Ensuring a Comprehensive Approach to Assessing Provider Performance and Quality

The Office for People With Developmental Disabilities (OPWDD) has set forth to redesign its survey protocols and institute a more comprehensive approach for assessing provider performance.

The purpose of this toolkit resource is to

- Provide an overview of OPWDD's initiative to streamline survey tools
- Identify the key quality domains that encompass OPWDD's quality framework
- Provide a summary of the standards to allow provider agencies the opportunity to examine their own operations against the quality framework

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Incorporating Quality Standards in Survey Protocols and Review Practices

OPWDD believes that the process to redesign survey protocols will lead to clearer system wide expectations for agency quality practices and, ultimately, to improvements in quality of life outcomes for people.

It is envisioned that these practices will be measured consistently across various quality domains that are mostly connected to the quality of life and personal

outcomes for people with developmental disabilities. Standards will emphasize practices that promote agency culture and processes that strive for delivery of high quality supports in person-centered ways. While this comprehensive redesign of survey protocols and practices will include value added

components that drive systemic quality improvements, it will also continue to emphasize important health and safety factors.

Several protocols will be streamlined and condensed into three survey tools:

- **Agency Review –** The key focus is on ensuring that effective organizational level systems are in place (e.g., training, incident management, workforce competencies, person centered planning practices, etc.) including a QI Plan.
- **Individual Review –** The key focus is on how well the organization support individual needs, goals and outcomes using interviews of sample individuals, record review and observation
- **Site Review –** The key focus is on physical plant-related elements, fire safety, HCBS settings characteristics, medication administration, supports at site, etc.

Overview of Quality Domains

Six quality domains were developed, based on stakeholder workgroups, which encompass the following areas providers are responsible for ensuring:

- **Person Centered Planning and Service Delivery -** Every person's unique strengths, needs, goals, preferences and informed choices concerning his/her life dictate the effective planning and implementation of their services and supports
- **Rights, Health and Protections -** Every person's rights, health and welfare are safeguarded and monitored based on informed and expressed choices of the individual
- **Natural Supports, Community Connection and Integration -** Individuals are supported in establishing natural supports, meaningful relationships and community connections in the most integrated settings appropriate to their needs, based on their informed and expressed choices
- **Workforce -** The workforce is stable and competent
- **Agency Mission, Operations, Leadership and Governance -** The mission and operational structure promote the attainment of personal outcomes and the organization implements sound fiscal practices.
- **Quality Improvement -** The organization acts to improve its effectiveness in the support of individuals' quality of life.

Summary of Provider Performance Standards

Person Centered Planning and Service Delivery

- ☐ Competent person-centered planning is occurring in a manner which is free from conflict of interest
- ☐ Planned supports and services are reviewed for effectiveness and revised as needed
- ☐ Services and supports are effectively delivered toward achieving desired outcomes

Rights, Health and Protections

- ☐ Individual rights are protected
- ☐ Individuals are free from abuse, neglect, mistreatment and exploitation
- ☐ Individuals access quality health care and clinical care
- ☐ Fire safety and emergency planning needs are met
- ☐ Sites and facilities where individuals are supported are clean, safe and free from hazards
- ☐ Personal funds needs are met and safeguards are in place

Natural Supports, Community Connection and Integration

- ☐ Organizational practices facilitate and promote the establishment, maintenance and optimization of natural supports
- ☐ Organizational practices facilitate involvement in the community and community networks
- ☐ Person-centered reviews indicate that individuals are provided natural supports and experience meaningful relationships and community connections per their interests, needs and preferences

Workforce

- ☐ The organization's hiring practices are in accordance with OPWDD and agency guidelines
- ☐ The organization assigns staff appropriately
- ☐ The workforce is supported, trained and developed to achieve the agency's mission
- ☐ The agency implements OPWDD DSP Core Competencies

Agency Mission, Operations, Leadership and Governance

- ☐ Mission - The organization's mission vision and values promotes attainment of personal outcomes
- ☐ Operations - The organization implements sound fiscal practices. Business, administrative and support functions promote personal outcome measures
- ☐ Leadership and Accountability - The organization implements systems that result in the delivery of effective supports and services
- ☐ Governance - Agency's governing board provides active oversight to ensure the effectiveness of executive staff and the agency in carrying out its mission

Quality Improvement

- ☐ Quality Plan - The organization has a written plan that identifies standards, goals, and objectives and the actions necessary to meet them
- ☐ Continuous Quality Improvement - The organization's Quality Plan includes a systemic approach to continuous quality improvement
- ☐ Quality Improvement and Quality of Life - The organization's Quality Plan includes measurement, aggregation and analysis of factors related to each individual's needed and desired quality of life

For a complete list of standards, see the Agency Quality Performance Domain Matrix available on OPWDD's website at www.opwdd.ny.gov.