

2025 Quality Improvement Committee Recommendations

About this report.....

- Each year we survey at least 400 people who are receiving either the Supports for Community Living waiver (SCL) or the Michele P (MPW) waiver.
- A group of people meet and review the information from the surveys and make suggestions for making people's lives better.
- These suggestions are called recommendations.

Suggestions are made in four different areas:

Employment



Health & Wellness



Relationships & Community



Psychotropic Medication



Rights & Respect



- Some suggestions are for the people who provide services such as case managers, direct support professionals, and the people who are in charge of agencies.
- Other suggestions are for people who work for the state or other groups such as Protection and Advocacy or the Human Development Institute.



Employment

Purpose: Increase the number of people who have paid jobs in the community.



For Agencies That Provide Services:

1. Case Managers will make notes about discussions about community involvement and employment.*
2. Case Managers will make sure that person-centered service plans truly reflect each person's goals.*
3. Case Managers will make sure that a plan for employment services is included in the person-centered service plan for anyone who has said they want to work in alignment with Kentucky Employment First policy as codified in Senate Bill 104, now KRS 151B.211-214.
4. Providers will work with local Chambers of Commerce and Workforce Coalitions to make connections for possible employment opportunities.

*See 907 [KAR 12:010](#).



For state Agencies and Other Groups:

1. DDID to make sure that Quality Administrators (QA) monitor case management agency compliance with Kentucky Employment First policy and provide technical assistance as needed.
2. DDID to make sure that case management provider recertification includes review of documentation of discussions, goals, and person-centered service plans.
3. DDID, HDI, and other related partners will encourage sharing of resources on the possibilities of employment for people with disabilities, including how to get help to find and keep a good job, the overall benefits to employment for people, and more at the [Kentucky Supported Employment Training and Orientation to Employment](#).



Health & Wellness

Purpose: Improve how people feel both physically and mentally.



For Agencies That Provide Services:

1. Case management providers include activities for health and wellness in their quality improvement plan.
2. Providers access mental health training available to eastern Kentucky through [Rooted & Rising](#) project.
3. Providers choose and lead activities aimed at increasing the percentage of people who report their overall health as “good” or better.
4. Providers choose and lead activities meant to increase the number of people who say they can do healthy things, like exercise, sports, hobbies, and eating healthy food.
5. Providers choose and lead activities to increase the number of people who follow the physical activity guidelines as recommended by the [Office of Disease Prevention and Health Promotion](#) and the [National Institutes of Health](#).



For state Agencies and Other Groups:

1. DDID to make sure Quality Administrators (QA) monitor quality improvement plans for inclusion of health and wellness activities.
2. DDID and partners seek opportunities to work together on mental health projects aimed at increasing quality mental health services and resources.



Relationships & Community Inclusion

Purpose: Increase the number of friends people have and increase people's involvement in their community.



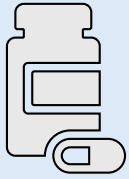
For Agencies That Provide Services:

1. Providers increase involvement in community groups by making sure that people receiving waiver services get information and support to explore existing organizations (e.g., volunteer opportunities, faith communities), other groups, clubs that relate to their interests, registering to vote, as well as information about transportation options.
2. Providers will make sure that practices align with the Medicaid Home and Community Based Services Settings Rule.



For state Agencies and Other Groups:

1. DDID to set up a stakeholder group of waiver recipients, family members, providers, and community partners to plan ways to improve these key relationship indicators. DDID to then share the findings to providers and community partners and make sure that case managers share these findings to family members and waiver recipients.



Psychotropic Medication Use

Purpose: Make sure people are receiving the appropriate medications.



For Agencies That Provide Services:

1. Residential and Case Management providers follow the Health Risk Screening Tool (HRST) rules to make sure medication information is kept up to date in HRST.
2. Residential providers access, utilize, and discuss the following reports from HRST with their QA during monitoring:
 1. Clinical Reviews with outstanding Disagreements
 2. Scoring alerts
 3. Meds and Diagnoses with no end date
 4. Health care level (HCL) change over time (last 3 months)
 5. Persons with no health care level.
3. Case management providers access, utilize, and discuss the Change Over Time report from HRST with their QA during monitoring.
4. Providers make sure the purpose of medication is explained to each person and all staff giving that medication.
5. Providers make sure medication review is done during each annual physical.
6. Providers make sure each prescribing physician is provided a listing of all medications for each person.



For state Agencies and Other Groups:

1. DDID to make sure Quality Administrators (QA) review and discuss the HRST reports during their monitoring.



Rights & Respect

Purpose: Make sure that people's rights are respected and the "Final Setting Rule" is being followed.



For Agencies That Provide Services:

1. Residential providers will include federal settings rule compliance in their quality improvement plans.
2. Case management providers will make sure that the federal settings rule is being followed.



For state Agencies and Other Groups:

1. DDID to work with providers, Waiver recipients, and family members to improve these important life indicators:
 - a. Increase the percentage of people who have access to their home (key, code for a keypad lock, app to unlock door, etc.).
 - b. Increase the percentage of people who are able to stay at home when others in their home go out.
 - c. Decrease the number of people who have others enter their homes without permission.
 - d. Increase the number of people who participate in or have access to self-advocacy events and activities.
 - e. Increase the number of people who vote in local, state, and/or national elections, in part by providing information and access to early voting and absentee voting options.
 - f. Make sure that activities align with the Medicaid Home and Community Based Services Settings Rule.



Quality Improvement Committee Recommendations

To learn more about these suggestions, please visit the Community Quality website.

To learn more about National Core Indicators, please visit the [Community Quality website](#) or the [National Core Indicators website](#).

For a full list of resources and links, please visit the [Community Quality website resources](#) page.

Please contact Laura Butler if you have any questions at laura.smith2@uky.edu.