

DRAFT

Transforming
Lives

Uniform Quality Assurance Metrics Project

Amanda Sherry

Quality in Residential Settings Program Manager

December 14th, 2022

This presentation is for informational purposes only and not meant to be shared outside of those in this meeting

DRAFT

Achievement of Goals

DRAFT

Objective	Year 1 &2 Action Plan	<u>Example Metric – for internal use only</u>	Source of Data	Success Measure
Individual plans support a person towards achievement of their goals	<ul style="list-style-type: none">Set baseline measurement for RHC'sIISP/IHP/IPOC data is reviewed	# and % of IISPs, IHPs and IPOC that demonstrate measurable achievement towards their goal	SharePoint – needs to be a PowerBI Platform or Smartsheet RHC Data	TBD increase in IISPs, IHPs and IPOCs that demonstrate measurable achievement towards goal

DRAFT

Transitions

DRAFT

Objective	Year 1 &2 Action Plan	<u>Example Metric – for internal use only</u>	Source of Data	Success Measure
Individuals moving out of RHC's be supported to remain in their service setting of choice for a year	<ul style="list-style-type: none">• Review current data• Work with transitions teams• Root Cause Analysis into why a move wasn't successful	% of moves from the RHC that remained in their service setting of choice for a year	Data from CARE Interview those who return to the RHC's or similar setting	TBD decrease in individuals who return to RHC or other setting due to unstable environment

DRAFT

Health and Safety

DRAFT

Objective	Year 1 &2 Action Plan	<u>Example Metric – for internal use only</u>	Source of Data	Success Measure
Mortality trends are analyzed and systemic interventions are implemented to reduce preventable deaths	<ul style="list-style-type: none">Set Baseline MeasurementRoot Cause Analysis into trends for systemic interventions	# & % of Mortality Reviews trends where systemic interventions were needed, and interventions implemented	SharePoint Mortality Review Team Notes	TBD decrease in MR's where systemic interventions were needed leading to a reduction in preventable deaths

Health and Safety

Objective	Year 1 &2 Action Plan	<u>Example Metric – for internal use only</u>	Source of Data	Success Measure
Incident Report trends are reviewed to identify risk factors and determine and implement systemic interventions to reduce negative outcomes	<ul style="list-style-type: none">• Review current data• Include RHC's in HQ IR Committee• Root Cause Analysis into trends for the fatal five• Create fatal five systems quality improvement	% of critical incident trends where systemic interventions were implemented	DDA IR System	TBD decrease of critical incident trends where systemic interventions were implemented and necessary

Client Rights

Objective	Year 1 &2 Action Plan	<u>Example Metric – for internal use only</u>	Source of Data	Success Measure
Supports are provided to the client in the least restrictive setting and in the least intrusive manner	<ul style="list-style-type: none"> Set baseline measurement for PBSP Reviews Expand sample to include RHC's Review Best Practices related to Human Rights Committees Review Policy/WAC for changes as necessary Goal: Plan follows the individual 	# and % of PBSP's that follow WAC/Policy	SharePoint – needs to be a PowerBI Platform or Smartsheet Provider and RHC Plans	Measure TBD once baseline set

Satisfaction

Objective	Year 1 &2 Action Plan	<u>Example Metric – for internal use only</u>	Source of Data	Success Measure
Satisfaction Surveys are conducted to review quality of services across settings	<ul style="list-style-type: none">• Review all current Satisfaction Surveys• Create satisfaction survey to be used across all settings• Root cause analysis with survey results	# and % of survey results that have satisfaction with services and providers	Survey Results (in a database)	TBD increase in positive outcome with satisfaction surveys (could be adjusted based on tool used)

Any Comments or Questions?



Thanks for your time!

Amanda Sherry

amanda.sherry@dshs.wa.gov

360-789-5512