

MR-DD PROGRAM OF EXCELLENCE

(DRAFT CONCEPT AS OF JUNE 2006)

INTRODUCTION:

Much like the Missouri network of Community Mental Health Centers established to serve the CPS Division of DMH as administrative and program agents, there are a number of high quality, CARF accredited, community-based non-profit and/or SB40 board operations that serve the MR-DD Division. These agencies have long-established relationships with their communities, are governed by local citizens much like school boards, and have achieved reputations for responsive and creative service programs.

RECOMMENDATIONS:

The DMR-DD should identify “Programs of Excellence”, or “Centers for Excellence” and grant them the same status as CPS Community Mental Health Center administrative agents of the Department.

QUALIFICATIONS AND ELIGIBILITY:

To be considered as a “Program of Excellence”, the following criteria should be utilized.

- The agency/provider shall be CARF accredited for all program services purchased by the Division. Such accreditation shall be at the highest level (3 year) and shall have been in existence for a minimum of 6 years.
- The entity must always maintain current evidence of proper insurance/indemnity coverage and provide written assurance that the entity complies with state and federal regulations such as HIPAA, OSHA, IRS, EEOC, and DOL to name a few.
- The entity must possess or acquire a management information system capable of producing required data related to persons served, duration of services, costs for services, case notes, etc.
- The entity must agree to provide/purchase services in accordance with the Missouri Certification Principles for Persons with Developmental Disabilities.
- The entity must assure and provide evidence of a mechanism or input and involvement in planning programs or services from persons served and their families.

- The entity must be able to qualify under various mechanisms/processes to receive Federal Medicaid funding or other State/Federal Funds.
- The entity must maintain overall consumer satisfaction with programs/services delivered at a minimum of 80% as measured by a variety of survey activities.
- The entity must produce and publish an outcome evaluation report (required by accreditation) clearly describing performance goals and indicators which will lead to continuous program/service improvements for persons served.

DELEGATION OF AUTHORITY:

Once the above criteria are met, the DMR-DD (through contractual agreement) should delineate the specific authorities of both the Division and Program of Excellence utilizing the Affiliated Community Service Provider criteria referenced in CSR 25-2.005 and/or existing Missouri statutes. Such delineation of roles may include:

- Defining responsibility for determining the status of eligibility for all persons participating in the programs/services including provisions for self-directed consumer services.
- Defining the minimum number of persons to be served under a lump-sum budget allocation and parameters for increasing/reducing the shared unit agreement.
- Defining roles for conducting abuse/neglect investigations;
- Defining monitoring requirements;
- Defining incentives for ongoing staff training and education. (CDS)
- Providing incentives for outcome performance.

EXPECTED BENEFITS:

Should the leadership of the DMH decide to move forward with the Programs of Excellence concept, the following expected benefits will occur:

1. A reliable, recognized quality standard will be achieved over the period of time required to convert all MR-DD service providers as CARF accredited entities. This commitment will help the Division to maintain consistent and regularly updated best practice national standards as a hallmark of quality.

2. Entities achieving a Program of Excellence designation will require less of the Division's technical assistance allowing the Division's resources to be directed toward providers in the process of achieving that status.
3. A statewide "scorecard" of critical indicators will be developed by which to compare services and outcomes to those served. Such indicators may measure the consumer satisfaction, cost data, defined quality areas such as substantiated abuse/neglect findings and other performance indicators as desired. Once gathered and interpreted, these indicators can be compared to national indicators which will assist our state in determining areas needing extra attention.

OTHER PLANNING NOTES:

In addition to using the comprehensive ACSP designation as a "Program of Excellence", the Division should consider additional levels of designation by establishing criteria for less comprehensive programs perhaps specializing in a specific area of service delivery such as community living services only, but still deserving of exemplary practice recognition. "Mom and Pop" shops should also have criteria established to recognize their contribution to the service delivery system. Such a levels system might be defined as:

Program of Excellence – Level A
Associate – single service only.
Could be Mom and Pop shop, or transportation
Provider, etc.. CARF accredited.

Program of Excellence – Level B
Basic – Limited services but more
than one service funded by DMH. CARF accredited.

Program of Excellence – Level C
Comprehensive – ACSP full range
of services including TCM. CARF
Accredited