

Quality Management Committee

Thursday, October 26, 2006

Meeting Minutes

Meeting Objectives: Discuss details of key grant objectives related to consumer involvement.

Present: Marie Bean, Joe Carlomagno, Peter Cobb, Don Grabowski, Dagny Hoff, David Horton, Dixie McFarland, Ann Moody, Stephen Morabito, Lynette Shepard, Cindy Smith, Karen Topper, Erin Weaver, Scott West, Ryan Whipple
Recorder: Jane Culver

Outcomes and Indicators update. The document is still being reviewed by the QMU and is not ready for further discussion by the committee members and their groups. It is hoped that it will be ready soon.

QMC in the future. It is hoped that the committee will continue to meet on a quarterly basis after the QMP is finalized. The QMC will advise the QMU.

Consumer Quality Management Reviewer Draft job description.

- The consumer reviewers will have experience in receiving services from developmental disabilities, TBI, or aging and disabilities; preferably in Vermont.
- This is a general job description and is not detailed.
- The draft job description has been presented to the personnel department for review.
- There are two half-time positions.
- The positions are part-time, paying about \$15-16 an hour with benefits.
- The reviewers will be part of the Quality Management Team and will go on reviews.
- There was a concern that this job might affect the consumers continued receipt of services. Job applicants should consult a benefits counselor to find out how this job would affect their benefits.
- State funding may cover these positions after the end of the grant.
- Consumer reviewers will be responsible for verbal feedback but not written reports. Written reports will be the responsibility of the lead reviewer.
- Other responsibilities might include looking at consumer self-advocacy efforts.
- Technical assistance is a component of these jobs. Consumer reviewers might advise agencies in technical areas that they have experience with.

- Consumer reviewers may sit on the QM Committee and will attend QMU meetings.
- Mileage will be reimbursed.
- Reliable transportation may be an issue for some consumer applicants. Transportation may not be easy but there are options for ride sharing etc. Job applicants can also explore transportation options with a benefits counselor.
- Reviewers might also have involvement in the designation and certification processes.
- Currently the QMU is focusing its efforts on quality review.
- Certifications for ADS are not being done right now and may not need to be done yearly.
- The hiring committee will include Quality Management Unit and consumers.

Description of On-site Review Finding Levels.

- This description will be part of the Quality Management Plan.
- The CMS framework describes processes for discovery, remediation, and improvement. Quality Action Plans relate to remediation.
- We are currently using a CFC interim plan and asking agencies to give feedback on the finding levels.
- There are four levels being proposed.
- The names of the levels can be changed.
- It was thought by some people that the word 'finding' seems punitive or legalistic. It was suggested that 'action' might be a more appropriate word.
- It was thought that it was necessary to have a finding before having an action plan and that the word 'finding' was accurate.
- A Level 1 finding means a consumer is in immediate jeopardy and the issue needs to be addressed immediately.
- Level 2 & 3 findings are less serious but need action.
- A Level 4 finding is a recommendation.
- A Level 1 finding requires timely documentation to the State.
- Level 2 & 3 findings require a timeline for actions.
- Providers have a contract with the state to provide services and findings need to be viewed as business. We don't need to tiptoe around health and safety issues when consumers are at risk.
- There may be room for taking issue with a Moderate finding level because it is open to discussion. How does an agency appeal a Level 2 or 3 finding?
- Findings are discussed as a review progresses. Reviews are an inclusive process with providers.
- It was suggested that 'Immediate Corrective Action' be used for a Level 1 finding because immediate corrective action is required.

- There was a brief discussion of Subjective and Objective methodologies, and that there are components of both in this process.
- 'Critical Action' suggested for a Level 1 finding. There is not much middle ground on a Level 1 finding. A Level 1 finding happens rarely but needs immediate action from the provider.
- Providers want to know if they are meeting outcomes.
- Reviewers need to get a holistic view of what is going on.
- Reviewers get information from consumers about their quality of service.
- There is a need for positive language around things that are going well when providers are being reviewed.
- Reviewers use lots of positive language and kudos, as well as sharing best practices from around the state.
- Suggested names for Level two: 'Significant Action Finding' or 'Corrective Management Plan'.
- If a client knowingly accepts a dangerous situation is there still a finding? If this is the case there needs to be a Negotiated Risk document on file in CFC.

Quality Action Plan (QAP)

- The QAP is used by QMU reviewers in reports to agencies.
- Level 2 & 3 findings require an action plan.
- Ways to resolve findings are available from the QM reviewer.
- It was suggested that the last two sentences on the QAP be changed to 'Describe how Consumers and Families were' etc.
- It was also suggested that implementation 'and evaluation' of this plan be added to the last sentence.
- How are consumers currently involved with the agencies?
 - A standing committee is used in the NEK for consumer involvement. A standing committee provides oversight and can act as an advisory committee to the agency.
 - Family advisory council meetings can address issues.
 - Several agencies have a consumer advisory board which usually includes a consumer member.
 - Consumers are sometimes on hiring committees in TBI.
 - DS has standing committees are there any in TBI, ADS?
 - Some AAAs have consumers on the board of directors.
 - Champlain Valley has a AAA consumer committee.
 - Advisory committees include family members in some ADS.
 - Surveys are used for consumer and family input.
 - The ADS quality assurance committee could include a consumer member.
- Legislation standards require 51% of a board of directors be made up of consumers or families in DS.
- The QMU needs to be able to provide technical assistance.

- QMU reviewers already share information on resources.
- How would consumers be included in implementing the QAP?
 - Have consumers involved in trainings with agencies to improve areas in QAP.
 - Consumers are being used in TBI core trainings.
 - Hire people who are eligible for services and are involved in delivering/providing services to consumers.
 - Evaluation of plan by consumers. Consumers could look at progress as another option.

Involvement of consumers: How can consumers provide input and technical assistance to agencies?

- There are concerns about keeping consumers interested and active.
- Someone at the agency needs to be involved. VCIL may have good model for this.
- Good food can help keep people's interest.
- Have projects and specific task that include consumers.
- Consumers need to feel included and comfortable with the agenda.
- Consumers and families may need to be mentored and feel their input is valued.
- Often families are too busy and may be coming to the agency for respite.
- Ask consumers what they want and how they want to be involved.
- There are formal and informal ways of involving consumers.

Informally:

- Have people in supervisory roles talk to consumers and ask questions about their concerns with staff, activities etc.
- Need to make questions concrete by asking specific questions.
- Have regular conversations with consumers. This promotes their ease in revealing information and giving input on their services.
- Talk on a regular basis to create an atmosphere in which clients feel okay about speaking up. This promotes feelings of respect and trust. It doesn't feel like it's punitive.
- Promote feelings of respect and trust and ways of appreciating the people that work with them.

Formally:

- When hiring a person to work with a client, the client must be involved.
- One or two consumers can participate in staff orientations

It is the intention of the QA/QI grant to improve the system.

- This will take time and involves trying things to see if they work.
- Change will happen in small steps over time.

- Call clients and ask for their input i.e. 'what is it like getting services from our agency?'
- It may be hard to see ways to get consumer input.
- When a client hires provider how do we assure quality care?
- GMSA can bring tools and technical support to ADS and other services/agencies. These tools might be able to help with people with cognitive disabilities.
- Consumer wishes are sometimes ignored by care providers who think they know what the consumer needs.
- There was a concern with constraints within the system i.e. getting folks involved who may not want or be able to participate.
- How does a provider remediate a finding when consumers don't have options because of a scarcity of providers?

Next meeting: Thursday, November 16, 2006