



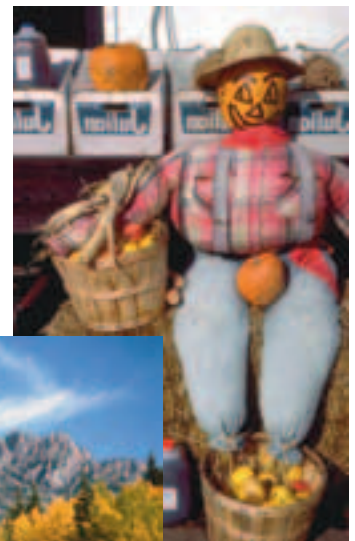
Tracking Trends

by Jannis Conselyea

In the spring of 2002 a support group from the Human Services Research Institute, funded by the Centers for Medicare and Medicaid, journeyed to Montana to provide technical support on the design of a Quality Management System for the Developmental Disabilities Program. The process was spawned over a three-day period. Out of this process, the Quality Management Task Force developed two themes. The first was an over-all picture of what a Quality Management System would look like in Montana including the goals and objectives, and who would advise the State office on Quality Assurance matters. The second theme to emerge was Incident Investigations. Out of the second theme, three distinct topics emerged; the need for a central database to track trends, the need for an incident reporting policy and the need for an investigation process separate from Adult Protective Services.

The desired outcome was to design a Quality Management System that would assure health and safety for all individuals in Developmental Disabilities Services. Prior to the technical support offered by the Centers for Medicare and Medicaid the State of Montana had no Incident Reporting data-base with State-wide information on types of injury, location of injury, cause of injury, cause of incident, type of incident or location of incident. If the State Central Office needed this information they would have to call the Regional Office and request the paper copies be pulled from the file and the information sent for review. With this process there wasn't any way to track incident trends statewide and therefore no way to analyze and improve the health and safety of individuals in service.

The Incident Reporting process varied from region to region and from provider to provider. The forms used were as varied as the people who used them. Most consisted of long narratives that documented the incident, where it happened, what led up to the incident, what happened and what was the outcome. However, this lengthy narrative did not lend itself to quantifying data and therefore analyzing and tracking trends was not possible. It was determined that a new form, one that could be standardized and used throughout the State by community providers, both large and small, as well as the residential facility at Boulder was needed if the State was to develop a Quality Management System to move services into the 21st Century.



The Human Resources Technical Assistance Staff offered a template for the Reporting Form. This was adapted and put out to providers and State Staff to provide input and direction. Many hands helped

Continued on the next page

Trends, continued from page 1

to shape the content. In November of 2002 at the State Developmental Disabilities Conference, State Staff presented a panel discussion to inform conference attendees of the goal and objectives of the Quality Management Task Force. The draft Incident Reporting Form was distributed to those in attendance. Input and feedback was accepted until April of 2003 when the Incident Reporting Database contract was awarded to Integrated Technology, a Helena based database design company. In order to build the database the form needed to have a final content and format.

As of September 30th the database is built and is undergoing testing on the Department of Public Health and Human Services data servers. Once the testing is complete a group of providers, (five in all will be trained, including the Montana Developmental Center at Boulder) will begin piloting the form and the database. Once the pilot group has worked with the database and the system is providing the reports expected, i.e. reports statewide on types of incidents: for example, choking, medication error: cause of incident, accident, emotional distress,

location of incident — both general: apartment, group home, and specific: living room, hallway, type of injury: scrape, blocked airway, cause of injury: seizure, self-injury, location of injury: throat, hand, all Developmental Disabilities Providers will be trained. Training will be provided at computer labs in all of the five regions of the State. An Incident Reporting Database Provider Training Manual will also be available for all provider trainees.

National consultants confirm the fact that the ability to track incident trends state-wide helps State Administrators and providers to effectively provide greater health and safety assurances for individuals in Developmental Disabilities Services. Through data-analysis a State Provider and a State DD Director will be able to have a more comprehensive picture of health and safety issues as they pertain to individuals in Developmental Disabilities Services by provider, by region and the State in its entirety and be able to create policies and procedures for Direct Care Staff that enable them to provide healthier and safer environments for individuals in their care with Developmental Disabilities. 🍁

People First, continued from page 3

of the reasons for the success of People First in Montana.

The Montana People First Senate is the statewide representative organization that allows the 13 chapters to speak with a unified voice on state policy issues. Members from the chapters created the Senate by writing and adopting a Constitution in 2001. This fall the Montana People First will hold statewide elections for the five Montana People First officers.

If you would like more information about People First, please contact Colleen Nichols at 406.443.4896. 🍁



QUALITY MATTERS

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Who and What is People First of Montana?

by Colleen Nichols, Montana People First Coordinator

People First is an international self-advocacy organization for adults with developmental disabilities. Montana currently has 13 active People First Chapters in Anaconda, Billings, Butte, Boulder, Bozeman, Great Falls, Havre, Helena, Kalispell, Libby, Malta, Missoula and Ronan with a membership of over 250. No other organization in Montana is helping as many adults with developmental disabilities advocate for themselves and disability systems change.

Since 1995, the Montana Citizen Advocacy Coalition (MCAC) has coordinated People First groups across Montana. Financial support for MCAC and the People First chapters comes from the Montana Council on Developmental Disabilities (MCDD — formerly DDPAC) and the Montana Advocacy Program (MAP). The MCAC is a non-profit organization that exists to develop and maintain a coalition of existing Citizen Advocacy programs throughout Montana. The MCAC's mission is "to protect and advocate for persons who have developmental disabilities." The goals of the MCAC are to promote the rights, dignity, value and full community inclusion for Montana citizens who have a developmental disability.

As our system begins to implement the principles of self-determination: freedom (to plan a real life), authority (to control a targeted amount of resources), support (for building life in one's community) and

responsibility (to give back to one's community), it is apparent that People First members can and will become stakeholders in the creation and promotion of the direction self-determination takes in Montana. Self-advocates should be the decision makers and planners in all of their daily living activities, they should be empowered to have real control over their lives.

The MCAC promotes self-advocacy efforts of people who are developmentally disabled by providing support for existing chapters of People First of Montana, and assistance is available for communities interested in establishing People First groups. In Montana the MCAC has aggressively embraced the responsibilities of establishing People First chapters, training and technical assistance to new and existing chapters, quality assurance within chapters and fund distribution to People First chapters throughout Montana.

People First operates with a part-time Advisor in each community. Advisors assist with logistics or to facilitate group processes when needed. Each group elects their own officers and runs their meetings. The

Advisors are an invaluable resource to members and go above and beyond their reimbursed duties. They attend IP's, advocate for members and are one

People First of Montana Goals

Personal development 🍀 Each member will learn and use self-advocacy skills.

Local chapter development 🍀 People First will develop, support and strengthen local chapters.

Annual State Conference 🍀 People First will assist in planning, organizing and supporting the State Conference on Developmental Disabilities.

Systems Advocacy 🍀 People First will work together towards goals we agree on.

Public education 🍀 People First members will teach others about the purpose, beliefs, goals and needs of People First.

Stable state structure 🍀 People First will provide for a stable state administrative structure and funds to carry out the plans of People First.

Continued on page 2

Web Sites of Interest

DRM Guide to Disability Resources on the Internet is a non-profit organization that monitors, reviews, and reports on disability resources on the Internet.

<http://www.disabilityresources.org>

Global Initiative to Enfranchise People with Disabilities is a clearinghouse for information on the participation of people with disabilities in the electoral process.

<http://www.electionaccess.org>

To find quality, affordable, specialty clothing visit Adaptive Clothing for Children

<http://stitchesfromtheheart.com>

The American Association of People with Disabilities has a section on the Disability Vote Project with issues related to voters with

disabilities such as making polling places accessible, accessible voting machines, voter registration, and so forth.

<http://www.aapd-dc.org/dvpmain/newdvpindex.html>

National Center for Injury Prevention and Control works to reduce morbidity, disability, mortality, and costs associated with injuries. Has injury related fact sheets.

<http://www.cdc.gov/ncipc/>

National Health Law Program seeks to improve justice in health care for low income people, people with disabilities, minorities, etc.

<http://healthlaw.org/>

To find free speech software and other resources for individuals affected by mobility and speech limitations, blindness, and hear-

ing loss visit Infnitec's Web Site <http://www.infnitec.org/learn/mystory/waynewilleby.htm>

Read about work-based learning at the National Collaborative on Workforce and Disability where different topics concerning employment and youth with disabilities are discussed in-depth with research, references, and resources.

http://www.ncwd-youth.info/resources_&_Publications/index.html



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