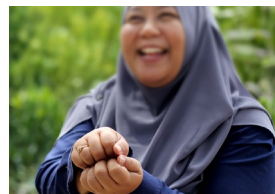# Quality Incentive Program Workgroup

JANUARY 4, 2022

Housekeeping

Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."

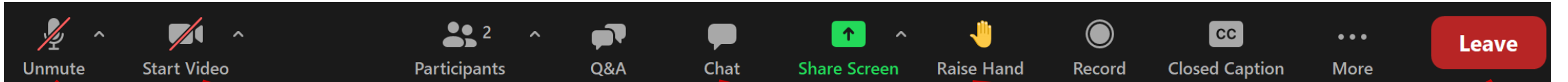ASL interpreters have been "Spotlighted" and live closed captioning is active

This meeting is being recorded

Materials are available at: https://www.dds.ca.gov/initiatives/stakeholder-events/

Zoom Tips

Unmute mic only when it's your turn to speak

Turn your webcam on/off

All attendees can type questions/ comments in the Q&A

Chat is available for Workgroup members only

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting

- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen

- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

Workgroup Members: Please use the "Chat" or "Raise Hand" to comment
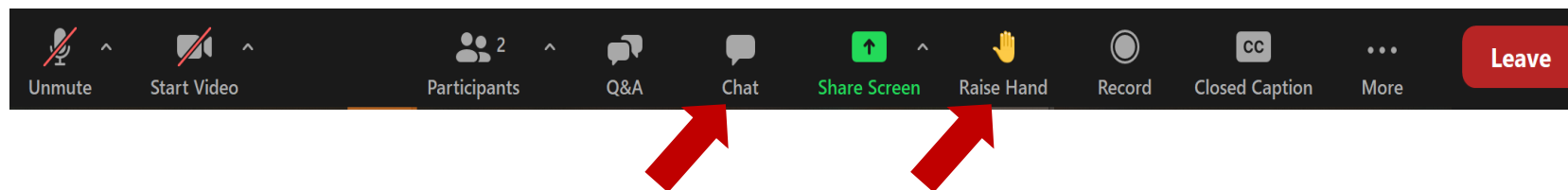
You may need to click on "Participants" and a new window will open where you can "Raise Hand"
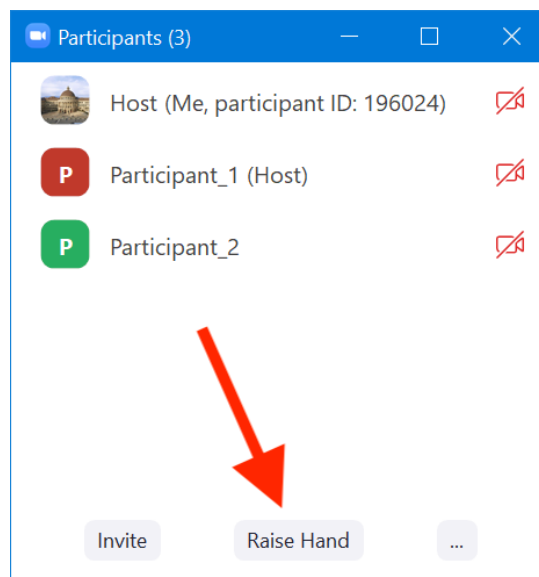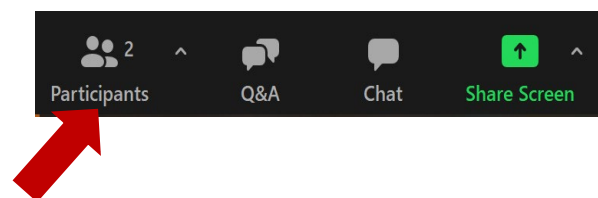
Providing Comments – Members of the Public

<u>For all attendees not on the Workgroup:</u> Please use Zoom's Q&A function to comment
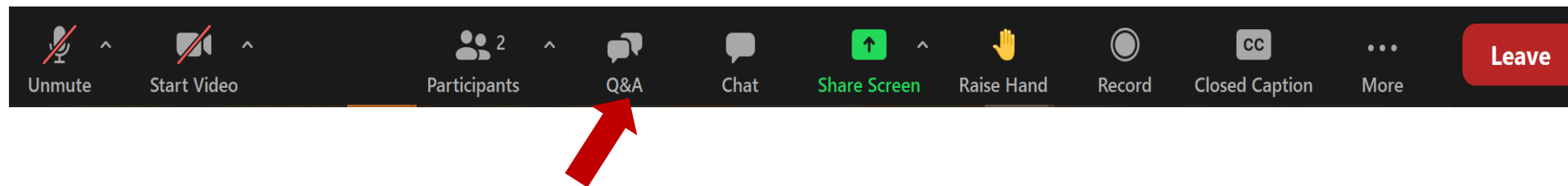
- Please let DDS staff respond to the Q&A – we are monitoring and will provide comments/answers live or written when we can

 Submit written comment via email to qualityincentives@dds.ca.gov

Agenda

I. Welcome

II. Review of December 14, 2021 Meeting

III. Considerations for Measures

IV. Quality and Existing Measures

V. Break until 2pm

VI. Brainstorming Potential Measures – Breakout Discussions

VII. Future Meetings & Next Steps

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December 14, 2021 Meeting Review

Reviewed DDS Vision &
DS Task Force guiding principles

Discussed types of measures:

Structural

Process

Performance

Quality

Outcome

December 14, 2021 Meeting Review, cont.

Reviewed importance of measures aligning to guiding principles

Choice & Satisfaction
Person-centered Planning
Compliance with HCBS Requirements
Employment
Equity
Prevention
Early Intervention
Workforce Capacity (stability, competency, consistency)
Service Access

Anything else?

Process Snapshot (Updated)

- ✓ Quality Incentive Program workgroup purpose *(November)*
- ✓ Quality Incentive Program, and other initiatives *(November)*
- ✓ Foster a common understanding: *(December)*
  - ✓ CalHHS Principles and Priorities
  - ✓ Recap, including short-term and long-term perspectives
  - ✓ Vision and Guiding Principles
  - ✓ Types of measures
  - ✓ Domains in which quality measures can be developed
- ➢ **Considerations for measures *(today, morning session)***
- ➢ **What is "quality", and existing measures of quality *(today, morning session)***
- ➢ **Identify and develop possible measures *(today, afternoon session)***
- ❑ Selecting measures, using the considerations *(February)*
  - • Identify how to incentivize improvements in quality
- ❑ Workgroup review of draft measures of quality & incentives
- ❑ Workgroup makes recommendations for measures, incentives & methodology

Identifying & Selecting Measures

Considerations

Identifying quality measures involves:

- Establishing priorities
- Multiple perspectives of what matters most
- Relationship to other measures
- Ideas build on each other through discussion

Selecting measures involves assuring:

- Meaningfulness
- Consistency
- Accuracy
- Transparency and justification

Quality: Many Ways to Demonstrate

Quality by PERCEPTION

"How good or bad something is"
Merriam-Webster dictionary

"Is something being done well?"
Not just *whether* something is happening, but *how well*
Note: This is not compliance with a minimum standard

"Does it have more value to the person receiving it?"
If given two things, which one has more value?

Quality by FACT

"Is something happening, or not?"
Structural

"How much of something is happening?"
Process

How quickly is something happening?"
Performance

"Is the thing that is happening making a difference?"
Outcome

Roadmap

QUALITY MEASURES BY PERCEPTION (INDIVIDUAL OUTCOMES)

2025-26

QUALITY MEASURES BY FACT

QUALITY MEASURES BY SERVICE TYPE

2022-23

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Measure Selection Considerations

National Quality Forum (NQF)

- Importance to Measure
- Reliability and Validity
- Useability and Use
- Feasibility
- Relation to Other Measures
- Attribution

Link to the NQF Measure Criteria

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Measure Selection Considerations (cont.)

Important to Measure	Reliable & Valid	Useful	Feasible	Related & Competing Measures	Attributable
Meaningful to all?	Reliably reported & consistently represent the same thing in all entities	The measure can drive action to improve; it provides information that each entity can act upon	The level of difficulty of gathering info. & reporting on data is justified by the importance & usability of the measure	Assuring there are no contradictory or duplicative measures	Factors measured are fully the responsibility of the entity being measured
Priority of the system?					
High impact goal of the system?	Confident the measure demonstrates the concept intended by the workgroup				
Does the measure link to a guiding principle?					

Quality Incentive Alignment

Individual Measures

People who are happy with the length of time they have known their DSP

People who report their IPP meeting is held in their preferred language

People who want a job and have a job

Service Provider Measures

Rate of Turnover among DSPs (by service type)

% of staff who receive bilingual pay differentials (by language)

Average length of time to obtain or retain a job (Employment Providers)

Regional Center Measures

Length of Service Coordinator tenure

% of all IPP meetings held in languages other than English

% of people in Competitive Integrated Employment compared year to year

RC Performance Workgroup Update

Area 1:
Equity in Service Access

Area 2:
Person Centered Planning

Area 3:
Consumer & Family Experience & Satisfaction

Area 4:
Innovation in Service Availability & Delivery

What to Expect this Afternoon

Breakout Room Topics from Slide 8

Instructions for the Afternoon Session:
- Each Breakout Room has a facilitator
- Using the Room's topics, brainstorm 2-3 potential ideas for quality measures on each topic
- Each Room should identify someone to take notes and report out afterwards about each measure and why it is important

The Public will stay in the main room with a facilitator and do the same brainstorming

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Next Meeting: TODAY

See you at 2:00 p.m.

Bring your ideas for potential quality measures!

Brainstorming

Welcome Back

Breakout Rooms
45 minutes

Reconvene & Report Out
30 minutes

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Breakout Rooms

Instructions for the Afternoon Session:

- Each Breakout Room has a facilitator
- Each Room will have 45 minutes
- Each Room will identify brainstorm 2-3 potential ideas for quality measures on each assigned topic
- Each Room should identify someone to take notes and report out afterwards
  - The potential measure, and why it is important

The Public will stay in the main room with a facilitator and do the same brainstorming

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Breakout Rooms: Instructions

Joining a breakout room

1. The host will invite you to join the breakout room
2. Click **Join**
3. If you choose **Later**, you can join by clicking **Breakout Rooms** in your meeting controls
4. Click **Join Breakout Room**

Leaving the breakout room

1. You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room
2. Click **Leave Breakout Room**
3. Choose if you want to leave the breakout room or the entire meeting
4. When the host ends the breakout rooms, you will be notified & given the option to return to the main room immediately, or in 60 seconds

Breakout Room Topics

Choice & Satisfaction

Service Access & Equity

Employment

Person-Centered Planning

Compliance with HCBS Requirements

Prevention

Early Intervention

Workforce Capacity

Report Out on Small Group Discussions

For the topic areas your team discussed:

- Describe each measure you identified

- Describe why it is important

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Next Meeting(s)

2022 Tentative Meeting Dates

Meetings are from 2 to 3:30pm:
- **February 1 (confirmed)**
- *March 1*
- *April 5*
- *May 3*
- *June 7*
- *July 12 (10 a.m. to noon)*

Email input and/or questions to:

qualityincentives@dds.ca.gov

Workgroup Members (Invited)

Elizabeth Arreola, Family Member of Early Start Recipient
Elizabeth Barrios Gomez, Family Member & Integrated Community Collaborative
Sascha Bittner, Self-Advocate and State Council on Developmental Disabilities (SCDD)
Boyd Bradshaw, Family Member & Provider
Jessica Carter, ABA Provider, Special Needs Network
Eric Ciampa, Provider, UCP Sacramento
Veronica Contreras, Family Member
Pebbles Dumon, Provider, Community Catalysts of CA
Jacquie Dillard Foss, Provider, STEP
Peter Frangel, CA Department of Rehabilitation
Jonathan Fratz, Self-Advocate
Lucina Galarza, San Gabriel Pomona Regional Center
David Gauthier, Self-Advocate
Lisa Gonzales, Provider, Deaf Plus Adult Community
Amy Hao, Self Advocate, Self-Advocate Group Empowerment (SAGE)
Carlene Holden, Easter Seals Southern CA
Barry Jardini, CA Disability Services Association
Adrienne Jesso, Self-Advocate
Diva Johnson, Tri-Counties Regional Center
Mark Klaus, San Diego Regional Center
Dorrie Koenig, Provider, Mains'l

Workgroup Members (Invited, cont.)

Meuy Lee, Provider, Level Up NorCal
Will Leiner, Disability Rights California
Jordan Lindsey, The Arc California
Victor Lira, Aveanna Health Care
Judy Mark, Family Member, Disability Voices United
Karen Mejia, South Central LA Reg Center
Mark Melanson, California Community Living Network
Kimberly Mills, Provider, A Better Life Together
Tania Morawiec, SCDD
Matt Omelagah, Provider, Omelagah, Inc.,
Mike Pereira, Provider, Ala Costa Centers
Michael Pham, Self-Advocate
Magdalena Pruitt, Provider, Mentor California
Michelle Ramirez, Provider, On My Own
Sheri Rosen, Provider, Sunny Days of CA
Carolyn Tellalian, Family Member
Pablo Velez, Provider, Amigo Baby
Tiffany Whiten, Service Employees International Union (SEIU)
Alona Yorkshire, Family Member & Provider, The Adult Skills Center
Eric Zigman, Golden Gate Regional Center

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