

**Welcome to the
Quality Management Committee Meeting
November 17th, 2005 - Burlington, VT**



Values in Service Provision

- Document development through email/telephone over the next two months
- Finalize in January
- We will use it to choose and develop outcomes.

Features of a Promising Quality Management System

- Shared values and principles that drive QM activities
- People take responsibility for managing the overall QM strategy
- Skilled staff and resources to act effectively
- Joining together and managing quality activities
- Indicators and standards against which performance is measured
- Collecting, putting together, and sharing of performance information
- An organized and focused work plan that directs time, effort and resources

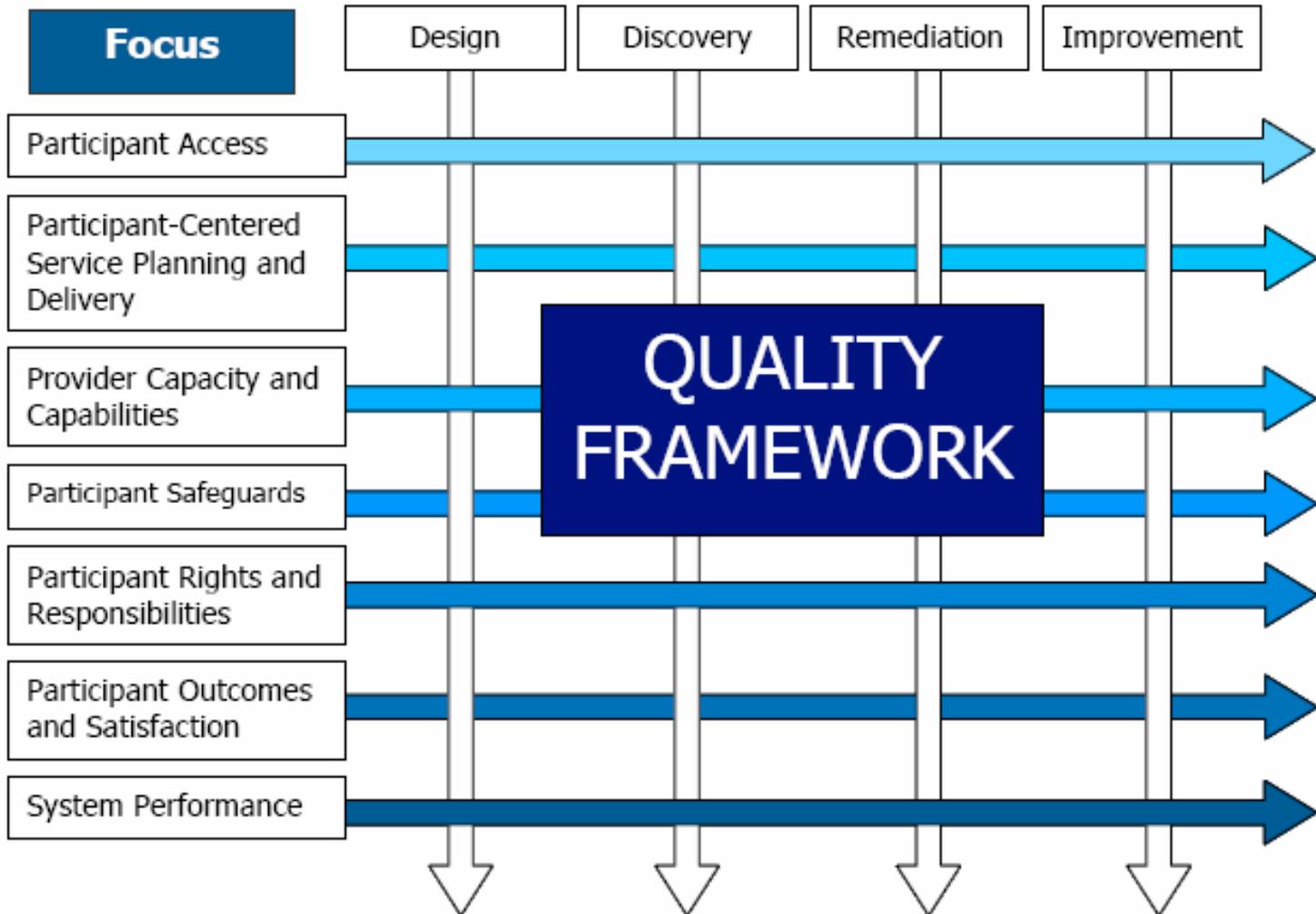
Outcomes

- **Meaningful changes in people, often in their condition or status.**
- Short-term outcomes are the first benefits or changes that people experience. Usually this relates to learning.
- Intermediate outcomes are changes in behavior that result from new knowledge, attitudes, or skills.
- Long-term outcomes have benefits throughout people's lives.
- Desired Outcomes: What we want the results to look like.

Indicators

- Measurable changes that show the achievement of an outcome.
- Examples:
 - 95% of program participants report that they are treated with dignity and respect.
 - All Individual Care Plans have the signature of the Case Manager
 - 80% of people interviewed say they were informed of their choices

Quality Management Functions



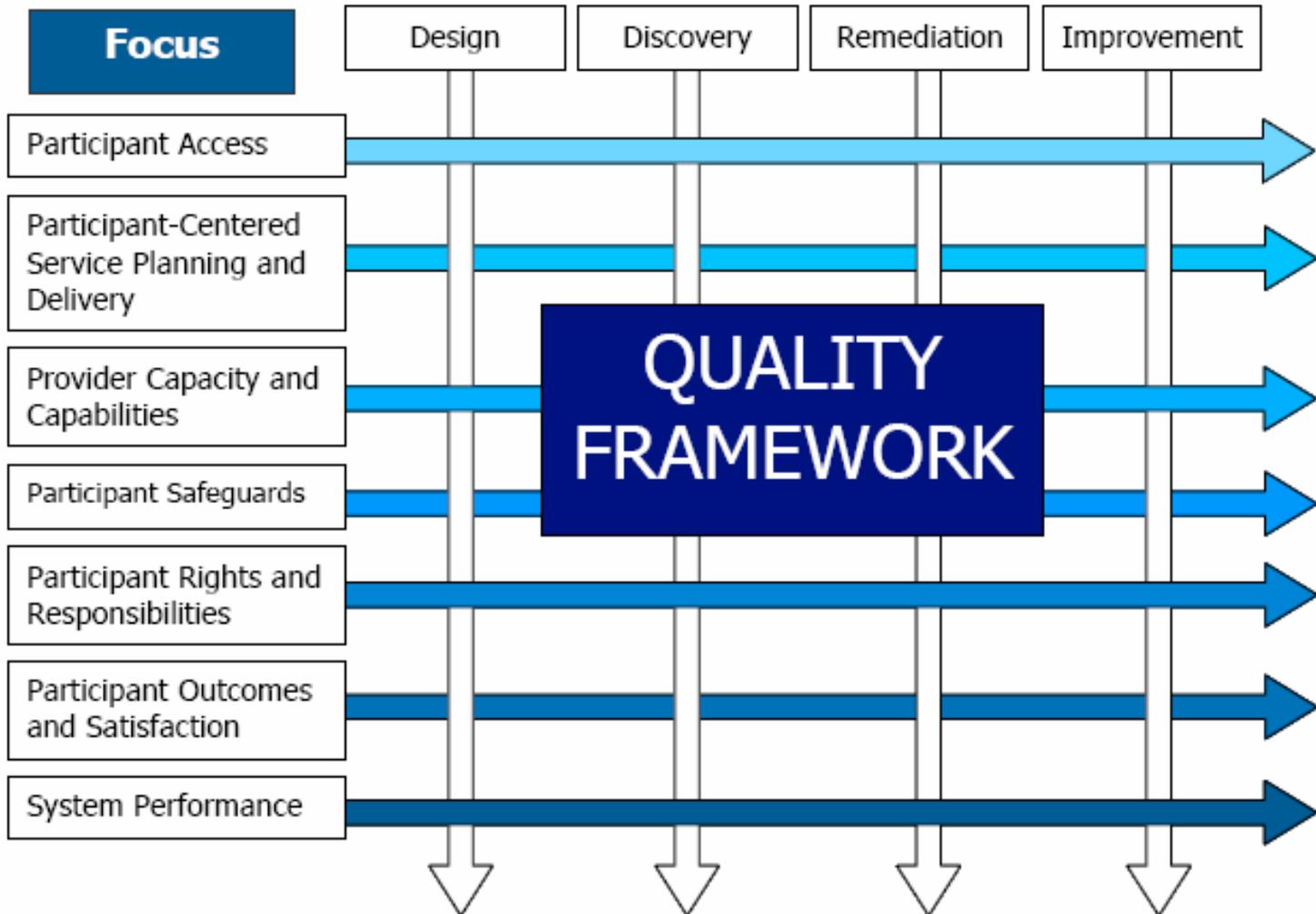
Discovery

- Collecting information to see if a program is making changes in people.
- This process identifies both concerns as well as opportunities for improvement.

Discovery

Outcome:	Consumers are treated with dignity and respect
Data Source:	Consumers
Data Collection Point:	Annually
Data Collection Method:	Participant Experience Survey
Indicator:	95% of survey respondents agree or strongly agree with the following statement: I am treated with dignity and respect.

Quality Management Functions



Focus Area I: Participant Access

Desired Outcome:

- ❖ Individuals have ready access to home and community-based services and supports in their communities.

Focus Area II: Participant-Centered Planning/ Delivery

Desired Outcome:

- ❖ Services and supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/her life in the community.

Focus Area III: Provider Capacity and Capabilities

Desired Outcome:

- ❖ There are sufficient HCBS providers and they possess and demonstrate the capability to effectively serve participants.

Focus Area IV: Participant Safeguards

Desired Outcome:

- ❖ Participants are safe and secure in their homes and communities, taking into account their informed and expressed choices.

Focus Area V: Participant Rights and Responsibilities

Desired Outcome:

- ❖ Participants receive support to exercise their rights and in accepting personal responsibilities.

Focus Area VI: Participant Outcomes and Satisfaction

Desired Outcome:

- ❖ Participants are satisfied with their services and achieve desired outcomes.

Focus Area VII: System Performance

Desired Outcome:

- ❖ The system supports participants efficiently and effectively and constantly strives to improve quality.