



# NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES



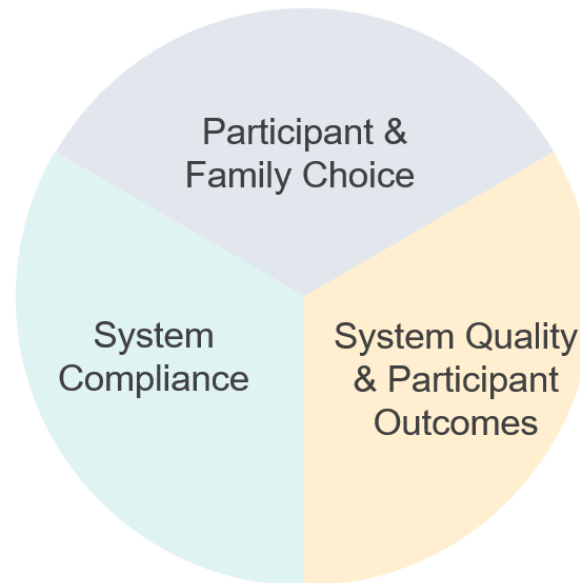
Liberty Healthcare Corporation  
THE FREEDOM TO SUCCEED™

## Evaluating Person-Centered Excellence

### System Performance Report Card

To what degree are participants experiencing quality services and supports?

To what degree is DDD standards being met?



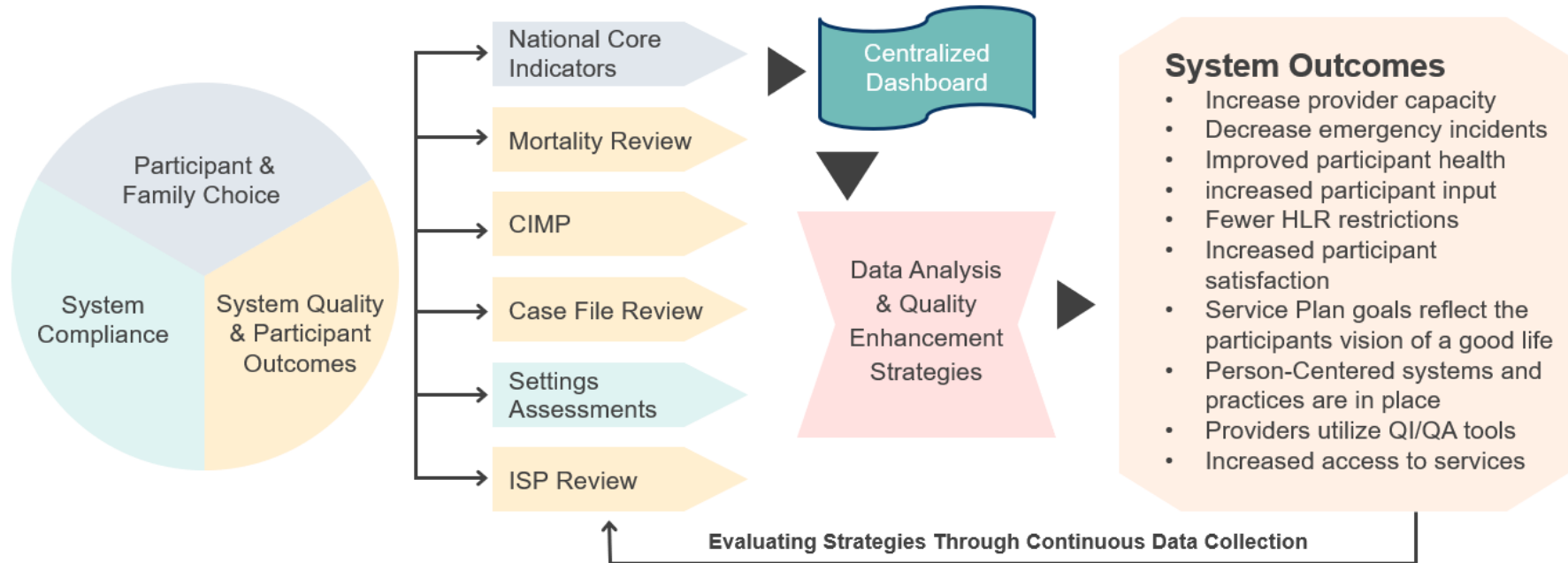
To what degree are systems and practices in place that support person-centered excellence?

Are people receiving supports in the most integrated environment possible?

To what degree are personal outcomes of participants being met and supported?

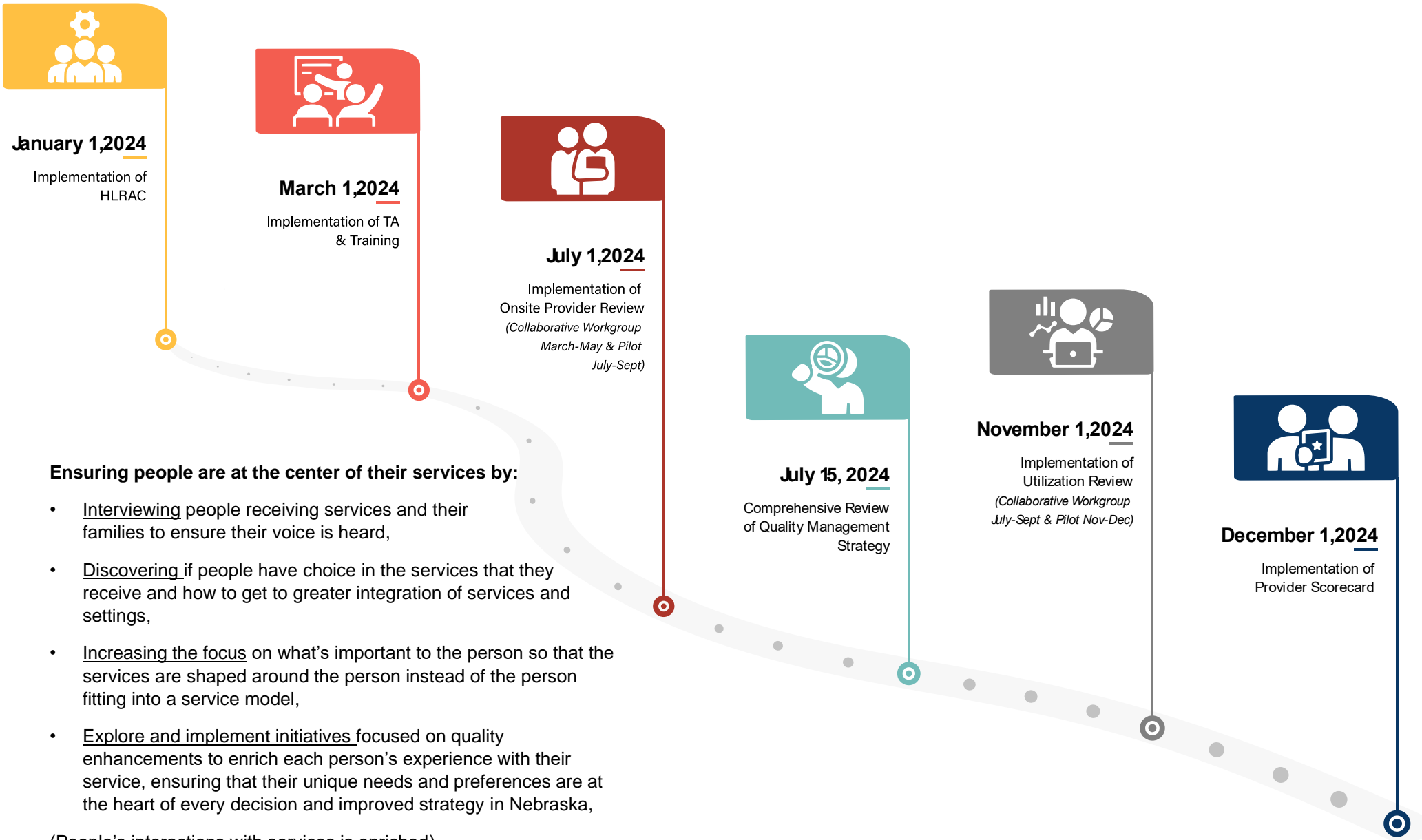


# How Does the Quality Framework Support Nebraska's Journey? (2021-2023)





# Journey to Person-Centered Excellence 2024



## Ensuring people are at the center of their services by:

- Interviewing people receiving services and their families to ensure their voice is heard,
- Discovering if people have choice in the services that they receive and how to get to greater integration of services and settings,
- Increasing the focus on what's important to the person so that the services are shaped around the person instead of the person fitting into a service model,
- Explore and implement initiatives focused on quality enhancements to enrich each person's experience with their service, ensuring that their unique needs and preferences are at the heart of every decision and improved strategy in Nebraska,

(People's interactions with services is enriched)



# Description of Activities

<p><b>The Onsite Provider</b> will consist of an organizational review of policies and procedures. The review will also conduct person-centered interviews of participants from the provider to show the quality of services received by the participant. It will extend technical assistance as a follow-up to providers and an exit report that will provide guidance for improvement in the next steps. The Division will provide remediation in response to onsite review results</p>	<p><b>The HLRAC</b> will assess and provide consultation regarding the human and legal rights restrictions imposed through approved person-centered plans. The HLRAC makes recommendations to the Division to ensure the human and legal rights of participants are protected and rights restrictions are compliant with applicable federal, state, and civil rights rules, regulations, and Division policy and procedures.</p>	<p><b>The Technical Assistance and Training Program</b> will provide training and technical assistance to individual providers based on requests and referrals. The Technical Assistance and Training team will: act as coordinator and referral source for Clinical technical assistance provided by the DDD clinical team; create a resource library of best practice materials that can be shared across providers; analyze data to identify providers or regions that need additional targeted support and provide outreach in the form of consultation as needed; provide at least four systemic education programs per year to providers and/or Support Coordinators based on data analysis.</p>
<p><b>Utilization Review Process</b> will include a review of a representative sample of provider claims to validate that services were provided, as well as a review of a representative sample of authorizations and claims to evaluate the utilization of services authorized. Aggregate data from these reviews will be collected and analyzed to reveal systemic issues with claims submission so that improvements in the system can be implemented, and efficient and effective use of waiver supports is assured.</p>	<p><b>The Comprehensive Review</b> assesses the current support systems and services and gathers information from individuals and families, advocates and providers about services and processes, including challenges and opportunities for improvement. It focuses on all the systems and structures in place to support individuals served. It uses the assessment information learned from other successful systems, along with proven quality tools and methods, to develop a plan for the next 3 years.</p>	<p>Liberty will generate a <b>Performance Report Card</b> for each provider each year that incorporates key data for public posting on the outcomes of the provider reviews, incident information, and other performance measures identified by the Division.</p>