

# Plan for Person-centered Excellence

**FACTOR AND INDICATOR: 3A**

**THEME/DESIRED OUTCOME/GOAL:** People have authority to direct supports and services. This includes increasing options for privacy in their home as desired.

**PERSON RESPONSIBLE:** Chris O'Connor

**TEAM:** Bridget Burlak, Marta Garavito, Karen Hirshfeld, Kevin Larragy, Peggy Limongelli, Anne Miller, Michael Nissenfeld, Eileen Rooney, Christine Schulte, Karen Tanzillo, Nicole Uterano

**HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT CONSUMER EMPOWERMENT AND PERSON-CENTERED EXCELLENCE:**

| <b>ACTION</b><br><i>Specific steps leading to the outcome</i>              | <b>WHO</b><br><i>Leader and key people who will carry out the action</i> | <b>RESOURCES</b><br><i>What we need in order to take action</i>  | <b>MOMENTUM/ ACCOUNTABILITY</b><br><i>How to keep the action going and hold each other accountable</i>        | <b>SUCCESS</b><br><i>Measure of progress and success of the action—<br/>Data we will collect and analyze</i> | <b>WHEN</b><br><i>Timeframe for completing the action</i> |
|--|--|--|---|--|---|
| Determine # of people with shared bedrooms.                                | Karen Tanzillo<br>Director, Residential                                  | Architectural Plans for houses, Assistant Director (AD's) summaries. Spreadsheet developed (residences, bedrooms & people's desires) | Monthly support meetings with AD's<br>Results shared with the COMPASS committee<br>Quarterly directors report | Completed Spreadsheet  | 9/30/14   |
| Determine # of houses with shared bedrooms. (Include total # of bedrooms). | Karen Tanzillo<br>Director, Residential                                  | Architectural Plans, AD summaries. Spreadsheet   | Monthly Support Meetings with AD's<br>Results shared with the COMPASS committee<br>Quarterly directors report | Completed Spreadsheet  | 9/30/14   |



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| Develop questionnaire to assess people's preferences for privacy. | Christine Schulte<br>Director, Clinical Services | Small focus group to develop questionnaire including executive council members. Include options; room dividers, locks on doors, choosing roommate & other suggestions | Meetings as determined by the focus group, review by Executive staff at Monthly Director Meetings.  | Completed Questionnaire   | 9/30/14              |
| Completion of Questionnaire for all people with shared bedrooms   | Karen Tanzillo<br>Director, Residential          | People complete the questionnaire, with support as desired.<br>Spreadsheet  | Monthly progress meetings to ensure completion<br>Results added to spreadsheet<br>Action taken as feasible (i.e. if quick fix - room divider, etc.) | Individuals have completed questionnaire.<br>Completed spreadsheet  | 2/28/15              |
| Implementation:<br>Assess/Tally Results                           | Karen Tanzillo<br>Director, Residential          | Priority Projects identified for resolution.<br>Spreadsheet   | Monthly Progress Meetings with AD's.<br>Review by Director at Monthly Meetings.<br>Quarterly directors report                                       | Results incorporated into Spreadsheet   | 6/1/15 and on-going. |
| Action Plan developed per person                                  | Karen Tanzillo,<br>Director, Residential         | Team meetings, RRR funds for home modifications, etc., interior design consultant for creative solutions for increasing privacy in small spaces.                      | Monthly Meetings, spreadsheet documentation.  | Completion of renovations, purchase of design enhancements to provide privacy, creation of bedroom through other existing rooms, ie. Office, locks on doors<br>Results/action taken incorporated into spreadsheet | 9/1/15 and on going. |



# Plan for Person-centered Excellence

**FACTOR AND INDICATOR: 3A**

**THEME/DESIRED OUTCOME/GOAL: People have authority to direct supports and services: Maximize decision making per person and support due process for objections.**

**PERSON RESPONSIBLE: Chris O'Connor**

**TEAM: Bridget Burlak, Marta Garavito, Karen Hirshfeld, Kevin Larragy, Peggy Limongelli, Anne Miller, Michael Nissenfeld, Eileen Rooney, Christine Schulte, Karen Tanzillo, Nicole Uterano**

**HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT CONSUMER EMPOWERMENT AND PERSON-CENTERED EXCELLENCE:**

| <b>ACTION</b><br><i>Specific steps leading to the outcome</i>  | <b>WHO</b><br><i>Leader and key people who will carry out the action</i> | <b>RESOURCES</b><br><i>What we need in order to take action</i>   | <b>MOMENTUM/ ACCOUNTABILITY</b><br><i>How to keep the action going and hold each other accountable</i>   | <b>SUCCESS</b><br><i>Measure of progress and success of the action—<br/>Data we will collect and analyze</i> | <b>WHEN</b><br><i>Timeframe for completing the action</i> |
|--|--|---|--|--|---|
| Clarify policy and procedure for due process via the creation of a summary cover sheet. Use visual aids as well as pictures for clarification. | Peg Limongelli<br>Assistant Director,<br>Day                             | Create small workgroup including advocates and councils members to develop summary sheet.   | Monthly updates to COMPASS Committee   | Completed summary sheet. Feedback from councils on usefulness of summary                                     | 9/30/14   |
| Empower workforce and people supported on due process through additional training on process & philosophy including Dignity of Risk            | Peg Limongelli,<br>Assistant Director,<br>Day                            | Add to existing rights training a specific component regarding dignity of risk, distribute to councils, all sites, review at department meetings for clinical and administrative staff. | Training to occur at the house level on a monthly basis incorporating this as a topic, added to orientation and annual staff training as well going forward. | Training developed, and added to trainings incorporated at the house level. All people trained.              | 9/30/14   |



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| Ensure all evaluation include people's approval or objection  | Peg Limongelli,<br>Assistant Director        | Review at regularly occurring ISP meetings   | Review at each ISP & 6 month team meeting.  | One year completed ISP process.                         | 9/30/15              |
| Develop spreadsheet to collect data on objections. This is to include type of objection, what person is not in agreement with, what level the objection is solved at i.e.; team level, Dignity of Life Committee, Human Rights. | Peg Limongelli<br>Assistant Director,<br>Day | Small group to develop spreadsheet   | As objections occur, Assistant Director to forward the specific objection to assigned personnel tracking this data.<br>AD to follow through until resolution is reached, and to inform assigned personnel for spreadsheet update. | Ongoing collection of data                              | 12/30/15             |
| Assess & trend data. Develop & implement action plans for trends identified.  | Senior Program<br>Director                   | Program admin monthly meetings to ID trends and develop action plans<br>Data analysis results/reports to COMPASS/Quality Enhancement Committee | Monthly follow up with AD. Provide Dignity of Life Committee and HRC with results on a semi-annual basis  | Reviewing Issues monthly to follow up until resolution. | 3/30/16 and on going |



# Plan for Person-centered Excellence

**FACTOR AND INDICATOR: 3A**

**THEME/DESIRED OUTCOME/GOAL: People have authority to direct supports and services: Supported Decision Making (including pursuing reversal of guardianship as desired)**

**PERSON RESPONSIBLE: Chris O'Connor**

**TEAM: Bridget Burlak, Marta Garavito, Karen Hirshfeld, Kevin Larragy, Peggy Limongelli, Anne Miller, Michael Nissenfeld, Eileen Rooney, Christine Schulte, Karen Tanzillo, Nicole Uterano**

**HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT CONSUMER EMPOWERMENT AND PERSON-CENTERED EXCELLENCE:**

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|---|--|---|--|--|---|
| Person identifies their support team (advocate assistance as desired).                    | Zania Ledwidge<br>Director, MSC  | MSC solicits preferred support team from person.                                    | Prior to 6 month or Annual ISP MSC to meet with person to ascertain support team members               | Support (not clinical) teams are identified & invited to meetings  | 3/30/14   |
| Develop tool to identify support wanted/needed to maximize each person's decision making. | Christine Schulte<br>Director, Clinical Services                         | Form small focus group with people supported and staff to pull together information | Monthly meetings with supervisor to relay progress   | Draft tool developed   | 9/30/14   |
| Gather information through all council input to finalize decision making tool.            | Christine Schulte,<br>Director, Clinical Services                        | Councils to determine functional tool with input from peers (homes & hub sites)     | Monthly meetings to review progress & COMPASS Committee review   | Final Tool developed   | 9/30/14   |
| Based on tool developed, develop core training for people & staff regarding               | Christine Schulte,<br>Director, Clinical Services                        | Focus group including people supported to develop training                          | Monthly meetings   | All people have received training  | 9/30/15 and on going                                      |



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| supported decision making.   |  |  |   |  |                         |
| Implement tool per person  | Christine Schulte,<br>Director, Clinical<br>Services | Discussion with person &<br>preferred staff/advocate as<br>warranted | Action plans are developed to<br>maximize decision making | All people have completed<br>decision making<br>assessment | 9/30/15                 |
| Develop action plan to support<br>person to maximize their own<br>decision making Incorporate<br>results in ISP & IPOP | MSC and Assistant<br>Director                        | Completed Action Plan to<br>Maximize Own Decision<br>Making          | Monthly meetings with<br>Program Directors to ensure      | Result incorporated in all<br>ISP and IPOP documents       | 9/30/16 and on<br>going |

