcommittee  
Quality Framework Applied to Long-Term Care**

Focus	Discovery	Remediation	Continuous Improvement
<b>Participant Access</b>	<ul style="list-style-type: none"> <li>▪ PES</li> <li>▪ Provider interviews</li> <li>▪ Secret shopper</li> <li>▪ Review of wait lists</li> <li>▪ Days from enrollment to service plan development</li> <li>▪ ODA Family Satisfaction Survey</li> </ul>	<ul style="list-style-type: none"> <li>▪ Incident reporting</li> <li>▪ Ombudsman referral</li> <li>▪ Ombudsman</li> </ul>	<ul style="list-style-type: none"> <li>▪ Level of care confirmation</li> <li>▪ ODH Technical Assistance Program</li> <li>▪ Ohio KePro – Transitions of care</li> </ul>
<b>Participant-centered Service Planning &amp; Delivery</b>	<ul style="list-style-type: none"> <li>▪ Claims review</li> <li>▪ MDS 2.0/Person-centered care planning</li> <li>▪ ODH regulatory surveys</li> <li>▪ OASIS</li> </ul>	<ul style="list-style-type: none"> <li>▪ Structural compliance review</li> <li>▪ Sanctions</li> <li>▪ Ombudsman referral</li> <li>▪ Ombudsman referral</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ohio KePro</li> <li>▪ Ohio KePro</li> </ul>

Focus	Discovery	Remediation	Continuous Improvement
<p align="center"><b>Provider Capacity and Capabilities</b></p>	<ul style="list-style-type: none"> <li>▪ Certificate of Need (?)</li> </ul>		
<p align="center"><b>Participant Safeguards</b></p>	<ul style="list-style-type: none"> <li>▪ ODA Resident Satisfaction Survey</li> <li>▪ ODH QIS</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ombudsman Adult Protective Services</li> <li>▪ Ombudsman</li> <li>▪ Abuse, Neglect, Mistreatment, Misappropriation Reporting</li> <li>▪ Aspen Complaint Tracking System</li> <li>▪ Incident reporting at agency level</li> <li>▪ Professional advisory committee</li> </ul>	<ul style="list-style-type: none"> <li>▪ Quality Indicators/ Measures</li> </ul>
<p align="center"><b>Participant Rights and Responsibilities</b></p>		<ul style="list-style-type: none"> <li>▪ Quality Indicator Survey</li> <li>▪ Ombudsman</li> </ul>	

Focus	Discovery	Remediation	Continuous Improvement
<p><b>Participant Outcome and Satisfaction</b></p>	<ul style="list-style-type: none"> <li>▪ PES</li> <li>▪ ODA Resident and Family Satisfaction</li> <li>▪ Outcomes-based Quality Indicators</li> <li>▪ Provider-based sat. surveys</li> <li>▪ ODA Resident Satisfaction Survey</li> </ul>		<ul style="list-style-type: none"> <li>▪ Outcomes-based Quality Measures</li> </ul>
<p><b>System Performance</b></p>			

Waivers  
 Nursing Homes  
 Home Health Care  
 Residential Care Facilities