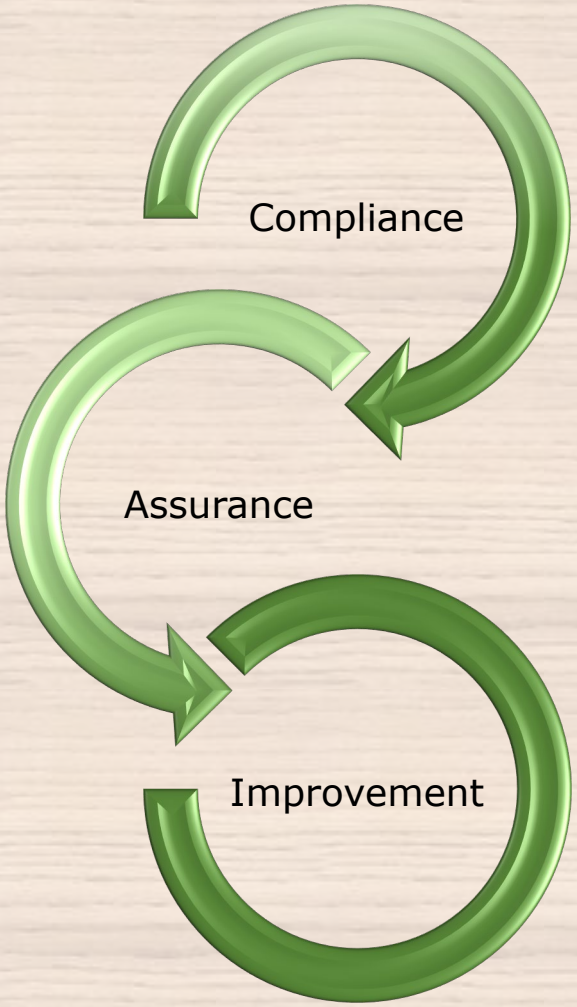
January 2023

DHHS OADS DEVELOPMENTAL SERVICES QUALITY TEAM/SERVICES OVERVIEW

Steph Barrett, Quality Assurance and Training Manager

DHHS, Office of Aging and Disability Services

What is quality?



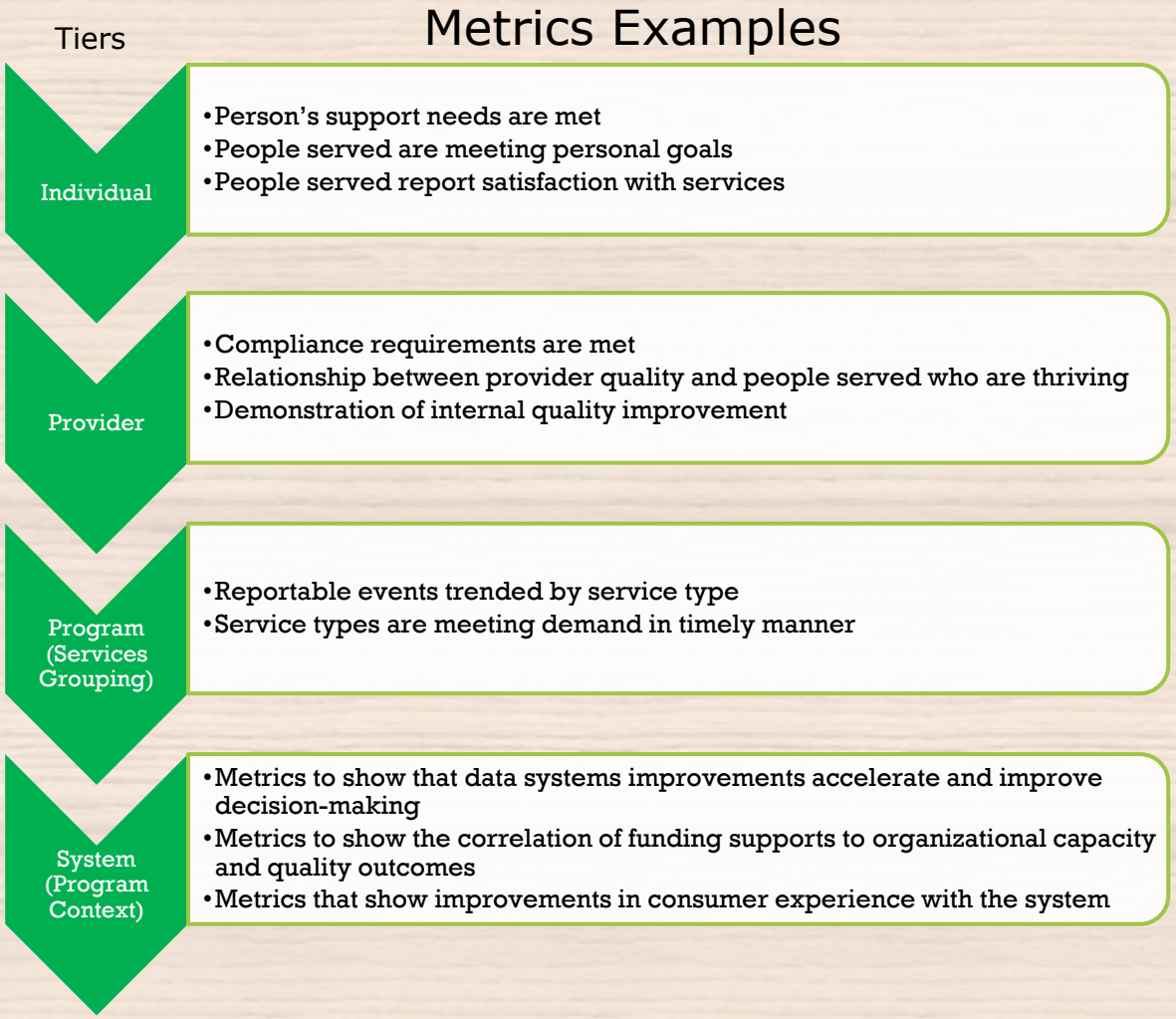
Functionally

- Described differently by different stakeholders
- Defined by rules to set minimal safety standards
- Driven by funding

Ideally

- Described by common terms that hold value for all
- Defined to achieve best outcomes within resources
- Driven by best practices

FOUR TIERS OF QUALITY



QUALITY: OADS FIVE CORE AREAS

DS Quality Brief History

2015 Audit Response

- Creation of district quality lines under district supervision
- Limited focus on audit-identified areas
- Limited processes in place
- Established event review, quarterly meetings, and deaths referred to APS

Quality development phase

- Quality Manager line 2020
- Quality program assessment activities 2021-2022
- Internal provider management system development 2021-2022
- Development of procedures for all aspects of quality 2022-2023

Initiatives & The Quality Team

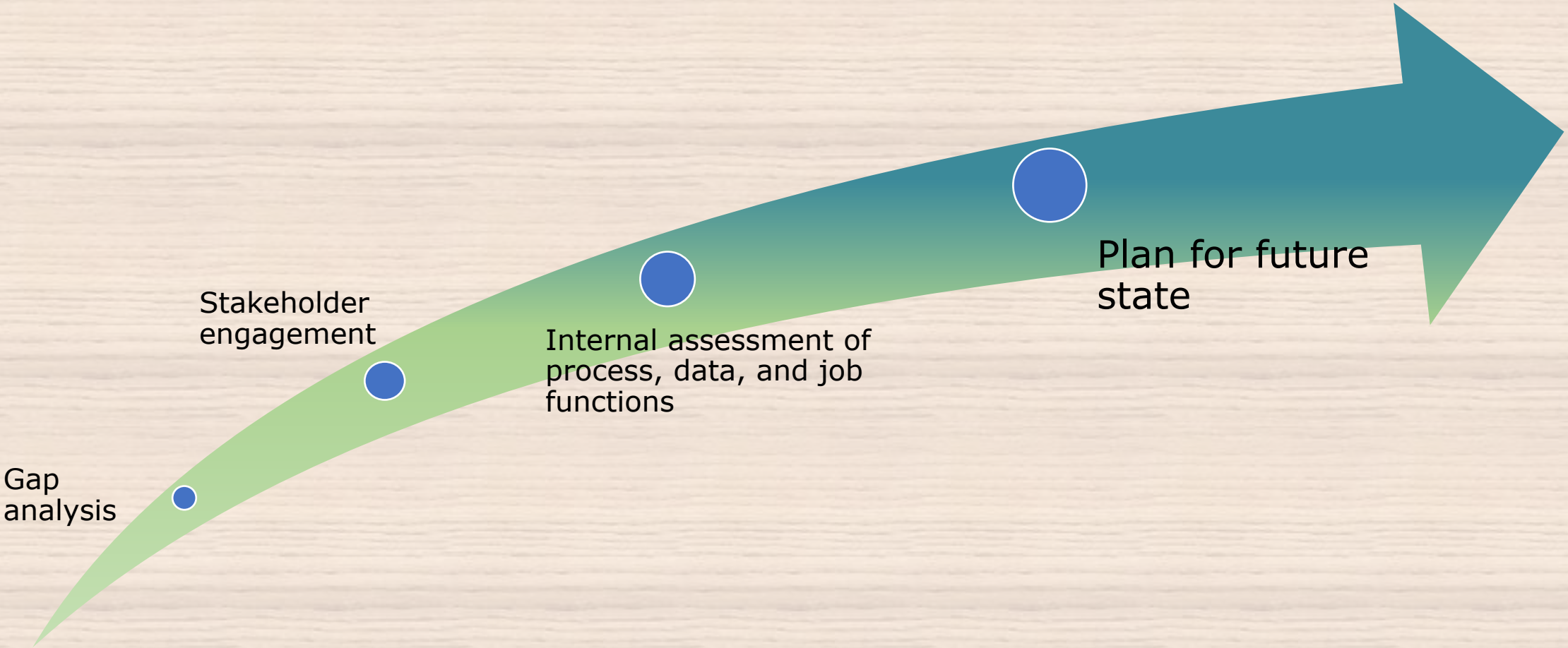
HCBS Implementation

- Support for implementation provided by district staff
- Use of EconSys data in populating and maintaining Provider Agency data system

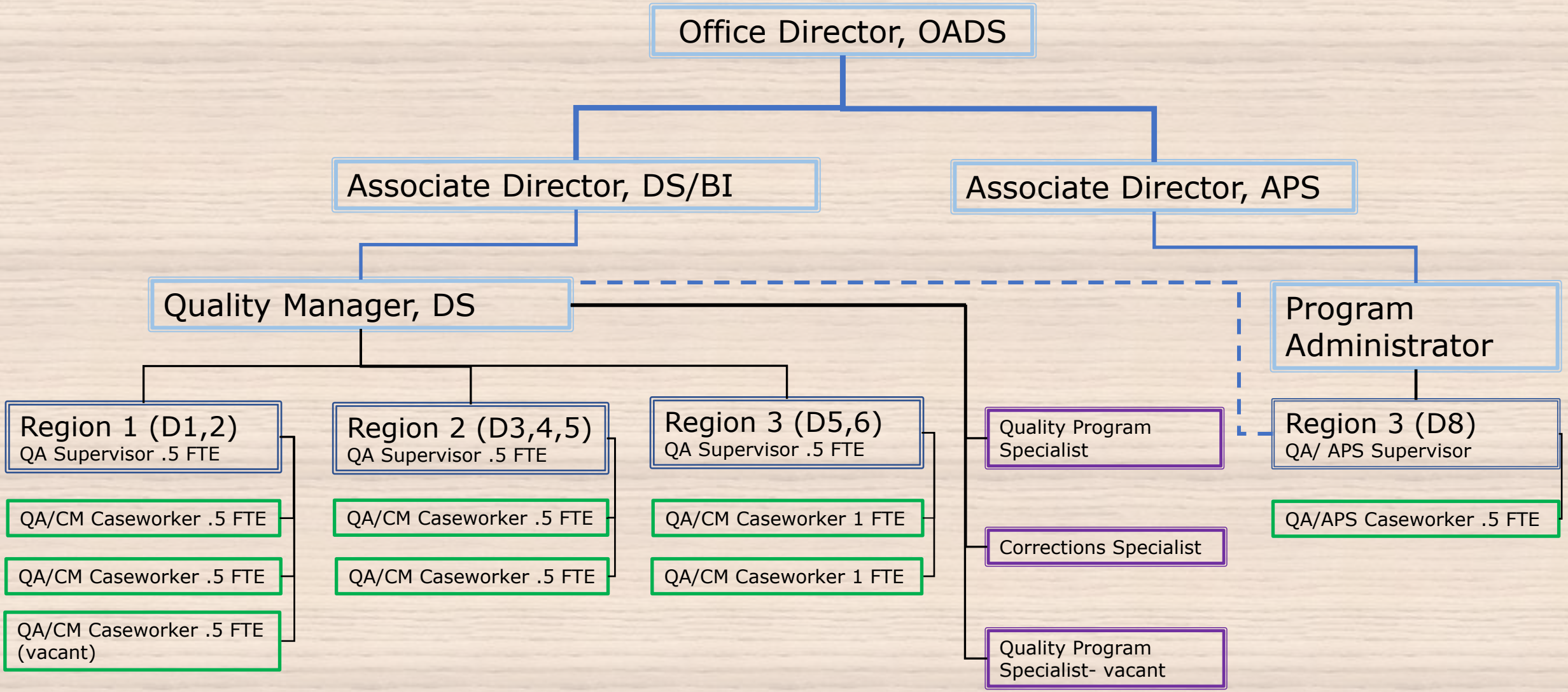
ARPA Section 9817 HCBS Improvement Plan

- Funds must be used enhance, expand or strengthen HCBS
- Section 9817 ARPA funded staff are developing organizational capacity
- Section 9817 ARPA funded staff are implementing projects aimed at improving quality

Assessment of Quality Program



DS Quality Team Structure



QUALITY AND TRAINING SERVICES

QUALITY FUNCTIONS

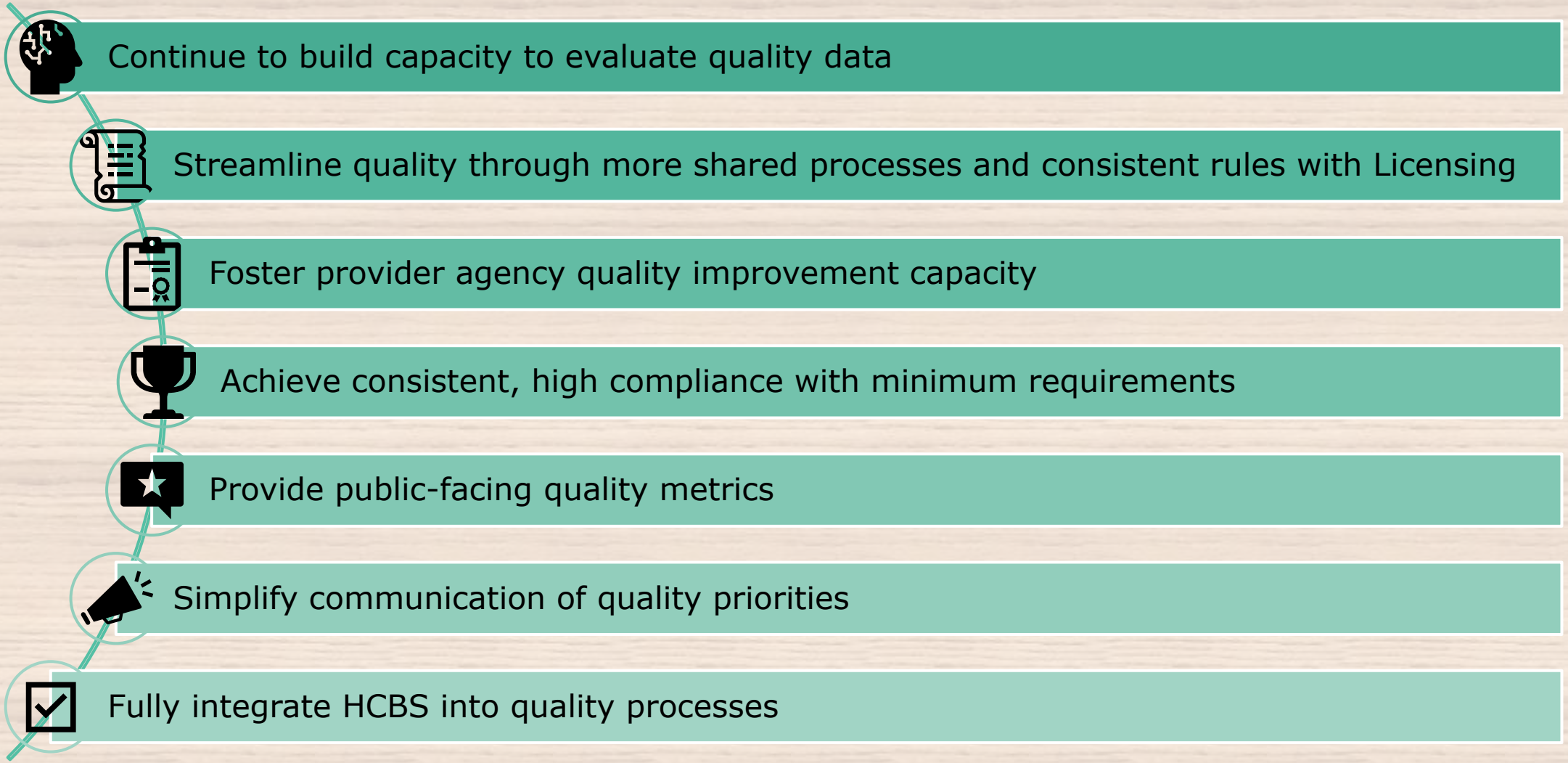
North Star Statement: Partnering with providers to assure exceptional quality services for Individuals with IDD and Autism in Maine

- Screen, triage, and respond as needed to Reportable Events
- Support provider agencies in implementing quality improvement and OADS initiatives
- Assure providers are meeting minimum compliance items using progressive corrective action
- Host provider agency meetings to review data and quality
- Collaborate with inter-Departmental resources on compliance
- Receive and assess provider agency quality complaints

QUALITY AND TRAINING SERVICES
LINKS TO OTHER OADS FUNCTIONS

- Provider enrollment
- Crisis and APS
- Waiver assurances
- Data and compliance
- COVID-19 data management and reporting

FUTURE OF QUALITY



THANK YOU - QUESTIONS?