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The NADD Standards for Quality Services Program (SQSP)

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Standards for Quality- ID/MH

3 Separate but interrelated competency-based
quality standards programs:

- Accreditation for organizations
- Certification for clinicians
- Certification for direct support professionals
(DSP)

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Quality Standards are Important to:

- Provide monitoring and feedback on state-of the art and best practice support & treatment
- Improve current systems of care
- Assist organizations, clinicians, person receiving services, families/advocates & insurance companies to make informed choices about quality of services

Purpose of SQSP Program

- Provide a workforce and system with a demonstrated level of expertise
- Assure that public and private healthcare dollars are purchasing effective services
- Assist families/advocates to make informed choices about services

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Purpose of SQSP Program

- Promote & advance the field of DD/ID & MH by establishing standards and competencies to ensure the highest standard of care
- Develop high quality standards that are evidence-based and are designed to improve quality of care and responsiveness of programs



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Purpose of SQSP Program

- Develop & coordinate a system of evaluation and credentialing for organizations and personnel
- Conduct reviews based on NADD credentialing standards that identify best practice and provide consultation/feedback on strengths, weakness, and areas for improvement

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Purpose of SQSP Program

- Increase effectiveness of supports, diagnosis, and treatment
- Recognize organizations, clinicians, and support staff that achieve full certification through the NADD review process

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What Is Accreditation

- Designation that an organization is providing quality services.
- “Seal of Quality” that reflects that organizations that have met standard of care, support, and/or treatment.

What Is Credentialing

- Review process designed to establish standards of practice.
- Identifies skills, knowledge, values, and attributes needed in a particular field.

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Partners of Interest

- NASDDPD (National Association of State Directors of Developmental Disability Services)
- NASMHPD (National Association of State Mental Health Program Directors)

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**Standards for
Quality-
ID/MH**

Organization Accreditation

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Purpose of Organization Accreditation

- To develop high quality standards that are evidence based and are designed to improve quality of care and responsiveness of programs

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Purpose of Organization Accreditation

- To recognize organizations that achieve full accreditation through the NADD review process and demonstrate their commitment to the continuous improvement of their programs and services.

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Purpose of Organization Accreditation

- To conduct reviews based on NADD accreditation standards that identify evidence-based and best practice and to provide consultation / feedback on the agency / providers' strengths, weakness and areas for improvement.

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Eligibility for Accreditation

- Located in North America
- Community- or facility-based
- Provides assessment, treatment, and/or support services for individuals with IDD/MI
- NADD membership



Three Stage of Accreditation Review

1. Interview
2. Clinical chart review
3. Policy review

Stage One: Interview

1. Interview format

The reviewer will have face to face interviews regarding specific cases with treatment team members, ancillary staff (medical and behavioral health), agency administrators and direct care staff



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Stage Two: Chart Review

2. Clinical Chart Review

Review select cases to ensure clear documentation that reflects standards

Through direct observation confirm accuracy of what is documented in the chart

3. Policy Review

Reviewer checks that the policies and procedures that are written in the agency program manual reflects the guidelines of best practice as established by the NADD accreditation

Three Year - Full certification for agencies / providers who meet NADD certification standards for support person's with Dual Diagnosis (ID/MI)

Accreditation Decisions

Provisional - Time limited certification for agencies, providers who score below NADD Certification standards or who are recently established and/or have limited experience in providing services and supports for person's with Dual Diagnosis (ID/MI)

- Provisional Limit 1 year

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Accreditation Decisions

Non Accreditation – The mission, values, treatment and services of the agency / provider directly interferes with the health safety, welfare, and rights of the individual, being served.



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Organization Competency Areas

	Competency
I	Medication reconciliation
II	Holistic approach
III	Database/outcomes
IV	Protocols for assessment
V	Treatment plans
VI	Basic health care
VII	Treatment team members
VIII	Staff/family/consumer training
IX	Crisis/emergency services

Organization Competency Areas

	Competency
X	Cultural competency/family values
XI	Trauma
XII	QI /incident management
XIII	Evidenced-based practices
XIV	Ethics, Rights, Responsibilities
XV	Interagency & cross agency collaboration
XVI	Long term living/service coordination
XVII	Advocacy & rights
XVIII	Informatics & technology

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Standards for Quality-ID/MH

Clinical Credential



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Purpose of Clinical Credential

- To recognize clinical persons who have documented quality care and treatment for persons with ID and MI
- To create an awareness of best practices.



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Who Is Eligible?

- Individuals seeking certification will need either
 - MA, MS, MSW or terminal degree (i.e. PhD, PsyD, EdD, MD)
 - Discipline specific licensing or board certification (i.e. Board Certified Behavioral Analyst [BCBA], Licensed Mental Health Counselor [LMHC])



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Who Is Eligible?

- 5 Years of experience in intellectual disabilities with mental health issues are required.
- In special cases, a waiver request with an explanation may be accepted. (A waived application requires 10 years of experience.)
- NADD membership.



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Areas of Consideration

- Ethics
- Lifespan
- Positive environment/behavior support
- Psychopharmacology
- Ruling out medical issues
- Substance abuse
- Assessment/Diagnosis
- Therapy

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Stages of Clinical Certification Process

1. Clinical portfolio
2. Submission of work sample
3. Response to case vignette
provided by NADD
4. Interview



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First Stage: Portfolio

- Applicants will need to document their
 - education;
 - copy of state professional license;
 - disciplinary certification if appropriate,;

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First Stage: Portfolio

- Applicants will need to document their
 - years of experience via resume, and
 - provide 3 letters of reference about their clinical skills

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Second Stage: Work Sample

- If accepted,
 - the applicant is asked to provide a work sample demonstrating their competency in working with persons with ID/MI

Third Stage: Scenario

- As the third part of the process,
 - applicants will be asked to respond to a case scenario submitted by NADD.

Fourth Stage: Assessment & Interview

- Two clinicians will assess the degree to which the work samples meet standards of best practices.
- An interview, via telephone/video conference, will be conducted



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Receiving & Maintaining Clinical Certification

- If an applicant completes all stages successfully, NADD Clinical Certification is granted.
- There will be a need for ongoing ID/MI continuing education of 10 hours every 2 years.
- It is the responsibility of the applicant to maintain their record of continuing education.

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**Standards for
Quality-
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Direct Support Professional Credential

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Purpose of DSP Certification

- Recognize competencies that demonstrate the DSP's knowledge, values, skill, and ability working with people with MI/DD
- Increase the capacity of DSPs to work with individuals with MI/DD

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Purpose of DSP Certification

- Acknowledge the importance of the DSP in providing treatment and support to people with MI/DD
- Ensure use of best practices in providing supports to individuals who have MI/DD



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Essential DSP Attributes

- Experienced
- Consistent
- Knowledge of MH symptoms
- Positive & effective communicator
- Advocacy
- Committed to lifelong learning, career-oriented
- Understands the impact of MI and ID upon quality of life



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Essential DSP Attributes

- Team Player
- Familiarity with NADSP Code of Ethics
- Problem solving skills
- Patient, compassionate
- Attentive
- Understanding that behavior may be functional



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Essential DSP Attributes

- Documentation skills
- Excellent observers
- Knowledge about IDD
- Knowledge about general MH issues
- Experience in Positive Behavioral Supports
- Ability to respect the values of individuals
- Ability to discern between behaviorally maintained symptomatology

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Certification Competency Categories

- Behavior Supports
- Community Collaboration and Teamwork
- Assessment and Observation
- Crisis Prevention and Intervention
- Promoting Health and Wellness



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Who Is Eligible

- NADD membership
- *Employment Status*
 - Completed 1000 hours of work with individual(s) with DD or MH (either paid or unpaid).
 - Must have worked for at least one full calendar year

Who Is Eligible

- Employee in good standing
 - in compliance with all agency and state/provincial requirements
 - completed required pre-service /pre-employment trainings
 - not under disciplinary review or employee probation

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Stages of DSP Certification Process

1. Portfolio
2. On-line examination

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First Stage: Portfolio

- Summary of experience
(resume)
- Summary of continuing
education coursework



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First Stage: Portfolio

- Letter of recommendation from a person supported or the person's representative
- Letters of recommendation from a person who has direct observational knowledge of the applicant's ability

■ Ethics

- Sign on to NADSP (National Alliance for Direct Support Professionals) Code of Ethics
- www.nadsp.org/orglibrary/codetext.asp



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Code of Ethics

- **Person-Centered Supports**
- **Promoting Physical and Emotional Well-Being**
- **Integrity and Responsibility**
- **Confidentiality**
- **Justice, Fairness, Equity**
- **Respect**
- **Relationships**
- **Self-Determination**
- **Advocacy**

Second Stage: Examination

- On-line Examination
 - Applicants will be given a case study and asked to respond in way that demonstrates one or more pre-determined competency area



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Second Stage: Examination

- Questions will be designed to address work with individuals with a Dual Diagnosis that focuses on values, ethics, knowledge, and skills
- Scenarios address two required areas and one elective

Sample Questions

- What, if anything, should have been done in advance of this incident?
- What should a competent DSP do in this situation?
- Did the DSP act appropriately?
- What are the next steps in follow-up?



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Future Impact of SQSP

- SQSP is designed to:
 - Improve programmatic & clinical services
 - Improve service delivery systems
 - Enhance quality of life for people with IDD/MI



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Thank you!

FOR MORE INFORMATION CONTACT

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