Office of Developmental Programs
IM4Q Annual Training
Quality Management Updates

July 28, 2016

Building Quality Management (QM) Strategy

Structure — Process — Outcomes

Mission
Vision
Values

ODP's Mission and Vision

- Mission
  The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

- Vision
  Our vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered.
My Life, My Way — Everyday Lives in Action

- Self-advocates want an everyday life.
- Each definition explains what the value means to people.
- Each definition also explains how the community, family and supporters help make that happen.
- Family means both natural family and the people we choose to act as family.
- Supporters mean those who provide services and supports, including natural, public and private sources.
- Community means those who interact with us as we live, work, play and worship.
- These values are what we all expect.
- These values should guide every decision made by, for, or about people with developmental disabilities.

My Life, My Way — Everyday Lives in Action

- Control
- Choice
- Freedom
- Stability
- Health & Safety
- Connected
- Responsibility
- Communication

- Success
- Employment/meaningful contribution
- Individuality
- Relationships
- Partnership
- Quality
- Advocacy

What Families Value — Everyday Lives in Action

- Family is integral to an everyday life.
- We are born into families and we choose families.
- Families are the foundation of our early development and often our achievements as adults.
- Families have a key role in supporting their children to live an everyday life—throughout the lifespan.
- Families need support, information, advocacy skills and connections to other families.
- Achieving Everyday Lives depends on the service system successfully partnering with families to realize the hopes and dreams of their family members.
**What Families Value – Everyday Lives in Action**

- The Unique Role of Family
- Supporting Families throughout the Lifespan
- Knowledge & Resources
- Mentoring
- Responsibility
- Communication
- Respect & Trust
- Choice & Control
- Health & Safety
- Individuality
- Simplicity & Flexibility
- Quality & Stability
- Collaboration
- Opportunity for Innovation
Building QM Strategy

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ISAC/ODP Recommendations for Action

1. Assure Effective Communication
2. Promote Self-Direction, Choice and Control
3. Increase Employment
4. Support Families throughout the Lifespan
5. Promote Health, Wellness, and Safety
6. Support People with Complex Needs
ISAC/ODP Recommendations for Action

7. Develop and Support Qualified Staff
8. Simplify the System
9. Improve Quality
10. Expand Options for Community Living
11. Increase Community Participation
12. Provide Community Services to Everyone

Building QM Strategy

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Where are we now? Communication

- What percent of individuals who do not communicate effectively through speech have a formal communication system in place?

  a) 31%  
  b) 48%  
  c) 62%  
  d) 87%
Where are we now? Communication

- Of the individuals who have a communication system in place, what percent of those systems are working and used?
  
  a) 45%  
  b) 67%  
  c) 89%  
  d) 95%

Where are we now? Promote Self-Direction

- What percent of individuals use a self-directed option?
  
  a) 4%  
  b) 10%  
  c) 23%  
  d) 32%

Where are we now? Community Employment

- What percent of individuals have a paid job in the community?
  
  a) 7%  
  b) 15%  
  c) 24%  
  d) 33%
Where are we now? Support Families

- What percent of families feel they get enough information to help plan services?
  a) 34%  b) 50%
  c) 74%  d) 92%

Where are we now? Support Families

- What percent of families feel the information they receive about services and supports is easy to understand?
  a) 34%  b) 50%
  c) 73%  d) 92%

Where are we now? Health, Wellness, & Safety

- What percent of individuals are overweight or obese?
  a) 23%  b) 45%
  c) 63%  d) 72%
**IM4Q and NCI**

- Independent Monitoring for Quality
- National Core Indicators
  - Inform our current status for internal and external stakeholders
  - Benchmark across other States
  - Guide prioritization of quality improvement efforts
  - Assist in developing quality improvement strategies
  - Assist in identifying target objectives
  - Track progress of change efforts over time

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**IM4Q Scales**

- [Insert bar chart showing IM4Q scales over time]