

Westmoreland County BH/DS
Developmental Services Department
Quality Management Plan
FY 13-14 and FY 14-15

Westmoreland County has identified several opportunities for Quality Improvement to be implemented for the QM Plan dates effective FY 13-14 through FY 14-15. As directed in 'Administrative Entity Letter 5', the Quality Management Priorities identified by the state Office of Developmental Programs have been reviewed and each area considered for inclusion in the current Westmoreland QM Plan as follows:

ODP Priority	Westmoreland County Priority Summary Discussion	Outcome Developed
<p>AE Oversight Monitoring Reviews and CAPs</p> <p>AE Annual Administrative Reviews and CAPs</p>	<p>AE Oversight and Administrative Reviews reveal areas where Westmoreland has not obtained 100% compliance and Corrective Action Plans have been developed for each. Based on our AE Oversight Cycle 4 Data, Compliance with Frequency and Duration of Services being appropriately identified in the ISP is an area with a low compliance score of 29% for Consolidated and 33% for PFDS . Westmoreland County has identified this as a priority for our QM Plan.</p>	<p>YES</p>
<p>Incident Management Data</p> <p>Individual to Individual Abuse Reduction</p> <p>Restraint Reduction / Elimination</p>	<p>Westmoreland County's Incident Management Coordinator is in constant review of IM data. In addition, Incident Management Data is reviewed every 6 months with various stakeholders who are members of our Westmoreland County Incident Management Sub-Council. Per IM Data, ER Visits, Individual to Individual Abuse, Medication Errors and Restraints are consistently the top 4 most frequently occurring incidents. Data analysis indicates that with the exception of Medication Errors, the other highest occurring categories have trends by person. Those people with multiple incidents over a time period typically fall into these incident categories. Westmoreland County's RISK Management Plan and supporting procedures address Incident Management Data and the areas of I to I Abuse and Restraints.</p>	<p>NO</p>
<p>IM4Q Data</p>	<p>The Westmoreland County IM4Q sub council meets quarterly. The sub council has identified a need for more education on emergency preparedness in the community. The IM4Q monitors will have individuals complete a survey and then ask follow up questions to narrow down what emergency preparedness is needed, if anything, for the person.</p>	<p>YES</p>
<p>Review of Grievances</p>	<p>Westmoreland County BH/DS takes action to provide Advance Notice in accordance with the Waiver and Operating Agreement. These actions result in one or two county conferences per year which have not resulted in any information to inform us of needed improvement activities.</p>	<p>NO</p>
<p>Employment</p>	<p>Westmoreland County BH/DS leads an Employment Coalition that meets bi-monthly and is part of an Employment Pilot. The Westmoreland County Employment point person works with providers, advocates, SCs and all involved to develop employment opportunities. The overall employment coalition strives to create and/or carry out products or activities that advance employment opportunities for people with IDD within Westmoreland County. The progress is measured by work products of the Employment Coalition</p>	<p>NO</p>

	and tracked on a qualitative/anecdotal level. At this time, there is not a need for further improvement in this area	
Lifesharing	Westmoreland County BH/DS leads a Lifesharing Coalition that meets quarterly to increase awareness of Lifesharing for providers, SCOs, individuals and the community. The Westmoreland County LS point person is also serving as chair of a statewide subcommittee focusing on Lifesharing training. Westmoreland County hosted a Lifesharing event in June of 2013 attended by more than 100 participants that was interactive and educational as a means to make the Lifesharing Program a commonly recognized concept. In addition, the Lifesharing Coalition also publishes a bi-annual e-newsletter to get updated information out to the community. A Lifesharing outcome was considered but not needed due to all the work our county is already doing in this area.	NO
Ongoing Review and Evaluation to ensure each person is supported in the use of effective communication strategy	The IM4Q program had implemented a Communication Survey and developed outcomes for improved communication for as few as 6 people each year for the past 4 years. Information gathered through our Oversight Processes and Provider Monitoring has identified a greater need for improved communication for a larger number of people we support than can be targeted through the IM4Q program. An outcome to identify individuals with communication challenges is being developed and a training opportunity will be offered. Once data is collected and analyzed for FY 13/14, we anticipate the outcome and target objective will be revised.	YES
Ongoing review and evaluation to ensure each individual receives the most inclusive, least restrictive services and supports	ODP's ISP Checklist, Section D addresses the criteria for review and approval of ISP's for those being supported in settings with staffing ratios that are more restrictive in nature. As this process has begun more recently, after implementing this checklist for a longer period of time, data will be available for analysis and possible QI activities beginning FY 15-16.	NO
Diversion of individuals from admission to State Centers and State Hospitals	As of January 1 st , 2013 Westmoreland County DS has developed a new Risk Management Plan and several supporting processes: 'Individuals At-Risk' and 'DD / Psychiatric Review Process'. It is through these processes we will have the greatest impact in mitigating risks to those we support, including their risk of institutionalization.	NO