

Division of Disability and Aging

Quality Initiatives

July 2026

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2026 Quality Initiatives

- Critical Incident Management Process (CIMP)
- Mortality Review Process
- Human and Legal Rights
- National Core Indicators (NCI)

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Critical Incident Management Process (CIMP)

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2026 CIMP GOALS

Reducing RCA Concerns

Goal #1: 5% or less of Root Cause Analyses will identify a Quality-of-Care or Quality-of-Service Plan concern.

Goal #2: 4% or less of providers with RCA Action Plans will have a similar incident in the subsequent 12 months.

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CIMP Summary

- 100% of High Notification General Event Reports (GERs) and 10% of Medium Notification GERs are reviewed for quality and accuracy.
- Root Cause Analyses (RCAs) are conducted for incidents meeting criteria to aid the provider, service coordination, and DHHS in increasing quality of services and outcomes for waiver participants through action plans.
- The Incident Management Committee meets quarterly to provide provider-level and systemic recommendations based on case reviews and incident data.

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CIMP Celebrations

- The average percentage of RCAs finding quality of care concerns for 2026 is at 16%, compared to an average of 34% in the latter part of 2025.
- Service Coordinators for the DD Waivers have increased review and triage of incident reports to 75%.

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CIMP Opportunities

- Average of 47% of incidents requiring a Service Coordinator safety check are completed within 1 business day.
- 50% of RCAs identifying a Quality-of-Service Plan concern are for needed updates to safety plans.

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Mortality Review Process

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2026 Mortality Goals

Goal #1: 5% or less of all mortality reviews will identify a quality of care or service concern.

Goal #2: 5% or less of all mortalities will be directly related to Fatal 5+ conditions.

Goal #3: 5% or less of all mortalities will be unexpected and preventable.

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Mortality Review Process

- 100% of all deaths on all waivers and for the Beatrice State Developmental Center (BSDC) receive a mortality review to identify gaps in service delivery or processes, providing recommendations to providers and service coordination to improve outcomes and quality of services.
- The Mortality Review Committee (MRC) meets quarterly to review data and individual cases, developing provider-level and systemic recommendations to increase the health and safety of participants.

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Mortality Review Statistics

(as of March 31, 2026)

Celebrations

- 2.90% of deaths had quality of care and service concerns.
- 5% of deaths were considered preventable unexpected.

Opportunity

- 7.41% of deaths were directly related to Fatal 5+ conditions.

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Human and Legal Rights

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Human and Legal Rights Overview

- Monthly reviews are conducted on a sample of agency provider Human and Legal Rights Committee (HLRC) case note entries, monitoring for compliance with Division policies around restrictions.
- The Human and Legal Rights Advisory Committee (HLRAC) meets quarterly and systemic recommendations that support less restrictive interventions and improved outcomes for DD Waiver participants.
- Annually > 1000 participants has been reviewed for compliance.

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Human and Legal Rights Celebrations

- 97% of reviewed participant restrictions are being used as Division policy allows.
- 91% of participant files reviewed did not contain unapproved or unidentified rights restrictions.

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Human and Legal Rights Opportunities

- 23% of HLRC case notes reviewed were not uploaded within the 10-day timeframe set in Division policy.
- 30% of HLRC case notes and submitted documentation contained some information that was not consistent with the participant's person-centered plan or other records reviewed.

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Nebraska National Core Indicators (NCI) Dashboard

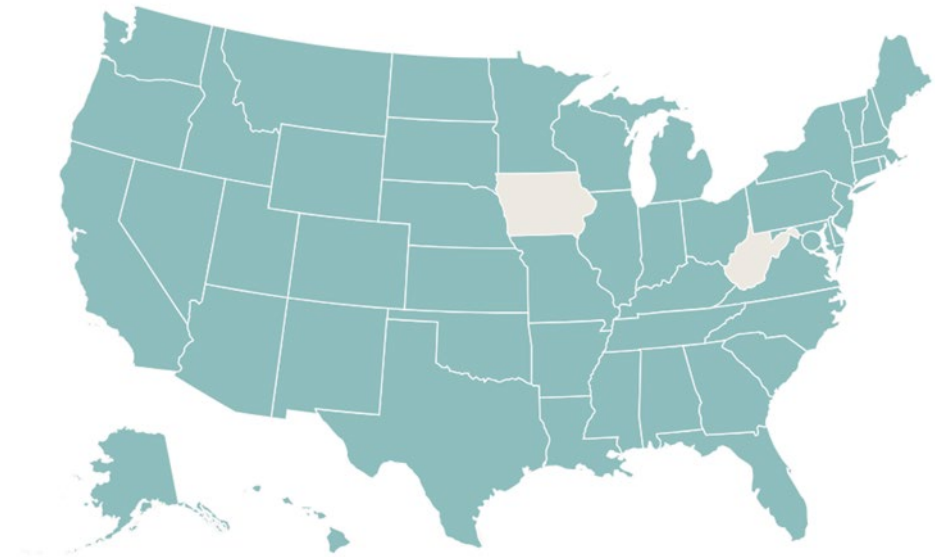
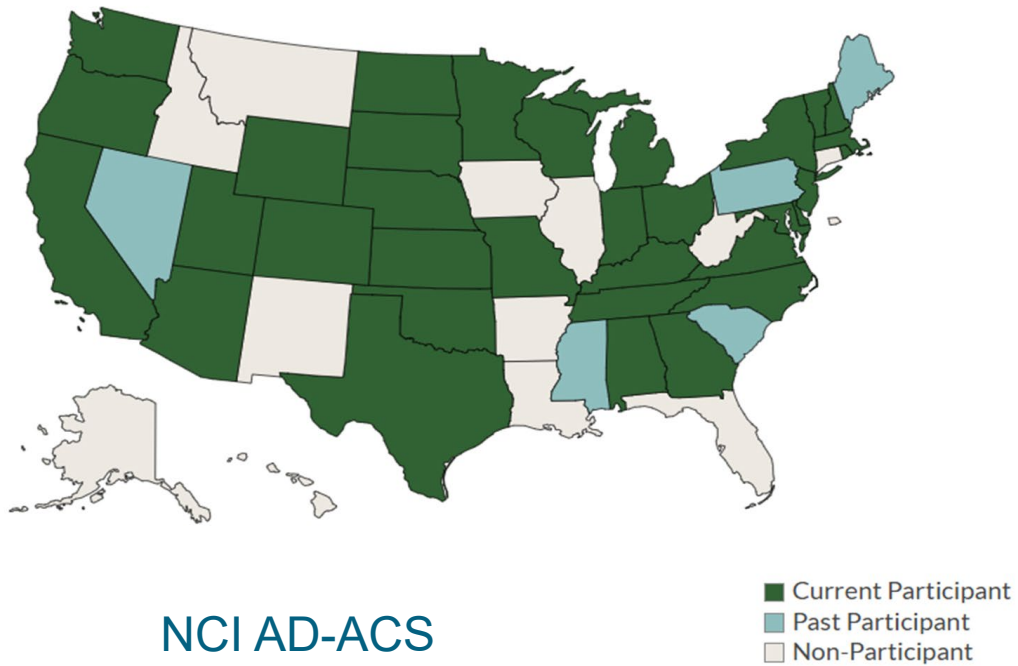
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Nationwide Check-up



NCI IDD-IPS

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What is NCI?

National Core Indicators (NCI) is a way for Nebraska to listen to people who get services from the state.

By asking questions, Nebraska learns how to make services better for people who are aged or have disabilities, and their families.



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Interview Process



Interviews are conducted by the DHHS Division of Disability and Aging (DDA) Quality Team.

Interviews reflect a commitment to person-centered quality improvement.



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NCI in Nebraska: Improving Our Waivers

Listening to Participants

Checking Quality

Fixing Problems

Bettering Lives

Tracking Success

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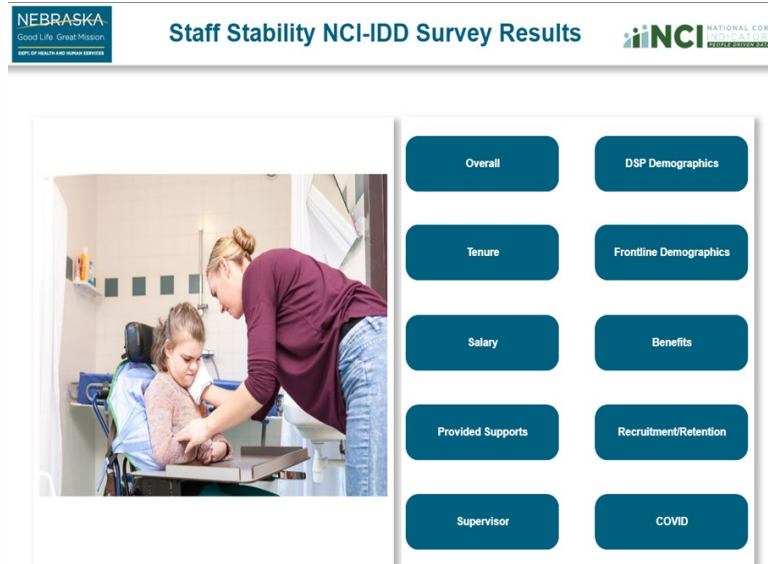
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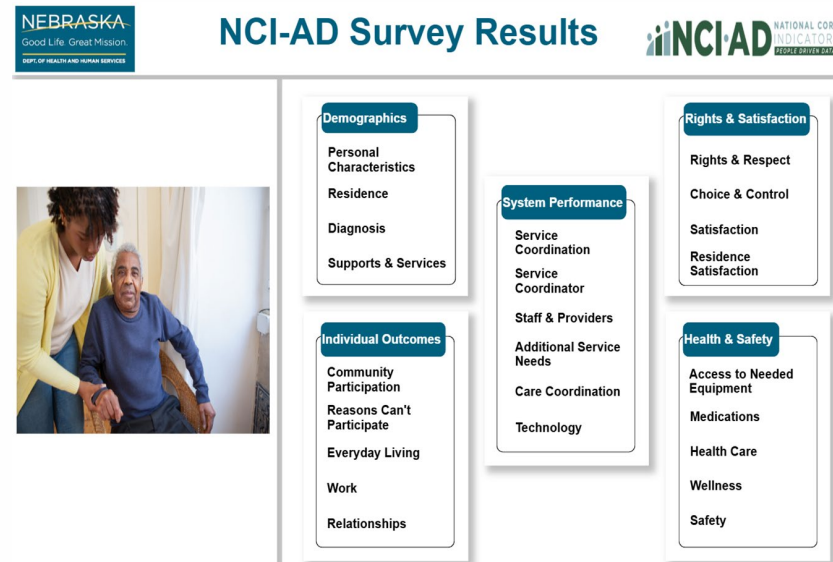
Access the Nebraska NCI Dashboards

<https://dhhs.ne.gov/Pages/DD-Quality-Assurance.aspx>

Staff Stability



NCI AD-ACS



NIC IDD-IPS



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Annual NCI Survey Cycles

AD Survey Cycle

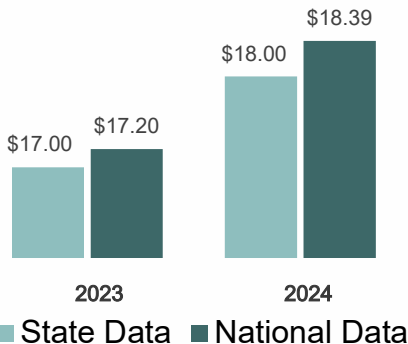
- **NCI-AD ACS
(Adult Consumer Survey)**
 - Feb – June
- **NCI-AD SoTW
(State of the Workforce)**
 - October – November

DD Survey Cycle

- **NCI-IDD IPS
(In-Person Survey)**
 - Oct – Jan
- **NCI-IDD SoTW
(State of the Workforce)**
 - February – June

WAGES

Median hourly wage for all DSPs

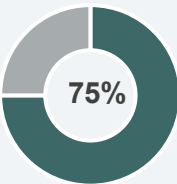


NEBRASKA has made significant efforts to increase wages for DSPs in recent years. The graph shows that **median wages for DSPs continue to increase each year.**

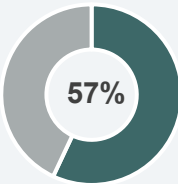
Living wage is the hourly wage one full-time worker must earn to cover the cost of their family's minimum basic needs where they live while still being self-sufficient. The graph to the right shows the median wage for DSPs by state, along with the difference between median wages and **living wage for one adult without any children.**

BENEFITS

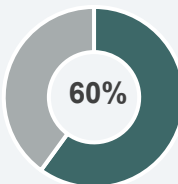
On average, agencies offered benefits to some or all DSPs as described below:



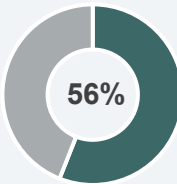
Paid Time Off



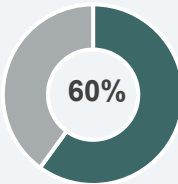
Health Insurance



Dental Insurance

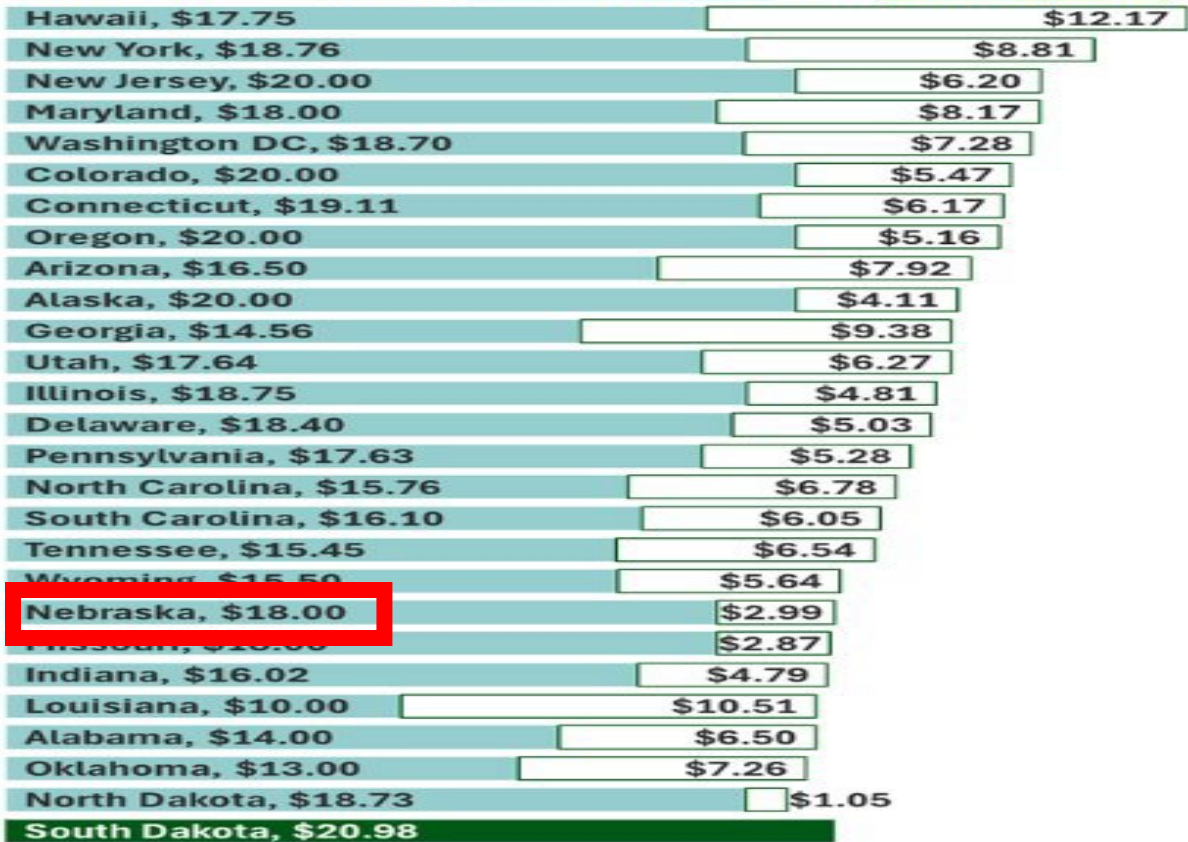


Vision Insurance



Employer-Sponsored Retirement

Difference between hourly wage and living wage



Nebraska would need to increase hourly wages for DSPs by \$2.99 to meet the \$20.99 Nebraska living wage for one adult and no children.



Nebraska NCI-AD State of the Workforce Summary

2024

Nebraska Agencies Offer More Benefits

NCI AD State of the Workforce Question: Benefits and Bonuses	Nebraska 2024 Average	Nebraska Rank to National	National Average
Offer Dental Insurance/Vision Coverage to Some or All DSWs	79.20%	Above	35.20%
Offer Health Insurance	75.50%	Above	36.60%
Offer Life Insurance	83.30%	Above	34.40%
Offer Flexible Spending Account	50.00%	Above	10.70%
Offer Employer-Sponsored Retirement Plan (401K, 403b, or another plan)	84.90%	Above	40.90%
Offer Employee Assistance Program	50.00%	Above	20.60%
Offer Employer-Sponsored Disability Insurance	35.40%	Above	13.00%
Offer Paid Sick Time	56.80%	Above	43.30%
Offer Pooled Paid Time Off	48.10%	Above	37.90%
Offer Post-Secondary Education Support	20.80%	Above	12.10%
Offer Health Incentive Programs	14.60%	Above	7.40%
Offer Paid Personal Time	36.10%	Above	34.30%

Questions?

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Quality Assurance Team

Paul Edwards

Quality Administrator

Paul.Edwards@Nebraska.gov

Betty Smith

Executive Director – Liberty Healthcare

Betty.Smith@Nebraska.gov



@NEDHH
S



NebraskaDHHS



@NEDHH
S

dhhs.ne.gov

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