

The Importance of Independent Monitoring for Quality (IM4Q) for PA's Department of Human Services (DHS), Office of Developmental Programs (ODP)

Overview — The ODP IM4Q Program

Independent Monitoring for Quality (IM4Q) gathers, analyzes and reports on information to improve satisfaction and everyday lives of individuals receiving intellectual disability (ID) and autism services through the PA Office of Developmental Programs (ODP). ODP provides funds through Administrative Entities (AE) to contract non-profit entities NOT providing direct service/supports to people with ID/autism to do IM4Q. The focus on living issues such as choice, inclusion, and rights allow highlighted practices for individuals wherever they are living and working.

Local IM4Q programs conduct face-to-face interviews with selected people receiving services from ODP and a telephone interview with a family member, friend, or guardian. Considerations are provided to supports coordination organizations (SCOs) within each AE for follow-up action, and data are recorded for system wide quality improvement.

Each local IM4Q program has a governing board comprised of people with disabilities and families. A coordinator selects teams of people with disabilities, family members, and others to conduct the interviews using a statewide interview instrument.

The IM4Q Program enters collected data into the ODP Home and Community Services Information System (HCSIS), along with data collected for the National Core Indicators (NCI). A report is sent to the AE with specific considerations to improve the person's life. The AE works with the SCO to address considerations with a provider agency and/or family/guardian and the local IM4Q program is informed of what changes have been made. The IM4Q data are also analyzed, and statewide and AE reports are produced and made public.

The Deputy Secretary of the ODP appoints an IM4Q Statewide Steering Committee that independently reviews State reports and makes recommendations to improve IM4Q practices, policies, and services.

The Importance of IM4Q

1. Consumer, Family, and Citizen Involvement

Unique input from consumers/family

The ONLY INDEPENDENT source of information from families/consumers gathered by ODP, offering valuable input about ODP service.

- Average per year:
 - » 5300 consumer surveys
 - » 1600 family surveys
- Since 2000:
 - » 111,700 consumer surveys
 - » 42,500 family surveys

Employment

IM4Q programs employ people with disabilities.

- Average per year:
 - » 640 people worked in IM4Q
 - 39% -people with disabilities
 - 41% -family members
 - 20%- other PA residents

IM4Q Board Member Participation

51% people with disabilities/family members

- Average per year:
 - » 274 people on IM4Q Boards
 - 39% people with disabilities
 - 37% family members
 - 24% other PA residents

Active participation in decision-making:

The IM4Q monitors (family members/individuals) report on consumer and family member data, actively participating in AE and state level partnerships in decision-making.



2. IM4Q Data Are Used To...

Help ODP Create Policy Changes

Data have led ODP to policy changes for system improvement.

• **Examples.** Many people interviewed...

» *Did not have a way to communicate.*

Outcome: ODP Communication Bulletin. AEs directed to emphasize communication training and regularly review consumer's access to technology.

» *Did not have a valid form of identification.*

Outcome: ODP issued a memorandum that all people served in the ODP system are required to have identification cards.

» *Were unable to vote.*

Outcome: Supports coordinators now inquire about voting and registration.

» *Had mail opened without permission.*

Outcome: ODP memorandum to providers stating a person's privacy with regard to receiving mail must be protected.

Support the Centers for Medicare and Medicaid Services Waiver Assurances

ODP uses IM4Q to support waiver assurances with regard to health and safety, to both support the minimum requirements and to address major quality improvement issues.

Make Data Comparisons

Using NCI data, ODP compares quality of life indicators at the national, state, regional, and county levels with NCI reports issued by the Human Services Research Institute and the data included in IM4Q Statewide Summaries created by the Institute on Disabilities at Temple University.

Improve ODP System

AE MH/ID Boards, AE Quality Councils and provider agencies use IM4Q to improve practices, leading to improved services and quality of life for people with ID.

Improve Provider Services

Providers use data to analyze and improve their practices with regard to quality improvement.

Analyze Trends

Nineteen years of IM4Q data are used by ODP Quality Management system for trend analysis, looking for patterns of performance to improve service.

Plan by ODP and AE

ODP uses IM4Q as part of its quality assessment and improvement process. ODP uses IM4Q for yearly planning; AEs are required by ODP to use IM4Q in quality management plans and in executing change locally. The IM4Q Statewide Steering Committee (ODP advisory body), uses reports developed by HSRI and the Institute on Disabilities for policy/practice recommendations.

3. Unique Aspects of IM4Q

Usability of IM4Q Data

Used to evaluate ODP service system; information on populations such as people residing in personal care homes, youth in transition, employment, and life-sharing; AEs gather data on local concerns.

Major Concerns are Discovered/Addressed

IM4Q acts as an independent safeguard for ODP by addressing any incidents endangering the well-being of interviewees.

Impact on the Consumer Interviewed

People's lives improve when written considerations go to AEs who work with Supports Coordination Organizations sharing with provider/family to work toward change in the person's life.

Significance of Participating in the National Core Indicators (NCI) Project

PA has participated in NCI since 1998. Forty-seven states and DC participate. Federal government uses data in benchmarking state practices.

IM4Q is a recognized program of distinction. For a list of published articles, book chapters and conference presentations on IM4Q, visit: www.disabilities.temple.edu/programs/im4q/

CONTACT:

Celia Feinstein

shoes@temple.edu

215-204-6561

or Guy Caruso

guy@temple.edu

724-272-6162

