

NEBRASKA

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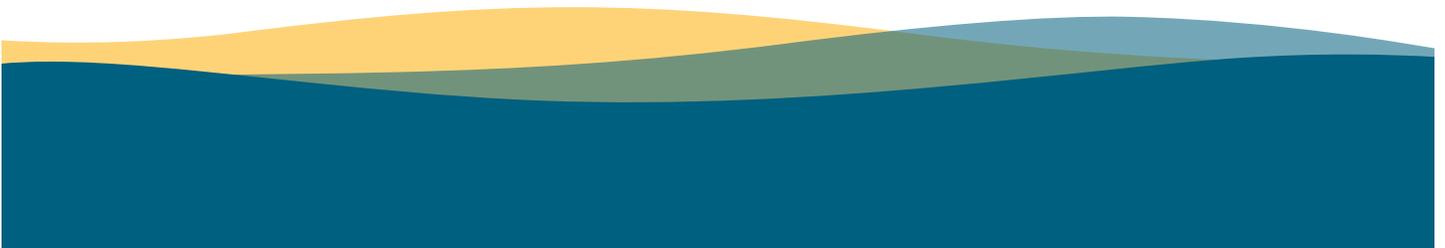
DEPT. OF HEALTH AND HUMAN SERVICES

Division of Developmental Disabilities

Quality Management Plan Report

12/22/2017

LB 333(2017)





December 30, 2017

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell:

Pursuant to requirements set forth in Section 8 of LB333 (2017), the Division of Developmental Disabilities is required to submit an update regarding the implementation of the Division's Quality Management Strategy (QMS) on or before December 30, 2017.

The Division has worked diligently with the Governor's Advisory Committee on Developmental Disabilities and this report details the Division's progress in the initial three months since submitting the Quality Management Strategy (QMS).

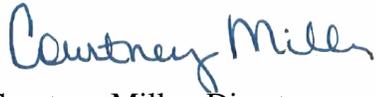
The QMS emphasizes the integration of stakeholder and self-advocate feedback and participation into the Division's priorities. One example of an initiative to achieve this is a grant the Division applied for and received in collaboration with the Division of Public Health. The grant supports the Division with training and partnering with self-advocates who assist with a new community-based participant outcome survey that is in development. Nine new staff positions have been submitted for classification with the job title of Quality Control Specialist.

The Division has continued our commitment to stakeholder input and customer service with participation in the National Core Indicators (NCI) project. Details on the status of NCI are as follows: The NCI surveys for 2016 included the Consumer Satisfaction Survey and the Staff Stability Survey. In 2016, 403 participants were interviewed for the Consumer Satisfaction Survey and 42, or 78%, of the Division's agency providers participated in the Staff Stability Survey. Results for both surveys are expected from NCI in early 2018 and will be available to the public at nationalcoreindicators.org. In 2017, the Division expanded the participants included in the project sample from solely those in community-based settings to participants in both community-based and licensed facilities.

Other developments towards implementing the QMS include the Division's revision of the Quarterly Quality Reports for both community-based services and the Beatrice State Developmental Center (BSDC) to reflect the QMS and align the reports with the new Medicaid Home and Community Based Services (HCBS) waiver applications that were approved in the summer of 2017. The Division created a report based on the 32 sub assurances in the applications and is committed to meeting and exceeding the performance threshold of the sub assurances.

Moving forward, the Division will continue to work through Quality Management Strategy priorities and align these priorities with the sub assurances approved by the Centers for Medicare and Medicaid Services. The Division will make adjustments to the Quality Management Strategy as necessary to ensure it reflects multiple viewpoints, meets the needs of individuals with developmental disabilities in the state of Nebraska and takes into account national best practices.

Sincerely,

A handwritten signature in blue ink that reads "Courtney Miller". The signature is written in a cursive, flowing style.

Courtney Miller, Director
Division of Developmental Disabilities
Department of Health and Human Services