

**Westmoreland County BH/DS  
Developmental Services  
Quality Management Plan Narrative  
Fiscal Years 2017-2019**

Westmoreland County Developmental Services Quality Management Plan utilizes a planned, systemic approach to the monitoring, analysis and improvement of organizational performance, thereby continually improving the quality of supports and services that are flexible, innovative and person-centered and allow recipients to achieve greater choice, independence and opportunity in their lives. Through the review and analysis of performance data, Westmoreland County Developmental Services has identified several opportunities to implement Quality Improvement initiatives for the Quality Management Plan for Fiscal Year 2017-2018 and FY 2018-2019. The Quality Management Priorities identified by the state Office of Developmental Programs for fiscal years 2017 through 2019 have been reviewed and each area considered for inclusion in the current Westmoreland QM Plan as follows:

ODP Priority	Westmoreland County Priority Summary Discussion	Outcome Developed
<p><b>Participant Safeguards – Health &amp; Safety – People should be safe at home, work, school and in the community</b></p> <p>Restraint Reduction</p>	<p>Westmoreland County’s Incident Management Coordinator is in constant review of IM data. Incident management data is analyzed and a quarterly report compiled. In addition, A risk management committee meets monthly to monitor incidents which identify consumers who meet the criteria of “At Risk.” An action plan is forwarded to the provider and the consumer’s SC for completion with follow up from the risk management committee as needed. No formal outcome is needed at this time</p> <p>During the last QM plan, Westmoreland County did not achieve a reduction in restraints. Westmoreland County’s Risk Management team continues to work closely with providers to reduce incidents of restraint. For this QM plan, we will review restraint data and restrictive procedures through the county’s Risk Management Committee and Human Rights Committee. Through these reviews, alternative approaches and technical assistance will be offered to providers to reduce and/or eliminate the use of restraint.</p>	<p>NO</p> <p>YES</p>
<p><b>Participant Outcomes and Satisfaction - IM4Q Data</b></p>	<p>The Westmoreland County IM4Q sub council meets twice a year. The sub council has identified a need for individuals to have the opportunity to obtain and keep employment in the community. The IM4Q monitors will have individuals complete the survey that includes employment questions. The monitors will then ask follow up questions related to opportunities to obtain and keep employment in the community.</p>	<p>YES</p>
<p><b>Employment</b></p>	<p>Westmoreland County BH/DS leads an Employment Coalition that meets quarterly. The Westmoreland County Employment Coalition is comprised of the county point person, providers, self-advocates, and other key-stakeholders. The Employment Coalition strives to provide advocacy, collaboration, and education to the larger community. In addition to quarterly meetings the Employment Coalition works with the Transition Council to produce an annual Employment/transition</p>	<p>YES</p>

ODP Priority	Westmoreland County Priority Summary Discussion	Outcome Developed
	conference within Westmoreland county.	
<b>Lifesharing</b>	<p>Westmoreland County BH/DS leads a Lifesharing Coalition that meets bi-annually to increase awareness of Lifesharing for providers, SCOs, individuals and the community. The local coalition will focus on the current barriers that hinder individuals from pursuing Lifesharing opportunities. The coalition will troubleshoot ways to combat barriers, so that individuals who have expressed an interest in Lifesharing can have a fair opportunity to choose this as a residential option. Historically, Lifesharing has not been very successful in Westmoreland County. For this reason a formal outcome is not needed. It is hoped that by expanding this residential option to include family members as Lifesharers, we may see an increase in this option.</p> <p>The county point person will attend the regional coalition meeting to stay informed, as well as to help relay information to the local county group.</p>	NO
<b>Participant Rights and Responsibilities – Assure Effective Communication</b>	Westmoreland County in collaboration with Westmoreland Casemanagement & Supports, Inc. again identified communication as a priority. For this QM plan, there is a more specific focus - Ensuring that people who do not communicate using words have the opportunity to have a system in place that is working and used across all settings.	YES
<p><b>Diversion of individuals from admission to State Centers and State Hospitals</b></p> <p>Reducing psychiatric admissions for individuals with dual diagnosis.</p> <p>Supporting People with Complex Needs</p>	<p>Westmoreland County’s Risk Management and DD/Psychiatric Review process has impact on mitigating risk to those who receive services, including their risk of admission to state centers and state hospitals. Since 2013, we have successfully diverted any individuals who were at risk of possible admission to these facilities.</p> <p>With the implementation of Westmoreland County’s Risk Management and DD/Psychiatric Review process, the numbers of involuntary and voluntary psychiatric hospitalizations Emergency room visits for both psychiatric and behavioral reasons have dramatically reduced since 2013.</p> <p>Due to all the work our county is already doing in this area, there is no formal outcome needed at this time. We will continue to collect and analyze data and report in the QM plan.</p>	<p>NO</p> <p>NO</p>
<p><b>Participant-Centered Service Planning &amp; Delivery</b></p> <p>Supporting Families Throughout the Lifespan</p>	This focus area is still a relatively new area to Westmoreland County Developmental Services and the Supports coordination Unit. Some DS staff have received training and the remaining staff are attending Nancy Richie’s Lifecourse presentation on August 21, 2017 along with Supports Coordination staff. No formal outcome is needed at this time but one may be developed after training is complete.	NO