How the Administrative Entities Are Using IM4Q Data and Information
How Did IM4Q Originate?

It originated in 1997 when the Planning Advisory committee and the Pennsylvania’s Office of Mental Retardation suggested that PA create local independent teams to monitor the quality of services of people with Developmental Disabilities.
Why was it suggested?

It was felt that ODP should be able to access and understand the perception of consumers and/or their families regarding satisfaction with the services they receive, as well as, their overall quality of life.
The purpose of IM4Q

The purpose of Pennsylvania’s IM4Q is to collect information about individuals with intellectual disabilities as well as improve their quality of life.

ODP’s vision is that everyone has the opportunity to live an everyday life.
What is an every day Life?

• Choice
• Control
• Quality
• Stability
• Safety
• Individuality
• Relationships
• Freedom
• Success
• Contributing to Community
• Accountability
• Mentoring
• Collaboration
How Does IM4Q Help Make an Everyday Life Possible?

- Asks people what they want/need
- Asks people how their lives can be made better
- Allows families to provide input
- Calls for a change when necessary
- Measures quality by gathering data
IM4Q Data – how is it being used?

- The Administrative Entity is responsible to ensure that the IM4Q project is being administered according to ODP standards and guidelines.
- Some Administrative Entities use the data to determine if project goals, objectives and timelines are being met.
Project Management Examples

IM4Q INTERVIEWS COMPLETED YEAR TO DATE
(705 NEEDED ANNUALLY BY JUNE 30, 2012)

MONTH

COMPLETED INTERVIEWS
<table>
<thead>
<tr>
<th>Allegheny County 2011-2012 Consideration that have not been &quot;addressed&quot; in HCSIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Considerations</td>
</tr>
<tr>
<td>Number of Considerations that have not been addressed (remain &quot;OPEN&quot;)</td>
</tr>
<tr>
<td>Percentage of Considerations that have not been addressed (remain &quot;OPEN&quot;)</td>
</tr>
</tbody>
</table>

* Pulled from the **IM4Q Consideration Batch Report** in HCSIS

- **Total Number of Considerations**: 1402 (97%)
- **Number of Considerations that have not been addressed (remain "OPEN")**: 45 (3%)
Project Management examples

This year, Franklin/ Fulton Co. sent the Signs of Quality to the providers that were named so they could use for their QM plans and staff recognition.

- Increases the acceptance of the considerations
- Increases the staff morale
- Increases the quality of service
Project Management examples

During 2011-2012, Berks County has:

1. Provided Technical Assistance to both the Local IM4Q Program as well as SCO on the new HCSIS system.
2. Coordinated and held training on Pre-Surveys and HCSIS usage with the Local IM4Q Program for SCO
3. Sent Signs of Quality to Providers and SCO
4. Worked with Local IM4Q Team on Incident Management Reporting during Monitoring Visits
5. Continued QI improvements on 2010 ID and Communication Target Objectives
6. Involve IM4Q Local Program in Berks Quality Council who help determine Target Objectives and look at trends.
Consideration Primary Theme Report
2011-2012

- Adaptive Equipment: 21%
- Communication Needs/Device Services: 10%
- Community Presence & Participation: 9%
- Health & Well Being: 8%
- Miscellaneous: 7%
- Personal Rights: 5%
- Relationships/Friendships: 4%
- Residential/Building Adaptations & Modifications: 3%
- Safety: 3%
- Residential/Living Situation: 3%
- Personal Change: 2%
- Service System: 1%
- Spiritual Life: 1%
- Transportation: 1%
- Work Employment/ Meaningful Activity: 1%
IM4Q Data - how is it being used?

- The Administrative Entity is responsible to ensure that IM4Q data is used as part of their Annual Quality Management Plan development.

- Each Administrative Entity evaluates the IM4Q data as well as data collected from other sources when developing Quality Management goals and objectives that they hope will help to improve the lives of the people that we serve and create a better service delivery system.
2011-2012 Allegheny County Quality Management Plan Data

**Target Objective:** Establish a baseline of % of persons with significant communication needs that have a communication assessment completed within the last 3 years as documented in their ISP by 12/31/2011 (ODP Communication Supports and Services Bulletin, No. 00-08-18 Amendment)

<table>
<thead>
<tr>
<th>Communication Needs/Device/Services</th>
<th>Secondary Theme</th>
<th>Totals</th>
<th>Total Surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Theme</td>
<td>Individual needs communication device</td>
<td>12</td>
<td>576</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication Needs/Device/Services</th>
<th>Secondary Theme</th>
<th>Totals</th>
<th>Total Surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Theme</td>
<td>Training needed to use device</td>
<td>3</td>
<td>576</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication Needs/Device/Services</th>
<th>Secondary Theme</th>
<th>Totals</th>
<th>Total Surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Theme</td>
<td>other</td>
<td>21</td>
<td>576</td>
</tr>
</tbody>
</table>

**Communication Needs/Device/Services other**

- 21, 4%
- 576, 96%

- Totals
- Total Surveyed
Franklin/ Fulton Co.

- ID Cards similar to Berks County
- Communication similar to Allegheny County
- Voter Registration see below
- Also cross reference for I 2 I abuse, Employment and Lifesharing.
## Berks IM4Q Data and Quality Management Objectives

### CARRY ID

<table>
<thead>
<tr>
<th></th>
<th>BL</th>
<th>1st Q</th>
<th>2nd Q</th>
</tr>
</thead>
<tbody>
<tr>
<td># of people in sample</td>
<td>55</td>
<td>54</td>
<td>54</td>
</tr>
<tr>
<td># of people carrying ID</td>
<td>0</td>
<td>19</td>
<td>31</td>
</tr>
<tr>
<td>% increase</td>
<td>0%</td>
<td>35%</td>
<td>57%</td>
</tr>
</tbody>
</table>

### COMMUNICATION SYSTEM USAGE IN MULTIPLE SETTINGS

<table>
<thead>
<tr>
<th>DATE</th>
<th># people using system in multiple settings</th>
<th># people w/ systems in place</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 BL</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Jan ’12</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Feb ’12</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>March ’12</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>1st Quarter</td>
<td>20</td>
<td>20</td>
</tr>
</tbody>
</table>
IM4Q Data - how is it being used?

The Administrative Entity will study aggregate long term data on a local, regional, statewide and national level to determine if there are important patterns and/or trends in the data.

If a pattern or trend is identified the Administrative Entity evaluates if it is a positive or negative change and what (if anything) can be done to effect change.
Pattern and Trend Examples

**ALLEGHENY COUNTY 2011-2012 IM4Q CONSIDERATIONS BY THEME**

- SpiritualLife: 28%
- ResidentialBuildingAdaptationsModifications: 7%
- Transportation: 7%
- CommunicationNeedsDeviceServices: 7%
- ResidentialLivingSituationPersonalChange: 9%
- HealthWellBeing: 8%
- RelationshipsFriendships: 7%
- PersonalRights, Competence, Enhancement and Growth: 10%
- AdaptiveEquipment: 2%
- CommunityPresenceandParticipation: 3%
- Safety: 3%
- WorkEmploymentMeaningfulandPurposefulActivity: 1%
- Miscellaneous: 1%
- ServiceSystem: 0%

18
Personal Rights, Competence, Enhancement and Growth Considerations
Year To Date Project Data

- Other (*see next chart for breakdown)
- Privacy Issues
- Having an ID
- Funding needed
- Learning a skill
- Choice/Control
- Voting
- Having a key

- 98, 35%
- 82, 29%
- 15, 5%
- 10, 4%
- 3, 1%
- 27, 10%
- 25, 9%
- 19, 7%
Personal Rights - "Other" Category Breakdown

- Have More or Different Activities: 17, 17%
- Take Classes/Learn Something New: 24, 25%
- Make Purchases/Buy/Get Something: 25, 26%
- Work/Make Money/Day Program Change: 10, 10%
- Have a Pet: 14, 14%
- Vacation, Trip, Camp, Travel: 5, 5%
- Other - Miscellaneous: 3, 3%
<table>
<thead>
<tr>
<th>CONSIDERATION THEME</th>
<th># OF CONSIDERATIONS 2012 YEAR END</th>
<th>COMPARED TO 2011 YEAR END DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>SpiritualLife</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>ResidentialBuildingAdaptationsModifications</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>AdaptiveEquipment</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>CommunicationNeedsDeviceServices</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>CommunityPresenceandParticipation</td>
<td>103</td>
<td></td>
</tr>
<tr>
<td>ResidentialLivingSituationPersonalChange</td>
<td>96</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td>108</td>
<td></td>
</tr>
<tr>
<td>HealthWellBeing</td>
<td>93</td>
<td></td>
</tr>
<tr>
<td>WorkEmploymentMeaningfulandPurposefulActivity</td>
<td>126</td>
<td></td>
</tr>
<tr>
<td>RelationshipsFriendships</td>
<td>147</td>
<td></td>
</tr>
<tr>
<td>ServiceSystem</td>
<td>196</td>
<td></td>
</tr>
<tr>
<td>Personal Rights, Competence, Enhancement and Growth</td>
<td>400</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1402</strong></td>
<td></td>
</tr>
</tbody>
</table>

2011-2012 INDEPENDENT MONITORING FOR QUALITY (IM4Q) PROJECT YEAR END DATA
ALLEGHENY COUNTY 2011-2012 IM4Q "MAJOR CONCERNS" DATA

- Project Year
  - 2004-2005
  - 2005-2006
  - 2006-2007
  - 2007-2008
  - 2008-2009
  - 2009-2010
  - 2010-2011
  - 2011-2012

- Number of Major Concerns
  - 0
  - 5
  - 10
  - Number range: 0 to 25
CERTIFIED INVESTIGATION OUTCOMES RESULTING FROM IM4Q MAJOR CONCERNS
(NOTE - INCIDENTS OF I-I ABUSE DO NOT REQUIRE AN INVESTIGATION)
In 2011, Franklin/ Fulton noticed a trend that people wanted to vote but were not registered. A goal was implemented. Since January 2012, 15 new registered voters.
IM4Q Local Program Coordinator is on our QI Council

- Checks reports for trends/ patterns
- Knows the QM goals that are to be tracked
- Trains her staff on what goals are
- Gives us more up to date information
# Reports Summary – what kind of data is available

<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>
</tr>
</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>
</tr>
<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>
</tr>
<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>
</tr>
<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>
</tr>
<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>
</tr>
<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>
</tr>
<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>
<td>HCSIS</td>
</tr>
</tbody>
</table>
Contacts

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Questions