

# NCI with Massachusetts DDS Quality Councils

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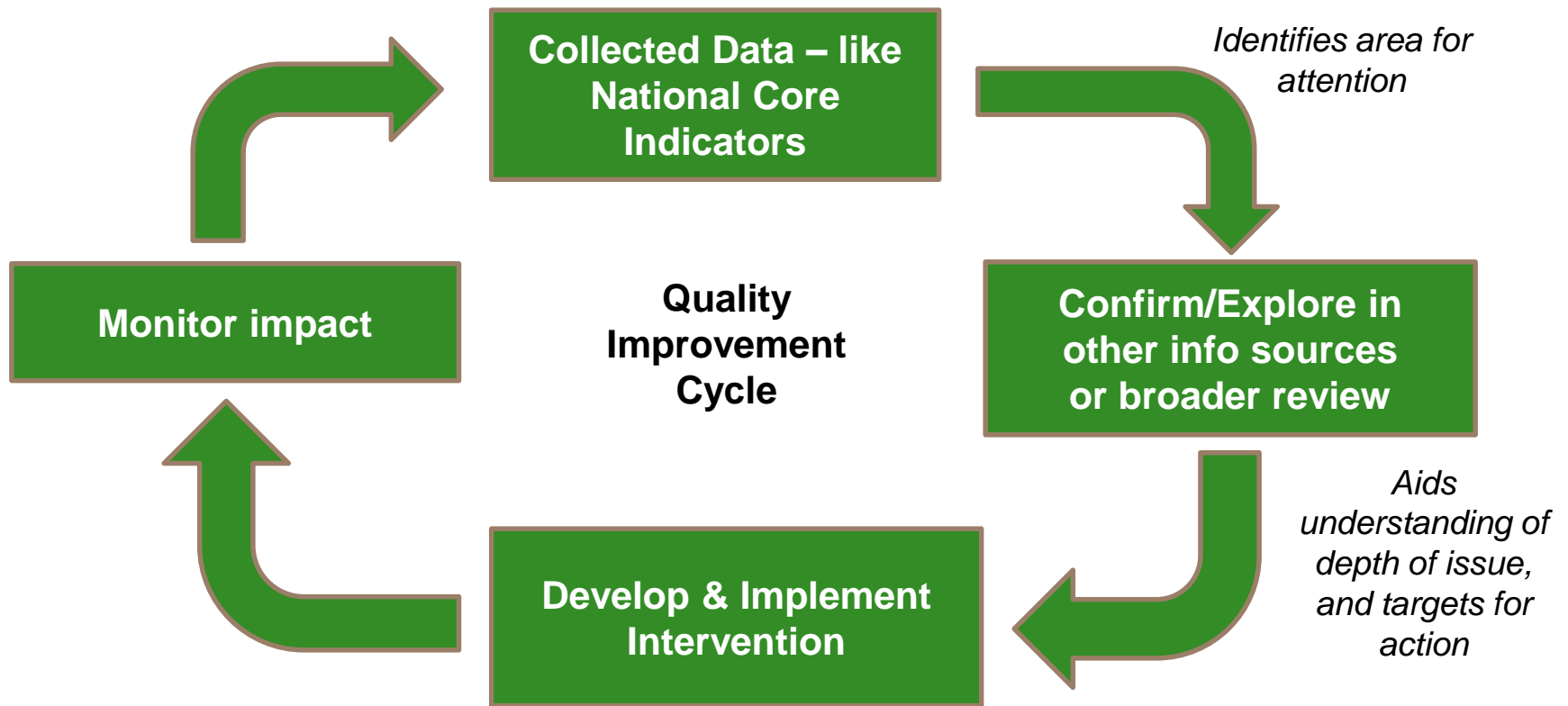
# Quality Council Creation

- Began in 2007
- DDS recognized the need to establish one group that could advise the Department about how to measure quality and where to improve services and supports.
- Membership is comprised of self-advocates, family members, providers and DDS staff.

# Purpose of the QC

- Reflect on Department priorities and help direct appropriately.
- Reviews data and information to make recommendations about service improvement targets.
- Monitor progress toward achieving targets.

# Use of Info in the Quality Improvement Cycle



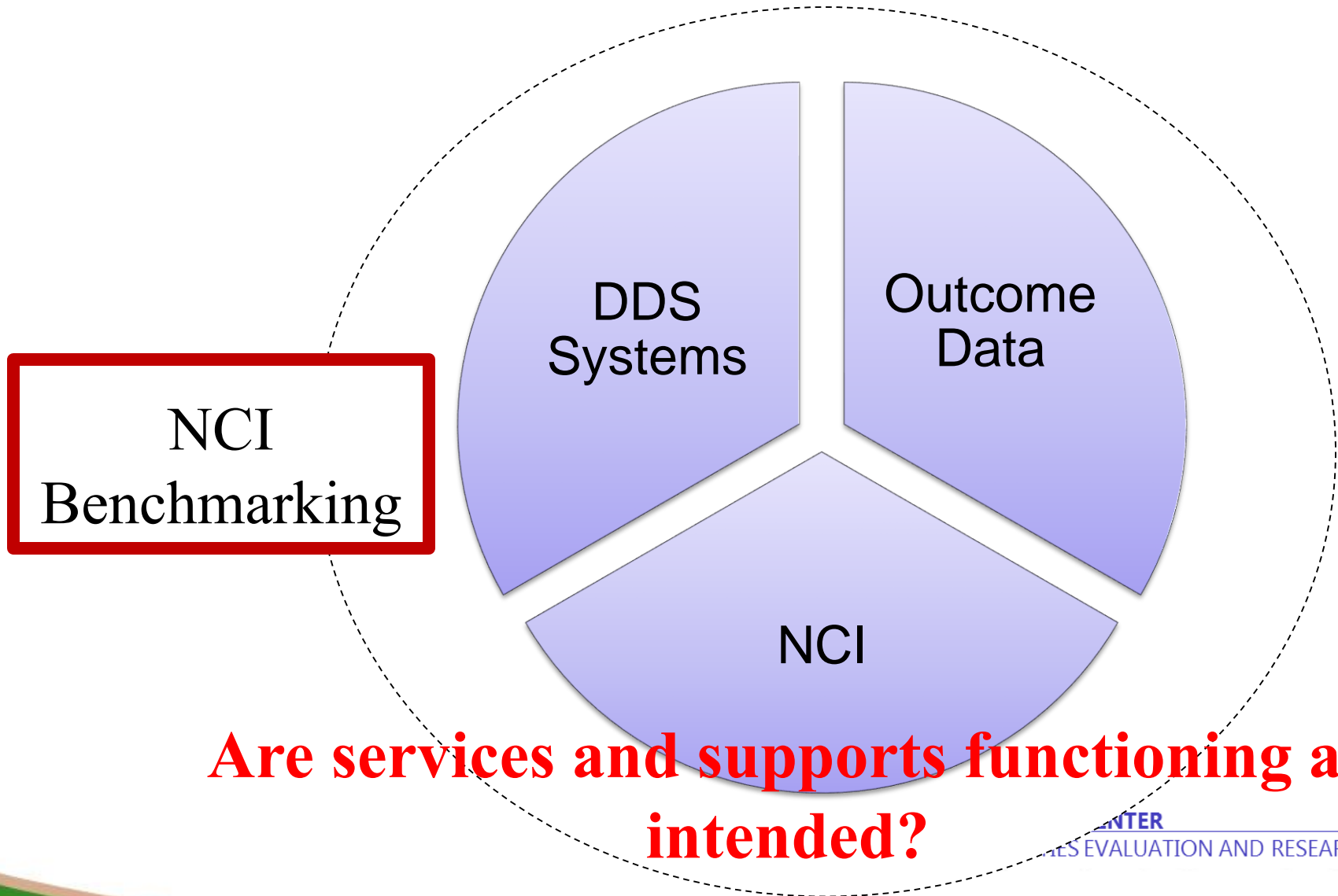
# Priority Areas

- Commissioner - DDS service improvement initiatives/priority areas.
- Discussion of other QC priority
- The Council establishes priority areas
  - Self-Advocacy/Self-Determination
  - ER Utilization
  - Friendship/Recreation
  - Transportation
  - Employment
  - Community inclusion

# How is NCI data used?

- To help inform priority areas
- Compliments DDS system indicators
  - To describe the experience of individuals in service settings
- To benchmark performance against other states and the national averages.

# Informing the QC Perspective



**Are services and supports functioning as intended?**

# Relationships/Friendships

- DDS Outcome: People are supported to develop and maintain relationships with family and friends
- Providers support people to:
  - Get together with family and friends when appropriate 98%
  - Develop appropriate social skills 100%
  - Develop and/or increase personal relationships and social contacts 97%



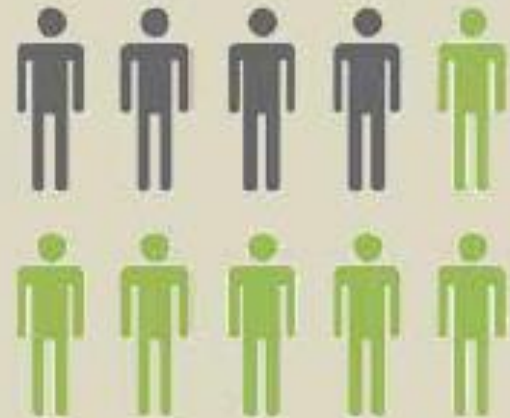
# NCI Data

- 80% reported having a best friend
- 58% reporting talking with their neighbors at least some of the time.

**4 out of 10 people feel lonely  
at least half of the time**

(Source: NCI FY14)

■ Feels lonely    ■ Does not feel lonely

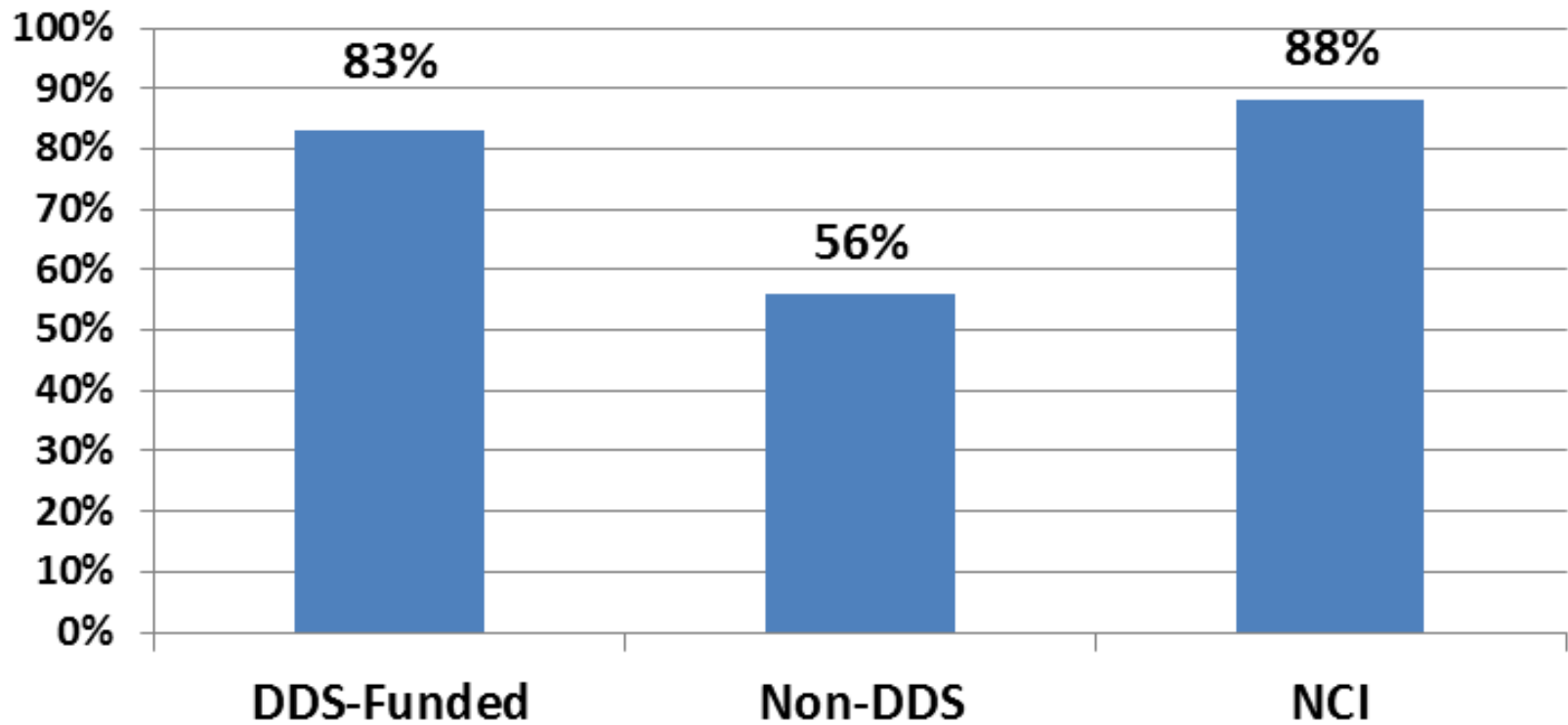


# Acting on the findings

- Findings were presented to MA DDS's Quality Council
- This loneliness finding was an important launching ground for a multi-year social inclusion initiative.
- Impact of efforts in this area are being tracked

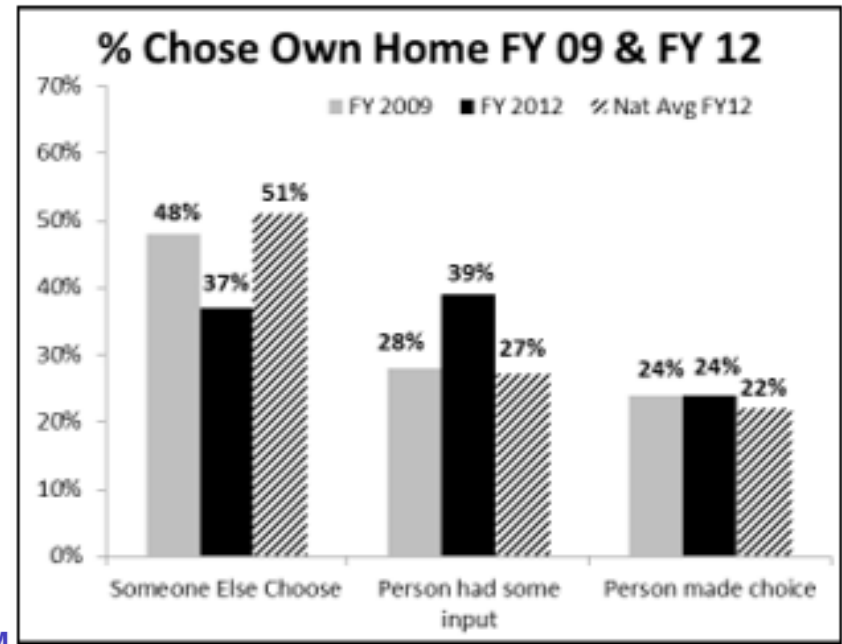
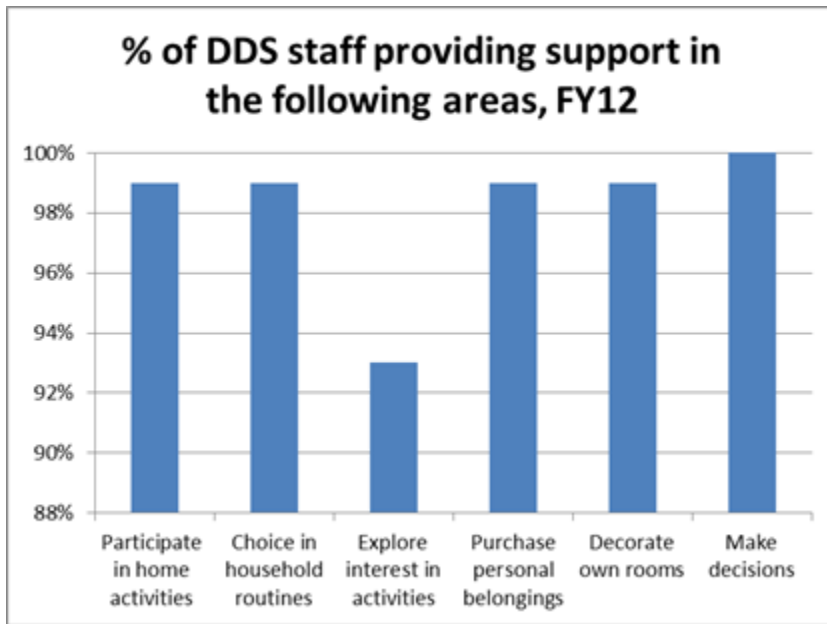
# Health and Wellness

**Percentage of adults in Residential Supports who received a dental exam in the last year**



# Choice

## People make their own decisions



# Outcomes

- State-wide quality improvement initiatives
- Provider-level recommendations
- Service Improvement
  - Transportation
- Inclusion of NCI in data-sharing tools:
  - QA Briefs
  - Quality Is No Accident
  - Quality Improvement Webinars

# Challenges

- Meaningful participation
- Increasing membership of self-advocates
- Understanding methodology behind the NCI numbers
- State Rankings

# Lessons Learned

- Offer pre-meetings to review/discuss data
- Offer remote participation options and work to troubleshoot technical problems
- Logistics – alternating locations and times
- Allow for evolving conversations – i.e. additional data sources, rethinking indicators
- Culture of Quality Improvement

# Thank you!

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