

Wraparound Services of the Hudson Valley Summary of the 2023 Quality Improvement Plan

INTRODUCTION

Wraparound Services of the Hudson Valley's Quality Improvement Plan is prepared annually in furtherance of the Agency's mission and value statements founded on professionalism, dignity, integration, accountability and innovation. **Below is a summary of the Agency's 2023 Quality Improvement Plan. For a complete copy of the Plan, please contact the Quality Assurance Department.**

Person Centered Excellence and Basic Assurance Monitoring

Using CQL's framework (Factor 10) for monitoring Basic Assurances and Person Centered Excellence, this Quality Improvement Plan addresses the agency's practices concerning the collection and review of data in order to identify areas for improvement as well as best practices. Consistent with our mission and values, this Quality Improvement Plan focuses on the following areas:

- Person Centered Excellence: Individualized supports, planning and service delivery
- Protections, health and safety, rights and environmental supports
- Support of family, natural supports and community access, including community connections and employment
- Workforce Performance
- Continuous Quality Improvement
- Governance and Leadership

According to CQL, Basic Assurance monitoring covers the following factors:

1. Rights Protection and Promotion
2. Dignity and Respect
3. Natural Support Networks
4. Protection from Abuse/Neglect/Exploitation
5. Best Possible Health
6. Safe Environments
7. Staff Resources and Supports
8. Positive Services and Supports
9. Continuity and Personal Security
10. Basic Assurances Monitoring Systems

Agency committees are in place at Wraparound Services of the Hudson Valley to support and monitor Person Centered Excellence and the presence of Basic Assurances at both the individual and organizational level. The Agency's goal is that each committee be composed of a cross representation of members that may include people participating in our services, staff, and others. Each committee maintains a record of their activity and actions taken at all meetings. For the purposes of generating benchmarks, measuring, and improvement purposes, Committee Chairs are responsible for collecting, aggregating, and sharing the information with the agency's Quality Improvement Committee.

Tracking systems for data collection is continually evolving as our programs diversify and expand. Data from each area is collected, analyzed, trended and used for Quality Improvement. Action plans are

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executed and monitored for effectiveness. New approaches are implemented as our agency learns and becomes aware of additional tools and opportunities.

Systems and Practices (Focus Areas)

To achieve excellence in agency operations and in the services provided to people with developmental disabilities, our improvement process monitors the effectiveness of agency systems and practices that ensure Person Centered Excellence and Basic Assurances, as defined by CQL (Factors 1-10) and OPWDD's Waiver standards. The areas include:

1. ***OPWDD Program Certification Reviews, Reviews from External Regulatory agencies, MCO Selected Performance Metrics, Accreditation Agencies (CQL) and Financial Auditors***
2. ***Record Retention***
3. ***Incident Review Committee and Incident Management***
4. ***Human Right Committee*** (Rights Protections and Restriction)
5. ***Internal Audits***
6. ***Satisfaction of the People We Support, their Family Members and Advocates***
7. ***Quality of Life of the People that We Support: Personal Outcome Measures***
8. ***Satisfaction of our Staff Members***
9. ***Work-Force***
10. ***Board Governance***

Key Factors and Quality Indicators

1. ***OPWDD Program Certification Reviews, Reviews from External Regulatory Agencies, Accreditation Agencies (CQL) and Financial Auditors***

The Corporate Compliance Team will oversee all OPWDD certification reviews, related activities, CQL certification, and OPWDD Bureau of Program Certification Surveys; ensuring that OPWDD and external survey teams have access to the information and access to the sites that they need; assisting the survey team during its reviews.

2. ***Record Retention***

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The Compliance Team will review and revise as necessary the records retention policy and procedure and protocols for the physical storage of records using applicable regulations and best practice standards.

3. Incident Review Committee and Incident Management:

Wraparound Services of the Hudson Valley takes very seriously the issue of reporting and investigating incidents as defined by OPWDD in the Part 624 and 625 regulations.

4. Human Rights Committee

Careful consideration is required when modifying a person's right. It is the Agency's practice to support people to freely choose and control their own lives. In some cases, the needs of the person may dictate that he or she cannot safely access these rights or that certain rights or certain modifications to their rights may be needed or required for their protection.

The Chief Operating Officer (HRC Chair) oversees all activities pertaining to the Human Rights Committee, ensuring that all rights modifications are consistent with supporting people in exercising informed choice and their right to object.

5. Internal Audits

Using OPWDD certification checklists, OMIG and OPWDD Audit Protocols, and CQL's monitoring tools, the scope of this work is to identify, evaluate, measure, and document organizational strengths and weaknesses in agency systems and practices designed to support Personal Outcome Measures (POMs), Basic Assurances and the Agency's commitment to regulatory standards and Corporate Compliance.

6. Satisfaction of the People We Support, their Family Members and Advocates

Wraparound Services of the Hudson Valley will ascertain feedback regarding satisfaction with agency supports and services from the people supported, their families, guardians and advocates through opinion questionnaires/surveys.

7. Quality of Life of the People that We Support: Personal Outcome Measures

CQL's Personal Outcome Measures (POMs), which consist of 21 person centered outcomes, allows the Agency to assess the quality of life of the people we support from their perspective. Each person determines what quality means for him/her. Plan development is personal, outcome based and measured differently for each person.

The outcomes are categorized into five groups: My Human Security, My Community, My Relationships, My Choices and My Goals. The measures help to assess whether people are achieving their desired goals and whether the Agency is providing the necessary supports. Additionally, the outcome measures are congruent with OPWDD's analytics in measuring quality.

8. Satisfaction of our Staff Members:

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Wraparound Services of the Hudson Valley will ascertain feedback regarding satisfaction from our employees through opinion questionnaires/surveys every three years. The Director of Human Resources will develop a satisfaction survey for use throughout the agency to obtain feedback from its employees.

9. Work Force

Wraparound Services of the Hudson Valley recognizes that it is essential to ensure safe environments and to continually assess adequacy of staffing levels, staff competencies and performance. Furthermore, the Agency provides quality education and training to all employees and others who participate in providing WSHV services. It is through training that our staff and others expand their horizons, innovate, and stay current on best practice and regulatory requirements.

10. Board Governance

For the purposes of Board Governance, the Board of Directors has established standing Board Committees that oversee and ensure that policies and practices are consistent with the Agency's Mission. This function belongs to the Board Program Committee. The Chairperson of each committee is a member of the Board of Directors. All committees shall act in conformity with the agency's by-laws, Corporate Compliance Program and the Agency's Code of Conduct.

Through the processes outlined in this Quality Improvement Plan, Wraparound Services of the Hudson Valley will obtain data on whether the people served in our programs are reaching their aspired goals and if they have the necessary supports. The data gathered will be aggregated, analyzed for trends and used to create benchmarks for improvement and to identify areas that require further capacity building.

It is expected that the data collected from the focus areas outlined in this plan result in a higher level of both individualized services and participant satisfaction.