



Olmstead Quality Improvement Plan

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Olmstead Quality Improvement Plan

Introduction

The Quality Improvement Plan will be an evolving and expanding process to address the changing needs for implementing the plan and making sure that the plan is working for individuals. The Jensen Settlement Agreement and the subsequent court orders make it clear that the state of Minnesota is expected to demonstrate that the plan is being monitored and is effectively implemented. The Quality Improvement Plan incorporates the processes and structures to make sure this happens and is the foundational framework for quality assurance and accountability.

The purpose of the Quality Improvement Plan is to document and assemble statewide quality structures that measures performance; provides transparency and assures accountability. The state will utilize these structures to monitor performance and initiate necessary changes. The structures will provide people with disabilities, their families and their advocates the necessary and sufficient information on outcomes to hold the state and other public entities accountable for implementation and when necessary recommend modification of the plan.

Quality Improvement is only one of the four main strategic actions to ensure quality and accountability. The four strategic actions include:

- 1) Quality of Life measurement
- 2) Dispute resolution process for individuals with disabilities
- 3) Oversight and monitoring implementation of the plan
- 4) Quality improvement

Quality Improvement Plan

The Plan states that the subcabinet will adopt an Olmstead Quality Improvement Plan to be administered by the Olmstead Implementation Office. (QA 4A) To meet this requirement, the Olmstead Implementation Office will provide a standard report at the subcabinet meetings on progress on the principles. The Olmstead Quality Improvement Plan includes the following duties assigned to the Olmstead Implementation Office:

- *Engagement methods of Governor's Appointed Councils and Advisory Committees*
- *Policies and procedures that establish best practice in the prevention of abuse and/or neglect of persons with disabilities.*
- *Methods to conduct ongoing quality of life measurement, quality improvement structures, and needs assessment.*
- *Description of the availability of self-advocates; peer support specialists or similar peer delivered services that promote self-determination and greater independence in life choices.*

- *Methods to monitor all legislative proposals that may impact the rights of persons with disabilities in accordance with the Olmstead Decision and ADA.*
- *A description of how people with disabilities and their families are involved in monitoring and reviewing the community services and support, and how they serve in leadership roles in modifying the services and supports over time.*
- *Coordinated data system and established process to measure and analyze existing data from abuse, neglect, exploitation, injuries, and deaths reporting systems. Establishing uniform definitions, standards and protocols, assuring transparency to the consumer, tracking trends, identifying problem areas; and aiding in the development of interventions using state of the art technology. (Olmstead Plan)*

Duties as defined:

1. Engagement methods of Governor’s Appointed Councils and Advisory Committees

The primary aim of engagement is to provide opportunities to exercise leadership by contributing to groups’ decisions that affects one’s life. The engagement with Governor’s Appointed Councils and Advisory Committees provides opportunities to contribute to determinants of community engagement and increase opportunities in meaningful participation in policy development, programs, services and planning processes.

- Refer to **COMMUNITY ENGAGEMENT PLAN**¹. The Community Engagement Plan provides an extensive, detailed plan. The evaluation of the effectiveness in engagement methods are also incorporated in the plan. The outcomes of community engagement will be reported to the subcabinet on a regular basis.

FY15- FY16 Targets:

- A. The OIO will establish a charter for the Olmstead advisory group. The charter will describe the scope of the work (monitoring and advising the OIO and Subcabinet on the implementation of the Plan). The members will be approved by the Chair by June 2015. The OIO will convene four to six advisory meetings per year.
- B. The OIO will identify 3- 5 projects that will align with the Olmstead plan’s action items. The Olmstead subcabinet and Olmstead Implementation Office will work with 23 Governor’s appointed councils, groups and boards to engage them in the creation of a plan that aligns one or more of their goals with a related action within the Olmstead Plan by December 31, 2015.

¹ Exhibit 6-29 to the Subcabinet Report 6 Addendum of March 27, 2015 is available on the [Olmstead Plan website](#).

2. Policies and procedures that establish best practice in the prevention of abuse and/or neglect of persons with disabilities.

The subcabinet approved the delegation of action Item QA 4B.1-QA 4B.3 to Minnesota Department of Health, Department of Human Services and the Ombudsman for Mental Health and Developmental Disability (OMH/DD). The purpose of this working group is to develop a state-wide (centralized) intake system to meet the legislative mandate and the Olmstead Plan. Related working groups are currently addressing similar legislation from the 2013 session.

- Refer Action Items #QA 4B.1- QA 4B.3

FY15-FY16 Target:

- A. The lead agencies will provide a written report to the subcabinet once a year.

3. Methods to conduct ongoing quality of life measurement, quality improvement structures, and needs assessment.

The Quality of Life Assessment Pilot concluded on December 31, 2014. A complete report was submitted and approved by the subcabinet. The subcabinet approved a workgroup to identify costs and develop a work plan for implementation of Quality of Life Survey to commence in July 2015.

- Refer to **QUALITY OF LIFE PILOT STUDY REPORT**².
- Refer to Action Items # QA 1A;1B; QA 1C; QA 1D.1; QA 1D.2- QA 1.4

Quality of Life (qualitative) assessment – This tool is the Smithsonian Folk life and Oral History. This methodology involves conducting an interview and documenting their memories and stories. The Olmstead Implementation Office conducts the interview. The standardized interview format and documents located in the Quality of Life- Interview Assessment Template & Forms. The interviews will be included in the bimonthly reports and posted on the website.

- Refer to **QUALITY OF LIFE – INTERVIEW ASSESSMENT TEMPLATE & FORMS**³.
- Refer to Action Item # QA 1E & QA 1F

Reporting Process and Tools for Quality Assurance – The subcabinet meets the second Monday of every even numbered month (February, April, June, August, October, December) and as needed between these dates to approve the reports and action items.

FY15 –FY16 Targets:

Olmstead Implementation Office will implement methods to conduct ongoing quality of life measurement, quality improvement structures, and needs assessment.

² Exhibit 6-3 to the Subcabinet Status Report 6 of February 20, 2015 is available on the [Olmstead Plan website](#).

³ Exhibit 4-2 to the Subcabinet Status Report 4 of October 20, 2014 is available on the [Olmstead Plan website](#).

- A. The Quality of Life workgroup to identify costs and develop a work plan for implementation of Quality of Life Survey to commence in FY16.
- B. Two to three Quality of Life qualitative interviews narratives will be included in each of the bimonthly reports and will be posted on the newly updated website targeted for late summer 2015.
- C. The Olmstead Implementation Office and Compliance staff will incorporate reporting process and tools for Quality Assurance.
 - The Olmstead Implementation Office will initiate a performance improvement project to improve the timely completion of action items as reported in the Bimonthly Status Reports. The baseline for action items due in 2014 was 35 of 73 (48%) completed on time.
 - The Goal is to increase the timely completion of action items for the August bimonthly report increase to 70% on time and 100% on time for the February 2016 report (for November and December 2015 action items).

4. Description of the availability of self-advocates; peer support specialists or similar peer delivered services that promote self-determination and greater independence in life choices.

The inclusion of peer delivered programs is critical to the Community Engagement Plan. The **COMMUNITY ENGAGEMENT PLAN** addresses the method of inclusion and description of availability of peer delivered programs.

FY15 – FY16 Target:

- A. The description of the availability of existing self-advocates; peer support specialists or similar peer delivered services that promote self-determination and greater independence in life choices will be listed, posted and updated on the website twice a year. The first posting will be first quarter in FY16.

5. Methods to monitor all legislative proposals that may impact the rights of persons with disabilities in accordance with the Olmstead Decision and ADA.

The Olmstead Implementation Office (OIO) in collaboration with the subcabinet agencies legislative/government affairs staff monitor all legislative proposals and review for impact in relation to the *Olmstead* decision and the Americans with Disabilities Act (ADA) including its amendments.

Agency staffs are responsible for reviewing any legislative proposals being generated from within their agency for Olmstead/ADA impacts. The OIO is available to provide technical assistance as needed.

FY 15- FY16 Targets:

- A. The OIO staff will maintain a spreadsheet with potential legislative proposals with impacts to Olmstead and communication efforts with subcabinet agencies on a monthly basis.
- B. The OIO staff will keep the subcabinet and agency leads informed of potential problems that may arise from proposed legislation.

6. A description of how people with disabilities and their families are involved in monitoring and reviewing the community services and support, and how they serve in leadership roles in modifying the services and supports over time.

- The **COMMUNITY ENGAGEMENT PLAN** provides extensive, detailed plan of how people with disabilities and their families are involved in the activities.

FY15 – FY16 Targets:

- A. The OIO advisory group established in #1 above will be surveyed to ascertain how many of their members are persons with disabilities, what types of roles they serve in, and what types of technical support/training is supplied by the group or may be required as well as how this impacts monitoring and reviewing of community services and support and other policy development. The purpose of the survey is to help try and determine other leadership roles that are either currently available within these groups, or opportunities in the groups to create leadership opportunities. This survey will be complete by May 1, 2015. (the Plan identifies the following items to be evaluated lists the following : leadership opportunities; paid and volunteer opportunities; provision of support, training, and technical assistance to exercise leadership. These items should be part of this survey).
- B. The Olmstead Implementation Office is working with the Minnesota Consortium for Citizens with Disabilities (MN-CCD) to track the number of self-advocates participating in Tuesday's at the Capitol, a weekly event held at the capitol to inform and educate self-advocates and legislators; as well as share personal stories with law makers. This will begin in January 2015 and go through the remainder of the 2015 legislative session. By June 30, 2015 goals will be set based on this information and incorporated into the Community Engagement Plan.⁴

7. Coordinated data system and established process to measure and analyze existing data from abuse, neglect, exploitation, injuries, and deaths reporting systems. Establishing uniform definitions, standards and protocols, assuring transparency to the consumer, tracking trends, identifying problem areas; and aiding in the development of interventions using state of the art technology.

⁴ (1) CCD is not the only organization or network that has self-advocates participating at the Capitol and (2) the Capitol is under construction and so participation levels are expected to be lower than previous years.

This is an expanded principle from #2 - Policies and procedures that establish best practice in the prevention of abuse and/or neglect of persons with disabilities. The responsibilities of the two duties are designated to the Department of Health, Department of Human Services and the OMH/DD

FY15-FY16 Targets:

- A. The lead agencies will provide a work plan for coordinated data system and established process to measure and analyze existing data from abuse, neglect, exploitation, injuries, and deaths reporting systems; uniform definitions; standards and protocols; assuring transparency to the consumer; tracking trends; identifying problem areas; and aiding in the development of interventions using state of the art technology to the subcabinet by June 15, 2015.

- B. The lead agencies will provide a written report September 30, 2015.