HCSIS, Independent Monitoring for Quality (IM4Q) - Considerations

Date: 07/20/2011
Background

Tracking Considerations- Current Process (“AS IS”)

- Local Programs conduct survey interviews with consumers and families.

- Survey results reveal Considerations: elements necessary to ensure a consumer has tools and services available to experience as complete quality of life and social integration as possible.

- The information is gathered by Independent Monitoring Teams (IMT): local programs independent of services being delivered.

- Considerations are shared with Administrative Entities and Support Coordination Organizations.

- Currently there is no central repository to track and monitor Considerations. 48 AE organizations and 100 SCO organizations have their own methods to track and follow up on Considerations.

- No method exist for ODP Region and Central offices to have effective oversight of the Consideration process.

- A centralized method of tracking, reporting and follow up on Considerations is the final piece on “Closing the Loop” on the process of measuring and enhancing a consumer’s quality of life.
Background

Tracking Considerations- Proposed Solution (“TO BE”)

- Considerations and sources are now part of IM4Q survey data entered into HCSIS. Data is only recorded as survey responses and not automatically forwarded to AE, SCO or ODP entities.

- A standardized procedure is needed to record the information in a traceable format to ensure AE’s and SCO’s follow through on Considerations.

- A method also needs to be available to enter additional Considerations determined through AE/SCO review of surveys.

- Noted strengths on meeting Considerations, or Signs of Quality, also need to be recorded.

- Considerations are to be recorded and tracked in HCSIS based on the Incident Management module recording and tracking of incidents. IM4Q is an independent module of HCSIS from Incident Management.

- Aggregate type reporting is required to track a program’s progress of reporting and following through on Considerations throughout the system.
Process Flow: Consideration Review

1. IM4Q IMT Data Entry role enters and then submits Consideration

2. IM4Q IMT Reviewer reviews Consideration to send on to AE/SCO

3. SC Data Entry; Supports Coordination; SC Supervision; and/or IM4Q County Data Entry role enters and submits follow-up details

4. IM4Q County Data Reviewer reviews or revises the follow up details. If revisions are requested, Alert #4 is generated. If no revisions are requested, Alert #5 is generated.

Alert #1: IMT Alert (1): “IM4Q Consideration submitted by IMT” sent to IM4Q IMT Reviewer for “2nd level” review

Alert #2: AE/SCO Alert (1): “IM4Q Consideration reviewed by IMT” sent to all AE/SCO points (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) to inform of filed Considerations and creates the timestamp for the “Consideration Date Created”

Alert #3: AE/SCO Alert (2): “IM4Q Consideration follow-up submitted by AE/SCO” sent to IM4Q County Data Reviewer for “2nd level” review

Alert #4: AE/SCO Alert (3): “IM4Q Consideration revision requested” sent to AE/SCO points (roles SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) with needed updates / feedback. Process goes back to Step #3.

Alert #5: IMT Alert (2): “IM4Q Consideration reviewed by AE/SCO” sent to local program (role: IM4Q IMT Reviewer) to inform of filed Consideration follow-up responses

Alert #6: AE/SCO Alert (4): “IM4Q Consideration Data Entry Incomplete reminder” sent to all AE/SCO points when a Consideration remains in “Data Entry Incomplete” status for 10 or more days.
Process Flow: Consideration Review

5. IM4Q County Data Reviewer and/or IM4Q IMT Reviewer enters their “acknowledgement of agree/disagree” into their respective Consideration Confirmed Addressed area

Alert #7: “IM4Q Consideration Confirmed Addressed” Alert generated for opposite entity (IM4Q County Data Reviewer and IM4Q IMT Reviewer)
Process Flow: Signs of Quality

1. IM4Q IMT Data Entry role enters and then submits Signs of Quality comment

   **Alert #8:** IMT Alert (3): “IM4Q Signs of Quality comment submitted by IMT”
   sent to IM4Q IMT Reviewer for “2nd level” review

2. IM4Q IMT Reviewer reviews Signs of Quality comment to send on to AE/SCO

   **Alert #9:** AE/SCO Alert (5): “IM4Q Signs of Quality comment reviewed by IMT”
   sent to all AE/SCO points (roles: SC Data Entry; Supports Coordination; SC Supervision; IM4Q County Data Entry) to inform of filed Signs of Quality comment
# Reports Summary

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Report Description</th>
<th>Online/Offline</th>
<th>Expected Usage Frequency</th>
<th>Report Size</th>
<th>Type of Users/Scope</th>
<th>Data Source</th>
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</thead>
<tbody>
<tr>
<td>Aggregate Consideration Theme</td>
<td>Aggregate report by IM4Q cycle of Consideration Primary and secondary Themes</td>
<td>Offline</td>
<td>Annual or As Needed</td>
<td>50-100 pages</td>
<td>AE/SCO, State Center, IMT’s (Local Programs). ODP Region staff, ODP Commonwealth staff, IM4Q Providers</td>
<td>HCSIS</td>
</tr>
<tr>
<td>Aggregate Sign of Quality Theme</td>
<td>Aggregate report by IM4Q cycle of Sign of Quality Primary and secondary Themes</td>
<td>Offline</td>
<td>Annual or As Needed</td>
<td>25-50 pages</td>
<td>AE/SCO, State Center, IMT’s (Local Programs). ODP Region staff, ODP Commonwealth staff, IM4Q Providers</td>
<td>HCSIS</td>
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<tr>
<td>Consideration Annual Aggregate Report</td>
<td>Detailed analytical breakdown of unique individuals with Considerations</td>
<td>Offline</td>
<td>Annual</td>
<td>50-100 pages</td>
<td>AE/SCO, State Center, IMT’s (Local Programs). ODP Region staff, ODP Commonwealth staff, IM4Q Providers</td>
<td>HCSIS</td>
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<tr>
<td>Consideration Report for AE Review Requested Open Items</td>
<td>Request to view revision requests to the AE/SCOs that are not complete</td>
<td>Offline</td>
<td>Weekly</td>
<td>5 pages</td>
<td>AE/SCO, ODP Region staff, ODP Commonwealth staff</td>
<td>HCSIS</td>
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<tr>
<td>Consideration Report for AE Review Requested Open Items- IMT (Local Program) version</td>
<td>Request to view revision requests to the AE/SCOs that are not complete. For IMT use to view requested revisions within their scope</td>
<td>Offline</td>
<td>Weekly</td>
<td>5 pages</td>
<td>IMT’s (Local Programs). ODP Region staff. ODP Commonwealth staff</td>
<td>HCSIS</td>
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<tr>
<td>Consideration Report with Interviewers</td>
<td>List by AE the IMT staff who conducted the survey interview discovering the Consideration</td>
<td>Offline</td>
<td>As Needed</td>
<td>5 pages</td>
<td>AE/SCO, IMT’s (Local Programs), ODP Region staff, ODP Commonwealth staff</td>
<td>HCSIS</td>
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<tr>
<td>IM4Q Follow Up Report</td>
<td>Records by AE the percentage of consideration Follow Ups, percent satisfaction, percent dissatisfaction</td>
<td>Offline</td>
<td>Annual or As Needed</td>
<td>5 pages</td>
<td>AE/SCO, State Center, IMT’s (Local Programs), ODP Region staff, ODP Commonwealth staff, IM4Q Providers</td>
<td>HCSIS</td>
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<tr>
<td>Considerations Printable Summary</td>
<td>Printable summary of individual consumers Considerations and Signs of Quality</td>
<td>Online</td>
<td>Annual or As Needed</td>
<td>5 pages</td>
<td>AE/SCO, IMT’s (Local Programs), ODP Region staff, ODP Commonwealth staff</td>
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