

Massachusetts Community First Systems Transformation Grant Update #2

April/May 2007

General Grant Updates

April and May have been busy months for the Systems Transformation Grant team! The Cross-Committee Group, the group that has convened to represent all three subcommittees as a smaller coordinating body of the grant, met for the first time on Monday, April 30, 2007. The main discussion topic at this meeting was defining next steps to gain broad consumer input on grant activities in a coordinated way as we move forward in implementation. To do this, we are compiling relevant lessons learned and recommendations from past grants and reviewing the Quality Subcommittee's Consumer Involvement plan to guide this process.

On May 1st, we welcomed Dr. Jean Flatley McGuire, the newly appointed EOHHS Assistant Secretary of Disability Policies and Programs, to the Executive Leadership team which oversees the Systems Transformation Grant. Grant staff have provided Dr. McGuire with briefing materials about the grant and she will be joining the next Cross-Committee Group meeting in early June to hear more about our work and goals.

And lastly, we have just submitted to CMS the first semi-annual report on the progress of the Community First Systems Transformation Grant. After CMS reviews this report, we will make this information available on the grant Web site.

Subcommittee Update: A Closer Look at Quality Subcommittee Activities

The Quality Goal for this grant is to establish a comprehensive quality management system for the community-based long-term supports that EOHHS administers. To accomplish the first implementation steps of this goal area, the Quality Subcommittee has broken into three workgroups focused on: Consumer Involvement, Quality Reports, and Quality Data.

The full Quality Subcommittee met for its first quarterly meeting on Thursday, May 17th. Prior to this date, it met monthly from October - December and again in February. At the May 17th meeting the Subcommittee reviewed a draft outline of the Quality Consumer Involvement Plan (referred to later as the "Plan"). The Subcommittee also reviewed a draft of a proposed Quality Management Vision and Mission Statement for EOHHS. These statements will be revised based upon feedback received and then shared with the Co-Principle Investigators and Executive Leadership for support and feedback. The purpose of vision and mission statements is to build an EOHHS-level vision for quality management that is reflective of the sentiments of all of the agencies within EOHHS providing community-based long-term services and supports to elders and persons with disabilities.

The Consumer Involvement Plan was developed by the **Consumer Involvement Workgroup**, headed by Rob Park and Jon Delman, to identify how consumers and key stakeholders should be meaningfully involved in all aspects of the quality management system from its design, implementation, monitoring, and evaluation. This means consumers and stakeholders would be involved in defining quality measures, in how to assess quality, and in how this information is used to improve quality in an ongoing way. The Plan's scope is twofold: (1) to assist the Quality Subcommittee in developing a plan for involving consumers in its specific Systems Transformation

Grant quality work plan; and (2) to propose a formal mechanism for how EOHHS agencies can involve consumers in all aspects of the long-term supports quality management systems. We know that some State agencies might be very far along in how they involve consumers in their quality management strategies, and others might be just beginning to do this. We think this plan will provide useful strategies to agencies, no matter how far along they are in this process. Next steps for this specific activity of the Quality Subcommittee include:

- Revising the Plan based on feedback received at the full subcommittee meeting;
- Finalizing the Plan and circulating to subcommittee for final review;
- Sharing a draft of the Plan with the Cross-Committee Group for ideas on how it can serve as a guide for other consumer involvement grant activities; and
- Presenting a draft of the Consumer Involvement Plan to the Principal Investigators and Executive Leadership for consideration, support, and guidance on how it can be adopted by agencies providing community-based long-term support services.

The Quality Subcommittee has continued to move forward on the work plans of **Report Workgroup** and **Data Workgroup**. Grant staff have completed a review of agency reports on quality currently produced in the Commonwealth, and they have summarized the key points and components of the report format. This review of reports will now expand to look at national examples of reporting on quality to a wide variety of readers. The goal of this work is to identify a "best practice" template for quality reports that we can use to recommend for piloting. This may include bringing together focus groups to gather input into format, content, and methods for sharing quality reports.

In the **Data Workgroup**, grant staff have been working with various State agencies and programs to complete an inventory of quality outcomes and indicators that are currently collected. The inventory includes information on what types of data are collected, where it is stored, and how it is used. Heather Johnson-Lamarche, Quality Project Lead, has been speaking with quality contacts at agencies that provide community-based long-term supports to better understand what the quality management systems look like in each of these agencies. The goal of this work is to capture what is happening across agencies, where there are similarities, and where there are differences. This will ultimately help to define a common approach to creating a comprehensive quality management system across agencies serving elders and adults with disabilities.

Early Successes of the Quality Subcommittee:

The quality subcommittee has accomplished the following implementation activities to date:

- ✚ Finalized guiding principles for all Quality Subcommittee work, activities, and recommendations
- ✚ Gained support for the conceptual approach to development of a comprehensive quality management plan (Plan, Do, Study, Act)
- ✚ Drafted a detailed outline for a Consumer Involvement Plan in measuring quality of long-term Supports
- ✚ Drafted a vision and mission statement for an overall quality management system for long-term support services provided by agencies within EOHHS.

Next Updates

If you have questions or comments on the information provided in this update, please contact Mason Mitchell-Daniels at Mason.Mitchell-Daniels@state.ma.us or Heather Johnson-Lamarche at Heather.Johnson-Lamarche@hughes.net (for quality specific questions).

Our next grant update will profile the exciting work of another Community First Systems Transformation Grant Subcommittee. Stay tuned...