



## **Beatrice State Developmental Center QDDP Support Services**

BSDC has a Qualified Developmental Disability Professional (QDDP) Support Services Team that operates independently of the five Intermediate Care Facilities (ICFs) on the BSDC Campus. This team works collaboratively and cooperatively with all five ICFs as well as other departments to provide quality assurance and improvement, assessment of individual and facility needs, orientation and continued education for QDDPs, encouragement and resources to develop personal growth of individual QDDPs and QDDPs as a group, collaborate with Interdisciplinary Teams, and assist the facilities in providing individual supports at a level of excellence while complying with Title XIX regulations and other related standards. Additionally, members of this team will provide quality assurance and improvement activities related to Individual Program Plans (IPPs) for those receiving services in the community and followed by the Settlement Agreement with Department of Justice (DOJ).

QDDP Support Services is led by the Developmental Disability Quality Control Supervisor and includes two Program Specialists and two Float QDDPs. The DOJ Transition Manager/Community Coordinator Specialists' Supervisor, while not a member of this team, is an integral partner to the process for review of community IPPs; this person works collaboratively with the team and provides oversight in regards to community IPPs

### ***History***

In 2011, the Quality Improvement team added the position of QDDP Coordinator. This position provided support, mentoring and training to the QDDPs for all ICFs on the BSDC campus as well as audits to Individualized Personal Plans (IPPs), meetings, records and other QDDP documentation. The outcomes of these audits were summarized on a quarterly basis by the QDDP Coordinator in order to identify areas of growth toward identified goals as well as identify areas in which additional focused effort was warranted.

The QDDP Coordinator also provided support to the QDDPs, ICF Administrators and other department leaders in how to interpret the Title XIX regulations. This person acted as a liaison between other departments and the QDDPs to ensure that information was shared accurately across all areas and to allow for collaborative efforts when problem solving or

implementing change. Based on outcomes of surveys, audit tools were adjusted in order to alleviate potential for future deficiencies.

With an on-going commitment to providing an intensive training program for new QDDPs as well as on-going education, further focus and development of the Person-centered approach for both planning and Interdisciplinary (IDT) process, and to sustain the progress made over the years, consideration was given to reclassifying the QDDP Coordinator and adding positions to work under its leadership. In addition, based on the BSDC IPP review process and use of the IPP audit tool, it was determined that expanding this quality improvement and assurance process to community IPPs would be beneficial. The above responsibilities and processes outlined for the QDDP Coordinator would continue to be part of the newly classified position.

### ***The New QDDP Support Services Team***

The QDDP Support Services Team was thus created in 2013 in order to expand the Quality Improvement and Assurance processes related to QDDPs and Community Coordinator Specialists (CCSs) with focus on the community IPPs. This included reclassification of the QDDP Coordinator to Developmental Disability Quality Control Supervisor and the addition of two positions classified as Program Specialists. Additionally, there were two QDDP Float positions added and assigned to this team, the purpose of which is to provide intensive immersion training to new QDDPs that includes temporary assignments in ICFs as needed, and also to ensure that qualified individuals were prepared and ready to step into vacant QDDP positions with no disruption to services and supports for BSDC residents.

To accomplish the goal for expansion of the IPP review process to the community IPPs, the DOJ Transition Manager/Community Coordinator Specialists' Supervisor and the Developmental Disability Quality Control Supervisor began by reviewing and revising the BSDC IPP audit tool in order to apply it to community IPPs while maintaining the key aspects of a person-centered plan that meets the standards required. Eventually, the Program Specialists will be added to this process and QDDP Support Services will take responsibility for the community IPPs with the DOJ Transition Manager providing oversight to this piece.

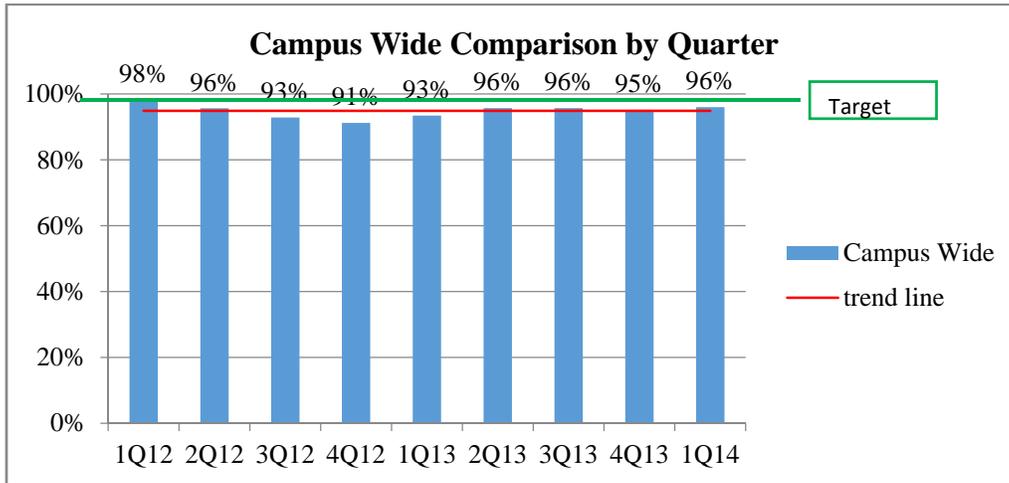
### ***QDDP Support Services focus:***

- Providing comprehensive orientation and training for new QDDPs and on-going training and oversight to QDDPs, IDTs, and Home Leaders as applicable.

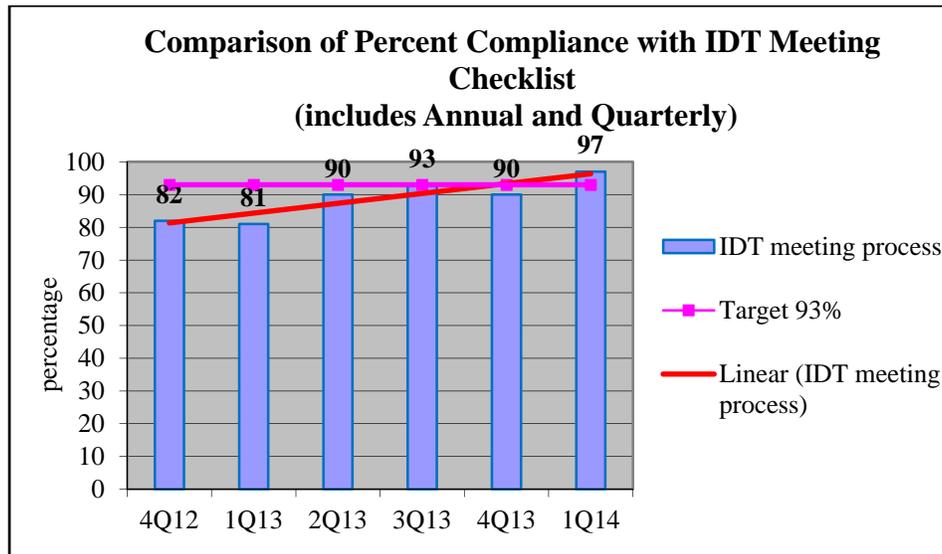
- Development of an on-going refinement of QDDP guidelines. These will provide reference for all QDDPs; however will be especially beneficial to new QDDPs.
- Development and on-going refinement of QDDP Curriculum with Competency Based Checklists. These competency based tools will be especially useful in assessing new QDDP's skill level while providing a resource when areas of need may be identified for those who have been performing the QDDP duties.
- Design and modification of audit tools related to QDDP functions to ensure compliance with Title XIX Standards and the Settlement Agreement with the United States.
- Conduct quality assurance of QDDP related documentation and IDT meeting process (i.e. IPP draft/final, meeting minutes, progress reviews, habilitation programs, habilitation records, etc.) and Community Support Specialist's IPPs.
- Maintain inter-rater reliability between monitors (i.e. QDDP support team, DOJ transition manager and Home Leaders-BSDC only)
- Research, development and training for changes to current processes and systems (i.e. use of Therap and SharePoint)
- Summarize findings of quality assurance efforts (Departmental Indicators) and report as designed (e.g., ICF administrators, Quality Improvement team, QDDP group)
- Provide input to Quality Improvement Indicators, collect, analyze, summarize, and report on assigned indicators to QI Committee.
- Work collaboratively with other departments and communicate needs/outcomes to ensure consistent practices and understanding, serving as a liaison between the QDDPs and other departments.
- Coordinate and facilitate QDDP group as well as ICF QDDP group meetings to ensure communication of facility information, needs/outcomes, and provide forums for on-going education.
- Provide guidance and assistance to all levels regarding Title XIX standards, assist with writing Plans of Correction, develop and conduct needed training as appropriate or assigned.
- Continue to expand QDDP and IDT knowledge of person centered planning, inclusion in community, and transition to most inclusive environments.
- Provide support as needed to ICFs to ensure continuity of individual supports and services through float QDDPs.

Included are samples of graphs that reflect overall progress made toward goals of person-centered planning and process and opportunities for informed choice of least restrictive living environments. These are only samples and are not all inclusive of the outcome goals measured through audit tools or data collected.

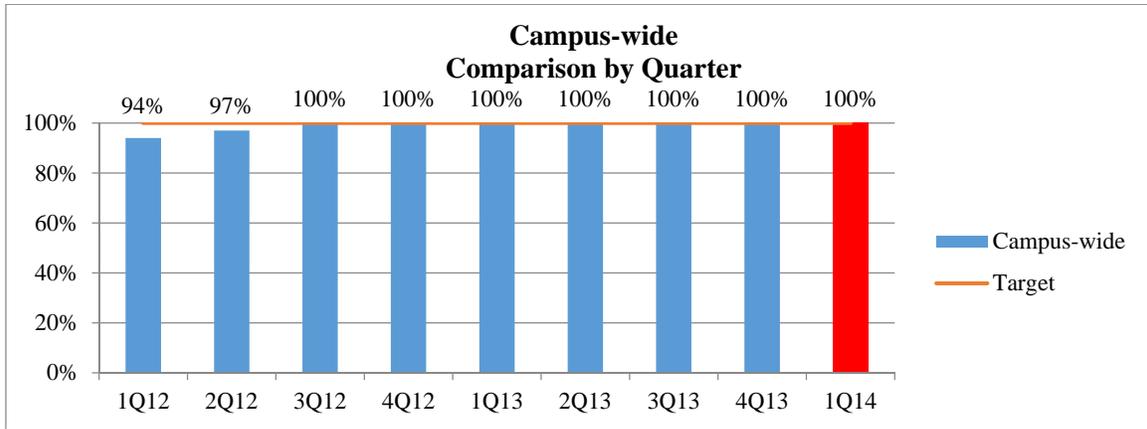
Historical graph of quarterly summaries for the percent of compliance with the IPP Audit Tool/Checklist (components of the checklist measure whether or not specific documentation is present in order to meet Title XIX standards, BSDC Policy and person-centered planning expectations):



Historical graph of quarterly summaries for the percent of compliance with the IDT meeting process (focus on a person-centered meeting):



Historical graph of quarterly summaries that measures the rate of individuals who have specific plans to address individual interests and desires through ongoing supports:



Historical graph of quarterly summaries that measures the rate at which individuals are given the opportunity to experience an alternative, less restrictive service environment; this helps individuals to make a more informed choice about alternatives:

