



Person-Centered Excellence, with Distinction– Visit Two



Core Services of Northeast Tennessee

215 University Parkway

Susan Arwood/Executive Director

CQL Team: Peg Ezell, Lead Quality Enhancement Specialist

Review Dates: April 5-6, 2022

Organizational Contact Name: Susan Arwood, Executive Director

Purpose

A follow-up visit is conducted for all organizations completing Person-Centered Accreditation (or with Distinction)

The purpose of the checkpoint is to:

- Confirm the continued progress of *Basic Assurances*[®] (BA) systems and practices.
- Collect/Discuss data and use of *Personal Outcome Measures*[®] (POM).
- Collect/Discuss data and progress made for Factor 10.
- Offer technical assistance as needed.

Organizational Update

During this review, the following areas were discussed:

- *Basic Assurances*[®] Plan systems and practices progress
- *Personal Outcome Measures*[®] Plan progress
- *Basic Assurances*[®] Monitoring

Basic Assurances[®] Systems

The organization currently has the following notable systems in place to assure the presence of *Basic Assurances*[®]:

- Strong advocacy presence locally, state-wide, and at the national level.
- Rights restrictions and limitations
- Budgeting and financial status reviews
- POM interviews and person-centered planning
- Satisfaction surveys
- Committee minutes
- Comprehensive Incident management
- Staff training and development
- Abuse and neglect investigations
- Complaint and grievances
- Emergency drills and environmental checks
- Policy and procedure review and revision
- Focus groups
- House meetings and staff meetings
- Health care records and medication administration
- Circle of Support

The organization collects the following notable data as part of its *Basic Assurances*[®] system:

- Number of People Supported
- Employment People Supported
- Enabling Technology
- Agency Revenue
- Complaint Activity
- Stakeholder Satisfaction Surveys – Family, ISC, Employee
- Rights Restoration
- Number of People Who Have Had Rights Removed by the Court
- *Personal Outcome Measures*[®] Data
- *Basic Assurances*[®] Monitoring
- People Choose Where and With Whom They Live
- Community Membership
- Medication Variances
- Falls
- Reportable Incidents
- DSP Retention and Recruitment Data – applicants, terminations, tenure, DSP turnover, overtime rates, position vacancy rates, credentialed employees, new hire survey, stay survey, employee wages, employee safety, employee absenteeism
- Core Council
- TN QUILTTS
- Pre-Employment Transition Services
- Presentations and Consultation

The organization has taken the following notable actions based on *Basic Assurances*[®] data collected, aggregated, and analyzed:

- A process map is now used to ensure that due process is administered appropriately for the restricting or limiting rights.
- Rights training for all staff using the CQL Rights PPT and the Think About video for people receiving services.
- A formal easy to use complaint/grievance process is now readily available for people receiving services.
- Prohibited and intrusive interventions are addressed in policy and procedure.
- A comprehensive rights assessment is administered annually to better understand people, knowledge of their rights, and support needed to exercise them.
- The organization continues to evaluate the role and responsibility of the HRC in an effort to develop opportunities for members to provide enhanced education and promotion of rights.
- A definition of mistreatment has been added to the Abuse, Neglect, Mistreatment, and Exploitation policy and procedure.
- Focus groups with people receiving services are being held to share information, provide education, and solicit ideas for ongoing improvements to current systems and/or practices.



- There is synergy around learning more about trauma informed care and how this support can be incorporated into the organization's operations.
- The use of Psychiatric Advanced Directives is being explored.
- Best practices in health care and wellness screenings are addressed in policy and procedure.
- Supports are now in place to provide people in the selection of new providers, if desired.
- Enhanced support and education are available for people to be more involved in their personal health care.
- Policies can now be accessed on the organization's website by the general public and organizational members.
- New staff position, Employee Workforce Development Specialist, focused on the successful onboarding and retention of newly hired staff.
- HRC Cooperative

Basic Assurances[®] summary:

Core Services of Northeastern TN has comprehensive integrated quality management plan that is continuously updated and revised based on new learning as quality data is collected and analyzed.

See attached 2021 Trend Analysis Report.

Personal Outcome Measures[®]

The organization currently has the following notable systems in place to learn about personal outcomes for the people to whom it provides support:

- The organization has three certified POM interviewers on staff and one certified POM trainer.
- Each certified interviewer will conduct two to three interviews per month for person-centered planning purposes and organization-wide quality enhancement data analysis.
- A summary of findings is prepared and shared with each person's Circle of Support and is used when developing the individualized plan.

The organization currently collects the following notable data related to personal outcomes:

- POM data is recorded in the CQL Portal.
- POM indicators that are consistently present include: people choose goals; people realize personal goals; and people have best possible health.
- POM indicators that continue to provide the greatest opportunities include: people experience continuity and security; people choose where and with whom to live; and people choose services.



The organization has taken the following notable actions based on the *Personal Outcome Measures*[®] data collected, aggregated, and analyzed:

- The enabling technology initiative is providing people with new opportunities to gain employment, take vacations, having more control of where they live, and how their supports are provided.
- Enhanced training in the areas of responding to emergencies, filing a complaint, recognizing and reporting incidents of abuse, neglect, mistreatment, and exploitation.
- Evaluating ways in which people can receive education regarding the information in their personal record and how to access it.
- Website includes an employer page that highlights the value and abilities of disabled workers/employees.
- Focus groups are hosted to educate people about their rights and responsibilities.
- Significant efforts are being made to provide people with options to choose where they shop, bank, and get medical care.

***Personal Outcome Measures*[®] summary:**

Core Services of Northeast TN is very committed to using the information learned through the POM interview process for both individual and organization-wide planning. Ongoing analysis of the data is providing the organization with vast opportunities to continue to refine and enhance systems and practices that will provide people with greater control in the decisions impacting their lives.

Person-Centered Excellence Short-Term Plan

Core Services, Inc. presented a summary of their work on the following short-term Person-Centered Excellence goals selected by the stakeholders:

1. Community Connections:
 - People attend focus groups to learn about Civic Clubs
 - Participating in the Pre-Employment ET Project
 - Launched new website that includes “Hire Strengths” employer page
 - “Powered by Inclusion” video made
 - Governor visited Core Services
 - Lowes Manager potential new employer
2. Workforce:
 - NADSP FLS train the trainer
 - Management team enrolled in e-Badge Academy
 - Job description revisions
 - Revised performance evaluation process
 - New hire survey
 - Mentor program established

- BA tool used when conducting house meetings
 - Initiated POM and Person-centered Thinking training for all staff
 - Add two certified POM trainers
 - Core Coin incentive program
3. Quality and Accountability:
- Formed a Self-Advocate Council
 - Expanding duties of Human Rights Committee
 - DSP Champion Group
 - Initiating a quarterly event to engage families in quality management system
 - SHIFT certification
 - Monthly schedule for the POM interviews

Long-Term Plan

Core Services, Inc. submitted the following long-term goals. Progress on these goals will be reviewed during the next visit.

People are involved in their healthcare, know their preferences, and are supported in their own personal definition of best possible health.	BA Factor 5 POM Factor 1, Indicator 3	The organization should determine each individual's health status by each person's definition of best personal health.
People and family evaluate supports and contribute to the development of policies. People and family hold meaningful leadership roles within the agency.	PCE Factor 1b, 3f, 6c and & 7c	Promoting a culture of rights, dignity and respect can be better accomplished if there are shared values with all stakeholders.
People have the authority to plan and pursue their own vision.	PCE Factor 1b, Factor 2d, Factor 3a POM 4, 5, 6	Planning a person's supports and plans a year in advance is not practical as people's interest and priorities can change and evolve with new discoveries

See Attached for complete Long-Term Plan

Next Steps

Core Services, Inc. is commended for the work it has done toward addressing the items in the *Basic Assurances*® Plan, *Personal Outcome Measures*® Plan, and the Person-Centered Excellence Plan and data to make improvements in the service delivery system continuously.

Another visit will occur approximately 12 months before the current accreditation period expires. During this visit, CQL will focus on:

- Progress attained in the long-term plan developed by the organization
- Stories that illustrate progress and success in people's lives
- *Personal Outcome Measures*® data analysis and learning
- *Basic Assurances*® Factor Ten Updates (Integrated Quality Management)
- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety, and human security
- Any requests for technical assistance

Accreditation continues for the remainder of the four-year cycle following the completion of this successful review.

Respectfully Submitted,
Peg Ezell | **Lead Quality Enhancement Specialist**