

Ohio Department of Mental Retardation and Developmental Disabilities
Ohio's Quality Framework

The Ohio Department of Mental Retardation and Developmental Disabilities' (ODMRDD) Quality Framework defines the areas of quality important to individuals with disabilities and their families and to all involved stakeholders in Ohio. Organized by Domain, the framework illustrates those areas of quality that will be addressed by a functioning quality information management system. For each Domain drafted, an accompanying Outcome is stated which represents the "end result" that an organization would want to achieve for people through the systems that support them. The Outcomes are further divided into Core Indicators, expressing how the system will know if the Outcome is present. Performance Measures establish specific criteria for measurement and provide a mechanism for calculation. This method of gathering data is essential in analyzing system performance, identifying concerns and opportunities for improvement, and supporting individuals with disabilities to enjoy the quality of life that is meaningful and important to them.

Domain	Outcome	Core Indicator	Performance Measure (PM)
(D-1) Physical Health and Prevention	(O-1) People have the best possible health.	(CI-1) People have needed health services.	(PM-1) Percentage of people who receive individual-specific health services as prescribed in their plans.
			(PM-2) Percentage of people who have received recommended age appropriate health screens.
		(CI-2) People receive and take their medications as prescribed.	(PM-1) Percentage of people who received medications in accordance with QA standards.
	(O-2) People live and work in safe environments.	(CI-3) People are free from abuse, neglect, exploitation, or reported injury.	(PM-1) Percentage of those who did not have a substantiated incidence of abuse, neglect, exploitation, misappropriation or reported injury.
		(CI-4) Homes and work environments are safe and private.	(PM-1) Percentage of providers that meet or exceed 85% of the standards relating to Personal Care.
			(PM-2) Percentage of providers that meet or exceed 85% of the standards relating to Home Environment.
			(PM-3) Percentage of providers that meet or exceed 85% of the standards relating to Employment and Staffing.
(D-2) Personal Well-Being	(O-3) People control their financial resources.	(CI-5) People control the use of public resources available.	(PM-1) Percentage of IP's that include the use of the individual's public resources (agency allocated funds, public assistance i.e. own payee for benefits allocated to them).
			(PM-2) Percentage of IP's that indicate that

			the individual controls the use of their public resources (agency allocated funds, public assistance i.e. own payee for benefits allocated to them).
		(CI-6) People's financial resources are protected.	(PM-1) Percentage of people without misappropriation of personal resources.
			(PM-2) Percentage of individuals residing in licensed facilities who have not experienced any misuse of personal funds.
		(CI-7) People control their personal resources.	(PM-1) Percentage of people with personal resources.
			(PM-2) Persons who have personal resources, the percentage of people who are directing their personal funds.
	(O-4) People's rights are upheld.	(CI-8) People exercise their rights.	(PM-1) Percentage of people who have not experienced (substantiated) rights violations.
			(PM-2) Percentage of people who file Form 4065 appeals.
		(CI-9) People with challenging behaviors are supported in positive ways.	(PM-1) Percentage of people who have behavior support plans that include one or more restraints i.e. chemical/physical and/or time out procedure.
			(PM-2) Percentage of people who have a behavior support plan.
(D-3) Community and Personal Connections	(O-5) People participate in their community.	(CI-10) People are members of their community.	(PM-1) Percentage of people living in a residential facility participating in community-based activities/work.
			(PM-2) Percentage of school-age children (with an IEP) receiving education services in an integrated system (non-county board programs).
	(O-6) People have personal relationships.	(CI-11) People spend time with people they prefer.	(PM-1) Percentage of people who report that they spend time with their friends
	(O-7) People move freely about in their community.	(CI-12) People have access to transportation.	(PM-1) Percentage of people who report that they are supported to access to transportation.
			(PM-2) For individuals enrolled on a waiver, the average authorized annual dollars authorized for transportation.
			(PM-3) Percentage of people who report that they do access needed transportation to travel to identified in the IP (activities, services, appointments).
(D-4) Employment and Support	(O-8) People who want to work are employed in the community.	(CI-13) People have jobs that match their IP goals.	(PM-1) The percentage of individuals with jobs in the community. (For purpose of definition "community" means any employment for an individual that is not in the physical sheltered workshop).
			(PM-2) The percentage of individuals who have jobs that match the community

			employment goals contained in their IP.
			(PM-3) Percentage of individuals who report that their jobs match their goals.
		(CI-14) People maintain employment.	(PM-1) Average length of time of employment.
		(CI-15) People have opportunities for career advancement.	(PM-1) Percentage of employed people who have advanced in their employment (Advanced = any change of job status i.e. increase in hours, job change, title change, increase wage, improved benefits, etc.).
		(CI-16) People are satisfied with the number of hours worked per week.	(PM-1) Percentage of people who report being satisfied with the number of hours worked per week.
		(CI-17) People receive comparable wages.	(PM-1) Percentage of people who earn minimum wage or better.
			(PM-2) The average earned hourly wage.
		(CI-18) People receive benefits.	(PM-1) Percentage of people who receive benefits: health insurance, sick leave, paid vacation, workman's comp., death & disability, long term care insurance (Must receive two or more benefits to be included).
(D-5) Leadership and Organizational Management	(O-9) Continuous improvement addresses and corrects issues.	(CI-19) A strategic/business planning process is used to improve services and supports.	(PM-1) The percentage of providers (county board, public/private service) that have a written strategic plan
			(PM-2) Percentage of providers that periodically evaluate their plan.
			(PM-3) The percentage of strategic plans that are based on an assessment of service and support needs.
			(PM-4) The percentage of providers that solicit input from a variety of sources.
	(O-10) Providers and county boards are qualified to support individuals.	(CI-20) Providers and county boards maintain accreditation, licensure, certification.	(PM-1) Percentage of licensed providers that have a 3-year license.
			(PM-2) Percentage of licensed providers that have a 2-year license.
			(PM-3) Percentage of licensed providers that have a 1-year license.
			(PM-4) Percentage of licensed providers that had their license suspended or revoked.
			(PM-5) Percentage of licensed providers that had no citations.
			(PM-6) Percentage of county boards that have a 5-year accreditation.
			(PM-7) Percentage of county boards that have a 4-year accreditation.

			(PM-8) Percentage of county boards that have a 3-year accreditation.
			(PM-9) Percentage of county boards that have a 2-year accreditation.
			(PM-10) Percentage of county boards that have a 1-year accreditation.
			(PM-11) Percentage of county boards whose accreditation was put in abeyance.
			(PM-12) Percentage of county boards whose accreditation was suspended or revoked.
			(PM-13) Percentage of county board that were put in receivership.
			(PM-14) Percentage of county boards that had no citations.
			(PM-15) Percentage of certified (non-licensed) providers whose certification was suspended or revoked.
			(PM-16) Percentage of certified (non-licensed) providers that had no citations.
	(O-11) People and the public are knowledgeable about the direction, purpose and opportunities of the organization.	(CI-21) An effective marketing and communication system is utilized.	(PM-1) Percentage of organizations that have a marketing plan.
		(CI-22) The organization utilizes a range of vehicles to inform its constituency.	(PM-1) The percentage of organizations that report a diversity (more than one method) of methods is used to distribute information
	(O-12) The system attracts and retains a stable and knowledgeable workforce.	(CI-23) The workforce is competent.	(PM-1) Percentage of persons receiving services who report that staff is competent.
			(PM-2) Percentage of staff that have applicable credentials.
			(PM-3) Percentage of staff that received required training.
		(CI-24) The workforce delivers high quality services.	(PM-1) Percentage of persons who report that they receive high quality services.
			(PM-2) Percentage of individuals who do not have substantiated staff-related MUIs.
		(CI-25) Organizations maintain continuity of supports and efficient use of resources.	(PM-1) The turnover ratio of direct support staff.
			(PM-2) Percentage of individuals who report that their support staff change frequently.
	(O-13) People have access to services.	(CI-26) People and their families access the system.	(PM-1) The percentage of people who access services and supports that are newly enrolled.

			(PM-2) The percentage of people and their families who report the enrollment process was understandable.
		(CI-27) Waiver eligibility determinations are timely.	(PM-1) Proportion of LOC determinations that are completed within 90 days of application date by county and statewide.
			(PM-2) Proportion of LOC re-determinations that are completed prior to the renewal date of the current eligibility by county and statewide.
		(CI-28) Waiver eligibility determinations are accurate.	(PM-1) Proportion of individuals determined eligible by the county as compared to the number of individuals determined eligible by the ODMR/DD.
		(CI-29) Waiting lists are accurately and effectively managed.	(PM-1) Percentage of total IO waiver enrollments per county board
			(PM-2) Percentage of total Level 1 waiver enrollments per county board
			(PM-3) Average length of time a person is on a waiting list(s).
			(PM-4) Percentage of new enrollees by waiver type
	(O-14) Services and supports are person-centered.	(CI-30) People have individualized plans.	(PM-1) Percentage of individuals that have a current IP.
			(PM-2) Percentage of individuals (guardian, family or advocate) who have been provided copies of the current IP.
		(CI-31) People have control over the development, implementation, and evaluation of their IP.	(PM-1) Percentage of individuals (guardians) who choose where they live.
			(PM-2) Percentage of people who make choices about what they do during the day or evening.
			(PM-3) Percentage of people who make choices about the services and supports included in their IP.
		(CI-32) People receive services and supports according to their plans.	(PM-1) Percentage of individuals with IP's who receive the service(s) in their IP.
		(CI-33) People are satisfied with their services and supports.	(PM-1) Percentage of people who report satisfaction with their supports.
		(CI-34) Risk assessments are conducted on a periodic basis to identify and mitigate barriers to services and supports for people.	(PM-1) Percentage of persons with substantiated MUIs for whom risk assessments are done.
	(O-15) Organizations have adequate infrastructure to support an effective and efficient delivery of services and	(CI-35) Information technology services are used to support the needs of the organization and people served.	(PM-1) Percentage of providers who have an automated technology based system for monitoring quality, access, and needs of services.

	supports.		
		(CI-36) Waiting lists (all) are accurately and effectively managed.	(PM-1) Percentage of county boards that have defined criteria (by service category) waiting lists.
			(PM-2) Percentage of county boards that manage waiting list electronically.
		(CI-37) Records are maintained as required.	(PM-1) Percentage of providers that adhere to their policy on confidentiality.
			(PM-2) Percentage of providers that adhere to their policy on accessibility.
			(PM-3) Percentage of providers that adhere to their policy on security.
			(PM-4) Percentage of providers that adhere to their policy on retention/disposal.
			(PM-5) Percentage of providers that adhere to their policy on distribution.
		(CI-38) Organizations maintain financial integrity and fiscal stability.	(PM-1) Percentage of the county boards surveyed that indicate that they have budgeted resources sufficient to maintain current operations.
			(PM-2) Percentage of county boards that have not had reportable conditions and/or findings for recovery in their last audit (Auditor of State)
		(CI-39) Organizations maintain policies and procedures that ensure the timely actions, notifications, reporting, recording, and reviewing of incidents.	(PM-1) Percentage of providers that meet or exceed 85% of the standards relating to Incident Prevention and Reporting (Standard Group V).