

Multiple Levels for Collecting and Using Health and Safeguards Data

Bay Area Quality Management System

8/9/10

A Definition

“Quality Management is a planned, systematic approach to the monitoring, analysis...and improvement of performance, which increases the likelihood of desired outcomes by continuously improving the quality of care and services provided.”

CMS Grant and Agnews Closure Plan

- Bay Area Quality Management System
- Enhanced Service Components
- Other Elements:
 - National Core Indicators Pilot
 - Report Lessons Learned to State
 - Quality Commission

Enhanced Service Components

- Senate Bill 962 Homes
- Individual Health Care Plans
- County Managed Health Plans
- Registered Nurse Deployment
- Registered Dental Hygienists in Alternative Practice

Multiple Levels of Health Data

Project

Bay Area Quality Management System

Individual

Individuals who left Agnews Developmental Center

Home

Residential services and supports to these individuals

Regional Center

3 of 21 service coordination agencies

Sources of Health Data

- Health Data Aggregated Quality Management Information System
- Quality Commission
- Quality Service Review
- Service Coordinator Review
- Nurse Review
- Behavior Specialist Review
- Family Interview and Postcard
- Individual Interview
- Special Incident Report
- Quality Service Review (QSR) Expectations
- Health Data Aggregated Across Individuals by Home
- Usual Compliance Standards (e.g., Licensing)
- Quality Management Specialists
- Follow-Up on Health Data Collected via Project Tools
- SIR Analysis provided by State
- National Core Indicators Summary
- Health Data Aggregated Across Individuals by Regional Center

Project Level

- Bay Area Quality Management System
 - Quality Service Review
 - Health Data Aggregated in the Quality Management Information System
 - Quality Commission

Quality Service Review (QSR) Overview

- Quality Assurance functions are typically “event-based” and used to measure compliance.
- The Quality Management Specialist (QMS) works collaboratively with the provider to continuously measure and improve the quality of services.
- The QMS develops a certification report once all provider expectations are met.

Quality Service Review: Sample Expectation

FOCUS AREA: Health and Wellness

Outcome: *Individuals have the best possible health.*

Provider Expectation	Measure	Indicators		
		DOC	INT	QSR Reports
20. Assists individuals to obtain prompt and appropriate <i>routine</i> and <i>specialized</i> medical services.	20a. Each individual has a primary care physician.		FQ6	SC13a QMS
	20b. Each individual receives prompt and appropriate <i>routine</i> and <i>specialized</i> medical services as recommended by the primary care physician.		FQ6	Nurse1,3 QMS
	20c. Individuals receive preventive health care consistent with their age, gender, and diagnosis.		FQ6	Nurse2 QMS

The Quality Commission

- II stakeholders
- Review aggregate trend data
- Make recommendations for systemic improvement

Quality Commission Quarterly Data Review

Focus Area/ Measure	Indicator	Number of Individuals	Percent “Yes”
SAFEGUARDS 16e. Staff demonstrate and describe proper medication management procedures.	Nurse Review Q14 Staff demonstrate and describe proper medication management procedures.	170	99% (169/170)

Individual Level

- Individuals who left Agnews Developmental Center

- Service Coordinator Review
- Nurse Review
- Behavior Specialist Review
- Family Interview and Snapshot
- Individual Interview
- Quality Management Specialist
- Special Incident Report



QSR Tools

Nurse Review with Sample Follow-Up

19. Specialized health-related equipment is accessible, clean, and in good working order (e.g., a wheelchair is the appropriate size for the individual). (14a,b) Yes No N/A

If no to any of the above, recommended follow-up? Follow-Up by: Nurse SC QMS Other

Individual has four-wheeled walker which goes too fast. Recommended that service provider adapt a two-wheel walker with tennis balls on front.

SIR Data Summary - Individual

- Total SIRs: 8
- Categories: med errors (6), injuries (1), hospitalizations (1)
- Med errors due to missed medications; no subsequent health negative effects reported
- Injury from a self-inflicted bite wound
- Hospitalized in order to stabilize low blood sugar

Home Level

- Residential services and supports to the individuals who have left Agnews
 - Quality Service Review (QSR) Expectations
 - Health Data Aggregated Across Individuals by Home
 - Usual Compliance Standards (e.g., Licensing)
 - Quality Management Specialists
 - Follow-Up on Health Data Collected via QSR Tools
 - QSR Certification Reports

QSR Certification Report Excerpt

Independence, Relationships, and Community Participation		
12	Provides opportunities for individuals to participate in the life of the community	Commendable
13	Supports individuals to have relationships	Commendable
Safeguards		
14	Assures necessary individual safeguards are in place	Met
15	Manages and mitigates risk	Met
16	Manages medication safely	Met
17	Responds to household and environmental emergencies	Met
18	Responds to adverse events by assuring well-being	Met
19	Provides a home in safe location and comparable to other homes in the neighborhood	Met
Health and Wellness		
20	Assists individuals to obtain prompt and appropriate routine and specialized medical service	Commendable
21	Assists individual to obtain prompt and appropriate oral health	Met
22	Implements individualized Health Care Plan as required in SB962, or other health plans as specified in the IPP	Met
23	Identifies and responds to signs and symptoms of illness or injury, and medical emergencies	Met
24	Supports individuals to have a healthy lifestyle	Met

QSR Certification Report Excerpt

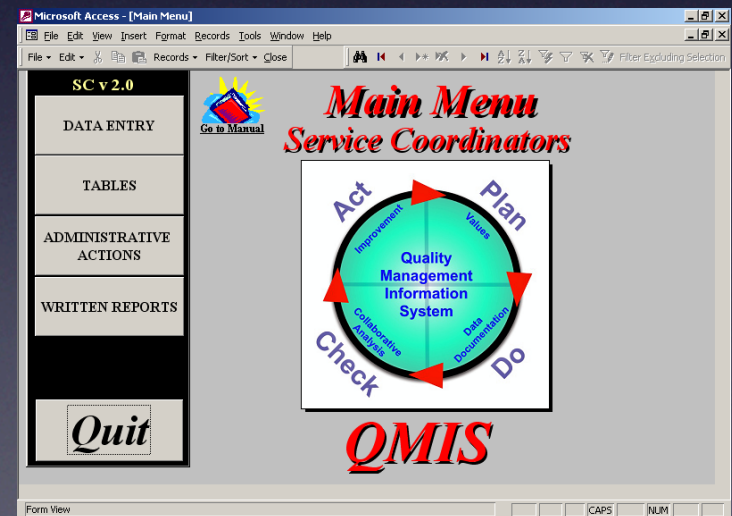
- Certification report indicates changes in services and supports which include:
 - Revising Program Design to move away from a medical model
 - Hiring a Community Inclusion Coach
 - Identifying individual likes, dislikes, preferences and interests
 - Increasing opportunities for choice
 - Resident Council focusing on individual preferences for activities and meals

Regional Center Level

- Three of California's twenty-one service coordination agencies have access to health data from:
 - Health Data Aggregated in the Quality Management Information System
 - Individual SIR Data Analysis provided by the Quality Management Specialist for Certification Reports
 - Regional Center SIR Analysis provided by State
 - National Core Indicators Summary

Quality Management Information System (QMIS)

- The 4 Levels: Individual, Provider, Regional Center, Project
- Data Input
- Customized Reports



QMIS Data Summary

Sample

Focus Area/ Measure	Indicator	Number of Individuals	Percent “Yes”
HEALTH AND WELLNESS 20b. Each individual receives prompt and appropriate routine and specialized medical services as recommended by the primary care physician.	Family Interview Q6 Is your family member getting the health and preventative care services (e.g., physician, dentist, specialists) that he or she needs? Could anything be better? (No Comments)	22 (1 “Blank”)	95% (20/21)
	Nurse Review Q1 The individual receives prompt and appropriate, routine and specialized medical services as documented in the health care plan or as recommended by the primary care physician.	170	100% (170/170)
	Nurse Review Q3 Medical assessments (e.g. lab work, annual physical, planned hospitalizations, nursing assessments, etc.) and services are completed and appropriately documented.	170	99% (169/170)

NCI Summary Excerpt

- All individuals in the consumer survey sample reportedly received a physical exam within the previous year.
- Over half of the sample (54%) reported a dentist visit within the last six months.
- Lack of opportunities for physical activity was a concern expressed on the family survey. 17% were described as being physically inactive.

Conclusions

- Multiple Perspectives and Levels
- Health, Safeguards - Starting Points
- Partner, Partner, Partner
- Continue to Educate Leaders on Using Data
- Report Data to Stakeholders

Contact Information

- Eric Zigman
Zigma Consulting
zigma@cruzio.com
- Bill Allen
Allen, Shea, & Associates
allenbill@mac.com