

NEBRASKA DDD/MLTC WAIVER WORKGROUP: QUALITY IMPROVEMENT
APRIL 13, 2016

Participants: Yvette Anguiano, Leslie Bishop Hartung, Michael Chittenden, Mary Conaway, Elton Edmond, Julie Gillmor, Scott Hartz, Bernie Hascall, Rebecca Kempkes, Mary Lawson, Angie Ludemann, Bev Mayfield, Brad Meurrens, Cheryl Montgomery, Doshie Rodgers, MaryAnn Schiefen, Sue Spitzer, Joyful Stoves, Kris Tevis, Michelle Waller, Larry Wee, Brad Wilson, and Suzie Wysocki

Notes Recorder: Mary M Conaway

Next Meeting (date/time): Tentative date to meet is May 11, 2016; 9am to 11am

Agenda: development of survey with a smaller work group

Topic	Person Responsible	Discussion	Action Item
Introduction	Scott Hartz	DHHS Surveys were mailed out and data was collected: <ul style="list-style-type: none"> • 2004-Child & Family Services • 2010-Developmental Disabilities Division • 2014-Waiver Program Satisfaction 	none
Review of previous DHHS DDD waiver personal experience surveys	Scott Hartz	2014 was the last time a Satisfaction Survey was sent out from Developmental Disabilities; these were sent by Scott: <ul style="list-style-type: none"> • 8,000 were mailed and of those 1,553 were returned; a 19% return. • There were numerous that were returned as undeliverable because of the address. Therap and NFocus were used for addresses. • Address verification software has been purchased and the next survey addresses will meet US Postal Service guidelines. 	<ol style="list-style-type: none"> 1. Conversation of development of a survey that will meet CMS requirements. 2. The Survey is a requirement of CMS, how often will it be sent out? Every three years?

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<p>Review of previous DHHS A & D waiver personal experience surveys</p>	<p>Sue Spitzer and Group Discussion</p>	<p>The goal of this group is to put together a Survey that is similar for the two different waivers.</p> <p>We are going to be determining how the Survey will be delivered? We are looking into email; survey monkey and in person Survey's. Public Health was just authorized to use REDCap (Research Electronic Data Capture) and it may be an option for us.</p> <p>In 2004 A & D received a Grant and worked with the Munro Meyer Institute and worked on and developed a Survey. Sue thinks that Developmental Disabilities used the one that was developed. In 2008 A & D made Changes. Training was performed; file reviews and the Grant ended.</p> <p>Scott indicated that we have a handful of emails.</p> <p>A Provider commented a number of Parents don't have emails and if they do they don't use them.</p> <p>Surveys for the Age & Disabled Waiver are sent out every 3 years. These could be sent out more often if Administration wishes.</p> <p>Provider thoughts: It would be good to know when the Surveys will be coming out; will there be Separate Surveys for each: Consumer; Parent; Guardian; Service Coordination?</p>	<ol style="list-style-type: none"> 1. QI Focus groups are to put together the Surveys. Future meetings will focus on the Survey language in a smaller group. 2. Surveys should be anonymous. 3. Research if a Survey data form could be added to Therap that would automatically be sent (if possible) to each asking them for personal experiences as Consumer, Guardians, Parents and a separate set of questions for Service Coordination to complete? 4. Ask Service Coordinators for current addresses of the individuals they serve. 5. Offering Incentives may help to have a higher completion of surveys. 6. Stakeholders input is needed to put the Surveys together. 7. Angie Ludemann, commented that the Person Center Planning Survey will be put on our Website.

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		<p>A Provider commented that it would be good to have the Survey's in Therap (if possible). Also, if more open ended questions could be added.</p> <p>A Parent said the data may be different than the Guardian gives from what the individual gives. In person surveys may be intimidating.</p> <p>Sue indicated that A & D has (3) Surveys for each Person's needs.</p>	
Money Follows the Person Survey	Sue Spitser for Stephanie Crouch (ill) and Group Discussion	The Money follows the Person Survey was done initially; at 11 months and at 2 year.	
HCBS Personal Experience Survey	Bernie Hascall; Doshie Rodgers and Group Discussion	<p>A completed Survey for final settings plan needs completed by December of 2016.</p> <p>Our goal is to have some things in common for this final rule. We would like to come up with the most common questions to reach the end goal.</p>	<p>Complete Surveys by December 2016.</p> <p>Meet in smaller Groups; Stakeholders were asked to email Scott Hartz or Sue Spitser if interested in meeting in this group. A response is needed by April 20th if interested.</p> <p>Current Surveys will be posted on the website.</p>

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April 13, 2016:

- A Parent asked about the comments that were received on the surveys. Scott answered, these will be given to Administration to address.

Questions & Concerns March 30, 2016 meeting:

1. Would it be possible for the Providers to train Parents/Guardians so that they could see information in Therap?
2. A parent asked about her rights as a Guardian to make decision and have it followed by the Provider; she wondered if she could take this up with the advisory board (rights, legal opinion, and responsibility)? This may be a health and safety issue, person centered issue?
3. A parent asked if it's possible for Developmental Disabilities to have an Ombudsman for support and resolution of issues. They indicated it would be helpful to have a Neutral party. A Neutral party wouldn't be afraid to say anything that might make them lose their job!

Questions from previous meetings:

1. What is required to receive a Waiver? (Pam Hovis-answered: Funding needs to be available before determination).
2. Is the Service Coordinator required to report to the Guardian? Pam answered when an issue of abuse or neglect.

Considerations for 2017: