NASDDDS Directors Forum and Annual Conference

November 3-6

Phoenix, Arizona

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Division of Developmental Disabilities

Arizona's Path to Quality and Person-Centered Excellence Via Accreditation

Quick Overview of DDD

**Arizona Division of Developmental Disabilities (DDD)**

- **Mission:** To empower individuals with developmental disabilities to live self-directed, healthy, and meaningful lives.

- Arizona provides support & services to over 62,000 individuals.

- We are a State Government Agency & a Managed Care Organization.

- DDD contracts directly with the State Medicaid Agency that operates an 1115 Waiver.

Case Management / Support Coordination

- DDD has nearly 1,200 Support Coordinators that are State Government Employees

- 200+ Supervisors, Managers, etc.

- Hundreds of additional employees in different functional areas across the organization

- All working towards mission and providing high quality support to those we serve

Growth in the Arizona DD Program

DDD Member Growth

Calendar Year	Members
2016	37,476
2017	39,846
2018	42,784
2019	44,378
2020	45,873
2021	47,509
2022	49,834
2023	53,632
2024	58,273
2025	62,551
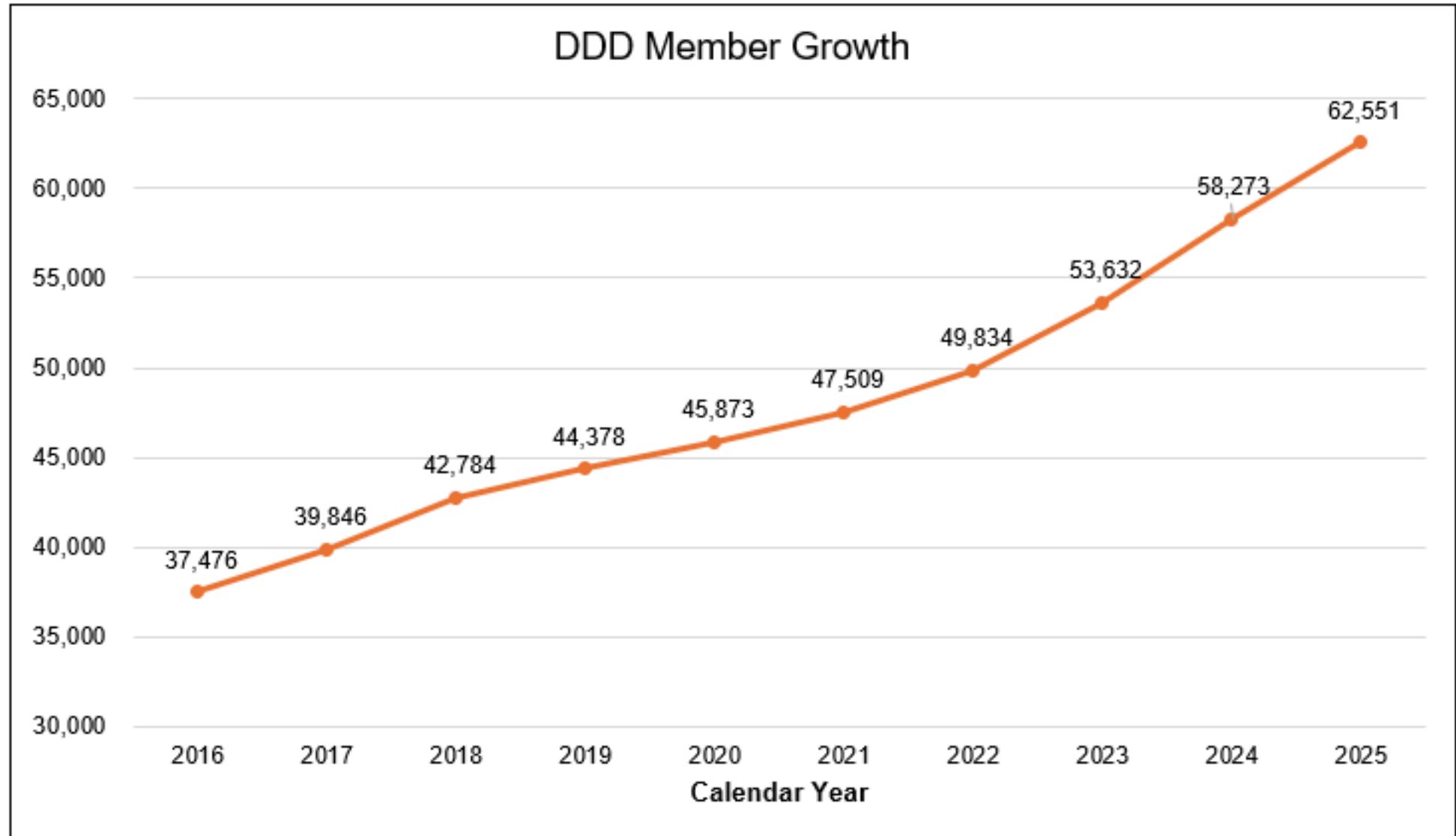
Why does this matter to you?

✓ Concepts can be applied to your case management / support coordination programs.

✓ Concrete resource (Person-Centered Principles Handbook) will be made available.

✓ Extends beyond just case management / support coordination, applicable to many different aspects of a State DD System.

✓ A framework for person-centered care guided by evidence-based practices.

NCQA Accreditation

Raising the Standard for LTSS

ARIZONA
DEPARTMENT OF
ECONOMIC SECURITY

What is NCQA?

- **National Committee for Quality Assurance**

- **Private, nonprofit organization** dedicated to improving healthcare quality.

- Sets **evidence-based standards and measures** for systems and professionals.

- Provides **programs and accreditation** that drive continuous improvement.

Why Accreditation Matters

- National benchmark of quality.

- Encourages organizations to:

  - Identify areas of improvement

  - Standardize best practices

  - Build culture of accountability

- Validates that services meet the highest standards.

A Quality Improvement Framework

NCQA Accreditation provides a structured roadmap to:

- Drive **continuous quality improvement.**

- Perform **gap analyses** to identify strengths and weaknesses.

- **Align initiatives** with nationally recognized standards.

- Build a foundation for long-term **sustainability and consistency.**

Impact on Arizona's DDD Program

Through Case Management for LTSS Accreditation, DDD has:

- Strengthened **person-centered care coordination.**
- Improved **integration across services.**
- Reinforced our **commitment to quality.**
- Built stronger foundation for **Support Coordination Program.**
- Enhanced **outcomes and experiences** for individuals and families.

Why This is Significant

- DDD is the **first state agency in the nation** to achieve NCQA CM-LTSS Accreditation.

- This milestone demonstrates:

  - Innovation and leadership at a national level.

  - The ability to set a **new standard for state agencies.**

  - A clear commitment to improving the lives of people with I/DD.

Looking Forward

- Continued focus on **quality improvement and accountability.**

- Ongoing alignment with **evolving NCQA standards.**

- Building sustainability into everyday practice.

- Keeping individuals, their families, and staff at the **center of all efforts.**

Quality Improvement:
A Journey, Not a Destination

- Continuous, ongoing effort

- Accreditation is a checkpoint, not the finish line

- Framework for sustainable change

- Opportunity to refine and grow

Sharing our Experience

To meet CM-LTSS standards DDD:

Implemented or revised multiple protocols and processes

Introduced Motivational Interviewing

Authored a Person-Centered Principles Handbook

Established new data driven reports

The Problem

- No formalized Needs Assessment process

- Requirements existed in policy, but lacked structure

- Planning requirements scattered across multiple documents in different locations

- Limited tools to support staff in strengthening critical thinking

Process Improvement

- Researched other states' practices
  - Thank you, Maine & Utah

- DDD's Person-Centered Principles Handbook includes:
  - Vision for **person-centered practices**
  - Step-by-step process for **assessment and planning**
  - **Defined** terms and key concepts
  - **"Gather and Analyze"** questions
  - **Documentation** requirements

Handbook

A Look Inside
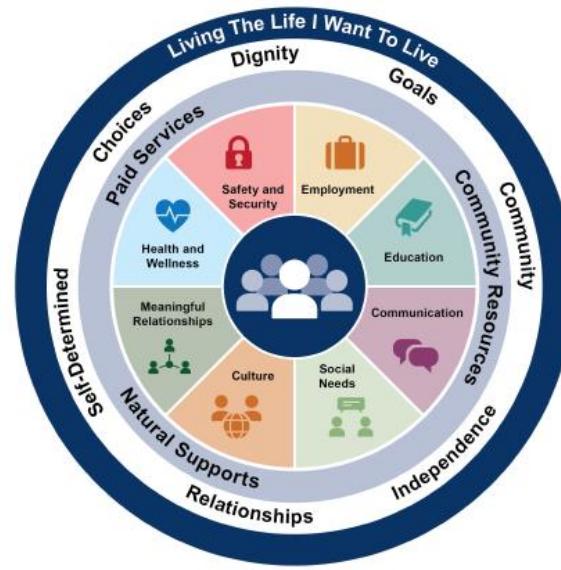
Outcome

- ✓ All procedural steps consolidated in one comprehensive document

- ✓ Provides clarity and consistency for Support Coordinators

- ✓ Strengthens person-centered practices throughout the Division

- ✓ Foundation for future iterations

Population Characteristics and Needs

- First comprehensive population report

- From fragmented data → to unified strategy

- Annual cycle for continuous improvement

The Problem

- Data was fragmented across multiple plans

- No holistic view of population needs

- Limited collaboration and strategy

Process Improvement

- Identified **key data elements**

- Designed new **collection & analysis process**

- Conducted **quantitative & qualitative** analysis

- Built **collaboration** across functions

Outcome

✓ One comprehensive annual report
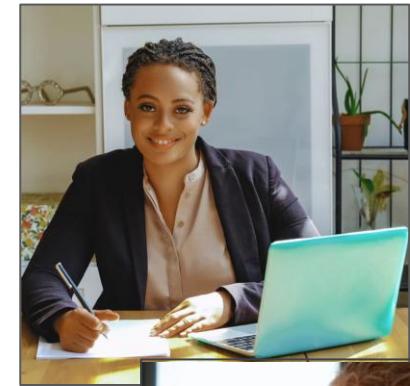
✓ Actionable insights linked to Support Coordination

✓ Needs drive updates to processes

✓ Accountability: actions are tracked

Reducing Unplanned Transitions

- Focus on preventing avoidable hospitalizations & disruptions

- Strengthening proactive care coordination

- Building consistency through clear procedures

The Problem

- No assessment criteria for risk of unplanned transitions

- Inconsistent planning and mitigation

- Care coordination often reactive, not proactive

Process Improvement

- New **risk criteria** for unplanned transitions

- **Member Care Transitions procedure** implemented

- Monthly **Risk of Unplanned Transitions Report** to flag high-risk individuals

- Staff training on new processes

Outcome

✓ Comprehensive, accurate account of unplanned transitions

✓ Proactive, rather than reactive, care coordination

✓ Fewer disruptions to individuals' home settings
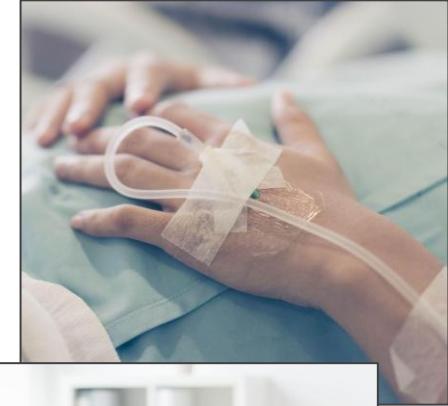
Closing Reflections

Quality improvement is a journey…

- Accreditation gave us structure and momentum

- Improvements like the Handbook create consistency and impact

- Future success depends on ongoing commitment and refinement

Interested in learning More?

Contact us at:

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