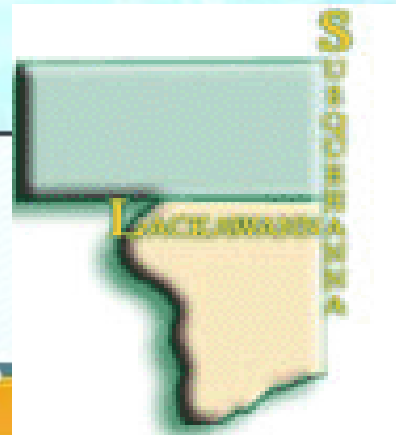



# Quality Management Plan




**Lackawanna-Susquehanna Counties  
Mental Health/Mental Retardation Program  
Calendar Year 2008**



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Council/ Plan Development


- The Lackawanna-Susquehanna Counties Mental Health /Mental Retardation Program's Quality Management Plan is a reflection of the entities overall commitment to quality in all its organizational activities and high priority to individual care.
- The Quality Management Plan contains goals, objectives, and action steps that address quality outcomes for Mental Health Services, Mental Retardation Services and Early Intervention Services.
- The Quality Management Plan is developed through the efforts of the Lackawanna-Susquehanna Counties Mental Health /Mental Retardation Program's Quality Council which meets approximately every six weeks.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Council


Membership of the Quality Council Committee includes:

- Persons and Families receiving Supports and Services (2)
- Advocacy Group Representation
- Interested Community Members
- Direct Service Provider
- Northeast Regional HCQU director
- MH/MR Advisory Board Members (2)
- Northeast Regional ODP Representative
- Administrator
- Deputy Administrator
- Assistant Administrator of Mental Retardation Services
- Assistant Administrator of Behavioral Health Services
- Quality Management Coordinator




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Council Functions

- Determine the strategic direction and vision for Quality Management.
- Oversee and monitor all activities related to Quality Management within the Program.
- Establish organizational performance indicators, review trends and recommend actions as necessary.
- Evaluate the effectiveness of Program-wide quality improvement initiatives at least annually.
- Review Program-wide trends and actions related to the evaluation of the quality of services.
- Recommend Program performance improvement activities.
- Develop, revise and implement Program-wide processes and corrective actions necessary for meeting requirements of regulatory surveys.
- Report to The Advisory Board.



# Quality Management Plan Mental Retardation Services



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan


## Communication facilitation

**Domain:** Participant-Centered Service Planning and Delivery.

**Goal 1:** Individuals who receive Mental Retardation services will be able to communicate with friends, family, caretakers and the general public.

**Outcome:** Individuals who receive Mental Retardation Services and do not communicate verbally will have an opportunity that is equal to the general population in which to share their thoughts , feelings, needs and choices.

**Baseline:** 20% of individuals surveyed, who do not communicate verbally, have a formal communication system.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Communication facilitation


**Target Objectives: Among individuals receiving Mental Retardation Services and who do not communicate verbally, increase the number who have a formal communication system in place.**

- 1. Activity-** Identify local resources for a communication systems workgroup.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

2. **Activity-** Schedule and plan workgroup meetings that focus on:
  - a. The development of a user friendly process for assisting individuals with the process of obtaining and maintaining communication systems that match their individual needs.
  - b. Plan training that can assist with the education of stakeholders in the Mental Retardation System regarding obtaining and using communication systems.



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Communication facilitation


### **Benchmark:**

30% of individuals, who do not communicate verbally, will have a formal communication system.

### **Data Source:**

IM4Q Survey

**Target Completion Date:** December 2008




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Communication facilitation

**Goal 2:** Individuals who receive Mental Retardation services will have their opinions related to their satisfaction with supports and services, as well as their quality of life, shared with Mental Retardation System Stakeholders.

**Outcome:** The local Mental Retardation System will have more reliable information about consumer satisfaction with their supports and services, as well as, quality of life for individuals receiving Mental Retardation Services and who do not communicate verbally.




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Communication facilitation**

**Baseline:** Previously, no individuals in the L-S Joinder Program, who do not communicate verbally, have received an IM4Q survey using an alternative interviewing method.

**Target Objective:** Information will be collected on a sample of individuals in the L-S Joinder Program, who do not communicate verbally, by using an alternative IM4Q survey interviewing method.

1. **Activity-**Participate in the Office of Developmental Programs (ODP) pilot study that utilizes an alternative method of completing IM4Q Surveys with individuals who do not communicate verbally.



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan


## Communication facilitation

### **Benchmark:**

5 individuals, who do not communicate verbally, will have an IM4Q survey completed utilizing the proposed ODP surveying method

**Data Source:** Completed IM4Q Surveys

**Target Completion Date:** June 2008



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan


## Healthy Lifestyles

**Domain:** Safeguards

**Goal:** Individuals who receive Mental Retardation services will have healthy lifestyle education, choices and opportunities.

**Outcome:** Individuals receiving Mental Retardation Services will improve their health by making healthy physical activity and food choices.

**Baseline:** There is not a formal movement oriented activity or nutritional education program occurring for individuals in the L-S Joinder Program during their Day Program Services.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Healthy Lifestyles

**Target Objective 1:** In conjunction with the Health Care Quality Unit (HCQU), Facilitate the education and development of movement oriented activities in Day Program settings.

- 1. Activity-** Provide training regarding movement oriented activities for direct care staff who work in day programs with individuals receiving Mental Retardation services.
- 2. Activity-** Engage individuals receiving Mental Retardation Services in day programs with movement oriented activities.
- 3. Activity-** Encourage individuals receiving Mental Retardation services in day programs to share their motivation and knowledge regarding movement oriented activities with their peers in their residential living setting.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Healthy Lifestyles

**Target Objective 2:** In conjunction with the Health Care Quality Unit (HCQU), facilitate the education of healthy food choices, and encourage the development of healthy food choice opportunities in Day Program settings.

- 1. Activity-** Provide Healthy Lifestyles training in the following modes: web-based access, distance learning (self-learning lessons), on-site computer lab, traditional lecture for individuals in day program settings.
- 2. Activity-** Provide instruction to individual Day Programs for the development of healthy choices for snacks, lunches and vending machines.



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan


## Healthy Lifestyles

### **Benchmark:**

75% of Individuals surveyed will increase their post-survey score that measures their understanding of concepts related to movement and nutrition

**Data Source:** Pre-Post Surveys

**Target Completion Date:** December 2008



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan


### Positive Approaches

**Domain:** Safeguards

**Goal:** Individuals who receive Mental Retardation services are safe and secure in their home and community.

**Outcome:** Individuals receiving Mental Retardation Services will experience the use of positive approaches to address their needs.

**Baselines:** 11 individuals who receive Mental Retardation services were involved in at least one physical restraint incident during Fiscal Year 2006-2007; 23 Incidents of physical restraint involving individuals who receive Mental Retardation services occurred during Fiscal Year 2006-2007.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Positive Approaches

**Target Objective 1: Increase understanding within the Mental Retardation System on the use of Positive Practices in addressing individual's needs.**

- 1. Activity-** Continue entry level training on the counties protocol on Positive Approaches and restrictive procedures.
- 2. Activity-** Collect and analyze monthly data to complete a trend analysis on HCSIS restraint data for the county program.
- 3. Activity-** Continue to utilize The Human Rights Committee for the review and approval of plans that contain restrictive components and to ensure that appropriate Mental Health supports are in place.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Positive Approaches


4. **Activity-** Collect debriefing data to identify trends among causes of restraints and implement potential strategies for reducing single occurrence restraints.
5. **Activity-** Analyze debriefing data to identify training needs.

### **Benchmarks-**

There will be a 20% decrease in the number of physical restraints. There will be a 10% decrease in the number of individuals who are restrained.

**Data Source:** HCSIS incident Management Data,  
Debriefing forms

**Target Completion Date:** December 2008



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Positive Approaches

**Target Objective 2: Develop a local Positive Practices workgroup to develop stakeholder identified training needs.**


- 1. Activity-** Identify membership of a stakeholder workgroup.
- 2. Activity -** Utilize regularly scheduled meetings to develop ideas for training that represent the workgroup's identified training needs.

### **Benchmarks:**

Establishment of a local working Positive Practices subcommittee and development of a Positive Practices training plan.

**Data Source:** meeting minutes, training plan

**Target Completion Date:** December 2008




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Lifesharing**

**Domain:** Participant-Centered Service Planning and Delivery.

**Goal 1:** Individuals are provided with Lifesharing options and given the opportunity to discuss these options with agency representatives and or Lifesharers prior to making a decision on their residential service.

**Outcome:** The development of a culture of Lifesharing, where people live with who they want to, in a mutually supportive manner as part of their community.




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Lifesharing**

**Baseline:** In Calendar Year 2007, 25 individuals participated in a lifesharing option.

**Target Objective: Develop an environment in which individuals have the opportunity to participate in a Lifesharing residential option.**

- 1. Activity-**The opportunity for participation in a Lifesharing residential option will be introduced during each individual's Intake, and at the annual ISP for persons currently in structured residential settings, and/or before any new residential service is authorized.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Lifesharing

**2. Activity-**Develop a Lifesharing Provider focus group to identify barriers and assist in determining training needs.

**3. Activity-**Provide a Lifesharing training for system Stakeholders to enhance understanding of this option and develop Provider interest in enhancing Lifesharing opportunities.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Benchmarks:**


All HCSIS records, that include residential services, will indicate whether Lifesharing options were considered prior to authorization of a new residential service.

**Data Source:** HCSIS records

**Target Completion Date:** December 2008



# Quality Management Plan Early Intervention Services




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Early Intervention**

**Domain:** Participant-centered service planning and delivery

**Goal:** Children, aged 0-3, who are eligible for Early Intervention services and supports will receive their services and supports in both their home and community settings.

**Outcome:** Children and families who received Early Intervention services and supports will have a sense of belonging in their communities and will be better prepared for transitioning to Early Intervention Part B (3-5 Years) and school.




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Early Intervention

**Baseline:** 99.3% of all Early Intervention Services in the Joinder are currently being provided in the home or child care setting.

**Target Objective:** Increase the percentage of children who receive their services in the home and community.


- 1. Activity-** Develop an online survey to be completed by service providers to determine the barriers to providing service in community settings.
- 2. Activity-** Analyze the results of the online survey to identify the barriers as reported by service providers.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Early Intervention

- 3. Activity-** Develop training and technical assistance that addresses the barriers as identified in the Provider survey.
- 4. Activity-** Evaluate Early Intervention Reporting System (EIRS) data on a monthly basis to determine an increase in the number of services and supports that are provided in the community.
- 5. Activity-** Share feedback related to performance on this objective with the Early Intervention Service Providers.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Early Intervention**

#### **Benchmarks:**

Development of online Provider Survey,  
Development of training and technical assistance  
Increased use of services in community settings

**Data Source:** Provider survey, Provider Training, EIRS

#### **Target Completion Dates:**


Activity 1- March 2008

Activity 2- May 2008


Activity 3- September 2008

Activity 4- ongoing

Activity 5- December 2008



**Quality Management Plan**  
**Shared Goal :Mental Retardation,**  
**Behavioral Health and**  
**Dual Diagnosis**



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Employment

**Domain:** Participant-Centered Service Planning and Delivery.

**Goal 1:** Individuals who are in Facility Based Adult and vocational training have access to employment options.

**Outcome:** There will be an increase in the number of Individuals who have the opportunity to explore their full employment potential.


**Baseline:** In Fiscal Year 2006-2007, 109 individuals receiving Mental Retardation and Behavioral Health Services in the Joinder Program participated in Community Employment Programs.



## **Employment**

**Target Objective: Develop an environment in which individuals have ongoing opportunities to move into Community Employment.**

- 1. Activity-** The opportunities for movement into a Community Employment or Supported Employment work environment will be discussed during each age-appropriate individual's Individual Support Plan (ISP) process.
- 2. Activity-** Development of a Community Employment Provider Survey to identify any existing Employment Committees that can be utilized to expand community employment capacity within the Joinder.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Employment**


#### **Benchmarks:**

100% of employment-age Individual Support Plans (ISP's) will include a summary of employment discussion.

Development, Distribution and Evaluation of a Community Employment Provider Survey

**Data Source:** Individual Support Plans, Community Employment Provider Survey.

**Target Completion Date:** December 2008




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Employment

**Goal 2:** There will be a seamless process for identifying and assisting individuals who need help transitioning into adult employment opportunities.

**Outcome:** Youth and young adults who are transitioning into adult life have the opportunity to realize their employment goals.

**Baseline:** There currently is not a well defined process, for proactively identifying and assisting individuals who may benefit from employment support, prior to their high school graduation.




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Employment

**Target Objective: Develop an environment in which young adults have opportunities to explore and develop their employment interests.**

- 1. Activity-** Develop a proactive process for identifying high school youth, who may benefit from employment support prior to and following high-school graduation.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Employment**

#### **Benchmarks:**


Development of a useable identification and support process for high school youth who need employment support.

**Data Source:** a developed youth employment support process

**Target Completion Date:** December 2008



# Quality Management Plan Behavioral Health Services




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### State Hospital Lengths of Stay

**Goal:** Individuals, who receive Behavioral Health Services, will have access to Community Supports that focus on reintegrating individuals who are being discharged and are at risk for relapse.

**Outcome:** Individuals, who have been in a State Mental Hospital longer than two consecutive years, will experience a successful transition into the Community .

**Baseline:** 65.2% of the total patient population at Clarks Summit State Hospital from the L-S Joinder in Program FY 2006-2007 have been at the hospital for more than two consecutive years.




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### State Hospital Lengths of Stay

**Target Objective:** Increase and/or improve Community Supports that focus on reintegrating individuals who are being discharged and are at risk for relapse.


- 1. Activity-** Continue the use of a structured communication system among Clarks Summit State Hospital, The Advocacy Alliance (CST Provider), The County Office, The Community Support Program, and the Base Service Unit that clearly identifies and communicates discharge date, treatment recommendations, housing arrangements, and medication follow-up.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### State Hospital Lengths of Stay

2. **Activity-** Continue to facilitate a consistently used consumer-to-consumer connection program, via the WARM line, prior to discharge from the State Hospital.
3. **Activity-** Continue to distribute a welcome basket that identifies formal and informal community supports that are available for individuals with a mental illness.
4. **Activity-** Continue to participate in the Consumer Support Plan (CSP) process which focuses on assessment and planning for individuals residing in a state hospital longer than two years.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan


### **Benchmark:**

There will be a 5% decrease in the number of individuals who have been in a State Mental Hospital longer than two consecutive years.

### **Data Source:**

Annual Clarks Summit State Hospital Utilization Review Report

**Target Completion Date:** December 2008




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### State Hospital Diversions

**Goal:** Increase and/or improve Community Supports directed at diverting individuals who are at risk for State Hospital placement.

**Outcome:** The number of individuals who are diverted from admission to a State Hospital will be increased.

**Baseline :** The rate of diversion from a state hospital admission During the 2007 calendar year was 29.3%.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## State Hospital Diversions

**Target Objectives: Collect and analyze data on community hospitalization utilization and state hospital diversion rates.**

- 1. Activity-** Continue to track the number of individuals who were diverted from a state hospital and the community services being used as an alternative to state hospital admission.
- 2. Activity-** Track the number of individuals who are placed voluntarily and involuntarily in a community hospital on a monthly basis to identify any trends in community hospitalization
- 3. Activity-** Track the names of individuals who are readmitted to a community inpatient hospital to identify those individuals who are at risk for a State Hospital placement.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **State Hospital Diversions**


#### **Benchmark:**

Increase the rate of diversion from a state Hospital admission by 5%

#### **Data Source:**

OMHSAS monthly Reporting form,  
BSU report on voluntary/involuntary placements in  
community hospitals.

**Target Completion Date:** December 2008




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### Housing

**Goal:** Increase the number of individuals who are living in environments of their choice.

**Outcome:** Individuals are able to choose to reside in environments that they believe will support their recovery process.

**Baseline :** There currently is no specific inventory of housing options, or consumer oriented assessment of housing support needs.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Housing

**Target Objectives:** A workgroup, comprised of persons in recovery, advocacy, family, base service units, housing authority representatives and housing providers will be developed to work with the Administrator's Office in the development of a Housing and Recovery Oriented Services Plan

- 1. Activity-** Develop a comprehensive inventory of housing options within Lackawanna and Susquehanna Counties for persons with mental illness and persons in recovery.
- 2. Activity-** Conduct a consumer oriented assessment of housing and housing support needs within both Lackawanna and Susquehanna Counties.



# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## **Housing**

### **Benchmark:**


A Housing Inventory and an Assessment of Housing Support Needs will be developed.

### **Data Source:**

Completed Housing Inventory

Completed Housing Support Needs Assessment

**Target Completion Date:** December 2008




## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

### **Recovery Oriented Systems**

**Goal 1 :** Increase consumer input related to Provider services and supports.

**Outcome:** Development of a leadership model in which recovery oriented values are permeated throughout the Behavioral Health Community.

**Baseline :** The Provider Governing Board's membership in the Joinder is currently at 2 %.



## Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

**Target Objective: Increase consumer membership on Provider Governing Boards to 10%.**

**1. Activity-** Provide correspondence to all Behavioral Health Providers in the Joinder Program that clearly reflects the expectation of an increase in consumer participation on governing boards.


**2. Activity-** Survey providers regarding their governing board composition.

**Benchmark:**

Consumers of Behavioral Health Services will comprise 10% of all Provider governing Boards.

**Data Source:** Provider Survey

**Target Completion Date:** December 2008




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Recovery Oriented Systems

**Goal 2:** Increase the use of recovery-oriented language in Provider agency mission statements.

**Outcome:** Development of a leadership model in which recovery oriented values are permeated throughout the Behavioral Health Community.

**Baseline:** 37.5% of Provider Agency mission statements include recovery oriented language.




# Lackawanna-Susquehanna Counties Mental Health/Mental Retardation Program Quality Management Plan

## Recovery Oriented Systems

**Target Objective: Increase the percentage of Providers with recovery oriented language in Provider Mission Statements to 80%.**

- 1. Activity-** Provide correspondence to all Behavioral Health Providers in the Joinder Program that clearly reflects the expectation of recovery oriented language in mission statements.
- 2. Activity-** Survey providers regarding their mission statement content.
- 3. Activity-** Utilize recovery oriented language in Provider correspondence to model expectations of the same.



**Lackawanna-Susquehanna Counties  
Mental Health/Mental Retardation Program  
Quality Management Plan**


**Recovery Oriented Systems**

**Benchmark:**

80% of all Providers will have mission statements with recovery oriented language

**Data Source:** Provider Survey

**Target Completion Date:** December 2008



Every accomplishment starts  
with the decision to try.  
- unknown