

ODADAS, Mental Health Quality Management/Assurance		10
Discussion: ODADAS monitors providers for adherence to standards and client satisfaction. Local MH boards use quality improvement plans, incident reporting, and client satisfaction as well as accrediting body standards. For both, satisfaction is measured at the provider level rather than using a single instrument for the system.		
Conclusions:		
Action items:	Person responsible:	Deadline:
Discuss Integration of Quality Management/Assurance Mechanisms		45
Discussion: Issue with integration is collection of data.		
Future Meeting Schedule		10
Beverly Laubert		
Discussion: A request for an earlier meeting time was discussed but due to overlap in membership on Front Door subcommittees, an earlier start time is not possible.		
Conclusions: Meetings will remain at 2:00 and members are free to leave the meeting early if needed for travel.		

Quality of Life vs. Quality of Care vs. Quality of Services

Would consumer recommend the facility, program, service?

Whose quality are we defining?

Consumer

CMS

Provider standards

Start with consumer satisfaction

Consider adding consumer to the group

How to get to consumer satisfaction

Years of research and literature have gone into various products

Multi-pronged approach needed – could be different by programs/facilities

Consumer satisfaction

Provider standards

Are we looking for centralized data source? (i.e., what is integrated?)

Core group of data collected, variation by program/facility

Outcomes achievable by...

- ODA satisfaction – two general issues – worker (provider training), respectful treatment
- Home care – PES & Care Star satisfaction
 - CMS/Medstat – focus groups and research
 - Experience reflects rule changes and budgetary influences
- NF/Resident satisfaction

ODADAS

- Client satisfaction
- Referral source satisfaction
- Compliance with standards

OACBHA

- Accrediting bodies – JCAHO, CARF
- Incident reporting
- Outcomes

How do we start?

- Quality Framework
- Satisfaction surveys
- Consumer Experience
- Structural compliance
 - Fire safety
 - Background checks
 - Supervision
 - Documentation procedures
 - Service utilization
 - Training
 - Incident reporting
 - Regulatory guidance/standards

JFS

- Exception reviews to assure that documentation supports coding
- Utilization – services, supplies

Quality and care plan

PASSPORT/Choices/AL

- Satisfaction subjective; balanced with structural compliance reviews

ODH

- Review care plan/interventions to look at quality of life
- Quality Indicator Survey process focuses on quality of life/resident rights
 - Resident, family interviews

Council on Aging

Provider quality and performance report – used for PASSPORT and levy program
Lowest cost – hope to add quality to equation
Every consumer questioned annually
Statistically valid information provided

Managed care

Whatever long-term care service is chosen, ensure that consumer receives quality care
Outcome (e.g., diabetic receives proper care, medication dosing, checks to stay out of hospital)
Process
Satisfaction

Stay focused on consumer's point of view

Increase communication between agencies and doctor's offices
Is the plan working for the consumer?

Share tools

Assess consumer satisfaction
Most recent provider tools
ODADAS – statute specifies 4-5 items
ODMH – rely on accrediting bodies
MR/DD – done at 88 local boards/infant vs. adult programs

Key questions

Would you recommend the service or facility to another family or friend?
Visual matrix
Interagency/facility transfer – QIO
Communication with other work groups, subcommittees