

**ULTCB Workgroup
Quality
Management/Assurance
Subcommittee**

**12/11/2007
1 Hour, 55 Minutes
Ohio Department of Aging
50 W. Broad Street
Columbus
10th Floor (Sign in on 9th Floor)**

Agenda

Welcome, Announcements	Beverley Laubert	10
What is Quality of Life?	All	30
Consumer Satisfaction	All	60
Next Steps/Action Items	All	10
Future Meeting Schedule	Beverley Laubert	5

What is Quality of Life?**All****30**

Discussion:

Individual

Home with loved ones

Dependable services

Socialization

Choice/self-direction

Freedom from worry

Safety

Feel productive

Dignity of risk

Caregiver – peace of mind

Opportunity to pursue own interests

Ability to make and execute decisions

Comfort

Listen to what I say

Dignity, respect

Privacy

Feeling in control

Autonomy

Independence

Transportation when wanted and needed

Consumer Satisfaction**All****60**

Discussion: Satisfaction Wish List

Share common information – transitions of care, CARE tool (data collection in 2008)

Long-Term Care Consumer Guide

Expand to all

Allows individuality of survey with central repository of data

Level field

Quality incentives/pay for performance

Independent providers are most dissimilar

PASSPORT – 3-4/week + case management

Centralized management of process

Waivers need to be more transparent

ACFs – Confidentiality of satisfaction survey

Outcomes - provide as required vs. satisfaction (meal example)