

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES





September 30, 2018

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell:

Per Neb. Rev. Stat. 83-1216.02, the Division of Developmental Disabilities is submitting an annual report that details the Division's outcomes, improvement priorities, and activities during the previous fiscal year.

In SFY18, the Division continued our commitment to stakeholder input and customer service with its participation in the National Core Indicators (NCI) project for a second year. Nebraska will again participate in the Staff Stability Survey and the In Person Survey (formerly the Adult Consumer Survey) in 2018. The 2016 Adult Consumer Survey report results were released in May 2018 and can be reviewed at nationalcoreindicators.org. Nebraska data showed the state to be within the NCI national average range for 57% of the total questions asked. The survey questions are grouped in thirteen categories. The state was within the NCI national averages in five categories and below national averages in one category. Presentations of Nebraska's data have been made to both external and internal stakeholder groups.

Building off the statewide findings reported by NCI, the Division conducted its own participant experience survey. This survey is different from NCI primarily in the focus of the questions, NCI centers around outcomes and the Division's survey will center around experience and satisfaction (NCI is completed through a contract with the Munroe-Meyer Institute at the University of Nebraska Medical Center and the Division's survey is being completed by state staff in partnership with self-advocates). Surveys are scheduled through the end of September 2018. The results of the NCI reports and the Division's participant experience survey will be incorporated into the Division's goals and action plans.

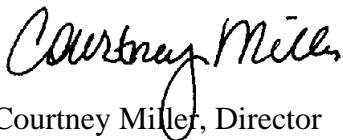
Other efforts in implementing the Quality Management Strategies include the Division's progress towards establishing processes to generate Quarterly Continuous Quality Improvement Reports to include all performance measures in the Division's new Medicaid Home and Community Based Services (HCBS) waiver applications. For example, to further one component of the quarterly HCBS waivers reporting, the Division delivered new training to its service coordination staff on Individual Support Plans and began implementing an internal review process and improvement system. This initiative was complete in May 2018. The Division's Quality Improvement Committee has convened to review data related to the HCBS waiver sub-assurances for year one, 1, quarters 1-4, along with year two, quarter 1 and created action plans based on those reviews to enhance service delivery.

The Division's improvement priorities are to increase its resource capacity with the addition of nine new Quality Control Specialists (QCS). This new team which were all hired by September 2018, will perform desktop and on-site reviews to ensure regulatory compliance of provider programs and to ensure outcomes for participants. The QCS's will also conduct the aforementioned survey with participants to gather their feedback about service delivery and will also provide additional support to the Division's service coordination staff to work towards increased consistency and compliance throughout the state.

Another priority is to establish a mortality review committee which was formed in July 2018 in collaboration with the Medicaid and Long-Term Care Division to conduct case reviews, track and trend data and identify systemic issues and areas of improvement. Other areas of priority will be to implement new provider certification requirements for agency providers and an "endorsement" process and requirements for independent providers. The Quality Team will also focus efforts on incident management and critical incidents, revising the incident reporting guidelines for providers to improve reporting compliance and quality assurance.

Moving forward, the Division will continue to work through Quality Management Strategy priorities and regularly report to the Governor's Advisory Committee on Developmental Disabilities to keep them the apprised of the progress and to incorporate their recommendations and priorities. The Division will use the Advisory Committee's guidance to make adjustments to the Quality Management Strategy to ensure it reflects multiple viewpoints, meets the needs of individuals with developmental disabilities in the State of Nebraska and takes into account national best practices.

Sincerely,



Courtney Miller, Director
Division of Developmental Disabilities
Department of Health and Human Services