

The Summit Center
OPWDD Quality Improvement Plan 2021

The following is The Summit Center’s written plan that identifies quality standards, goals, and objectives and the actions necessary to meet them. The quality improvement plan integrates the domains and factors outlined in the [OPWDD Agency Quality Performance Standards](#) matrix and any other areas evidenced to be important to people supported by the agency and OPWDD priority areas (e.g. Person –Centered mechanisms and assessment, information from satisfaction surveys, employment, self-direction, etc.). The Summit Center integrates our efforts in quality assurance, quality improvement and quality of life into an effective, integrated quality management system. Quality improvement activities are continuous and include the systematic collection and analysis of data related to quality assurance, quality improvement and individual quality of life. The review and analysis of data occurs regularly at the operational level, but also as a function of the agency’s Quality Improvement Committee. The Summit Center is committed to responding to desired outcomes expressed by those we serve, and The Summit Center seeks to set agency goals and strategies that work to improve the services we provide and the quality of life of those who are supported and served by the agency.

SECTION 1: BOARD APPROVAL (The Summit Center’s Quality Improvement Plan is reviewed and approved by the Board of Directors on an annual basis.)

Obj. #	Objective Description	Person Responsible	Initiation Date	Target Date	Expected Outcome	New/Continued from Previous Year
1	An Annual OPWDD Quality Improvement Plan for 2020 will be developed and finalized.	VP Community and Adult Services	1/1/2021	3/31/2021	An Annual Quality Improvement Plan will be developed and finalized, including review of plan by Executive Leadership.	New
2	An Annual OPWDD Quality Improvement Plan for 2020 will be approved by the Board of Directors.	VP Community and Adult Services	3/1/2021	3/31/2021	BOD approval of final 2020 QI Plan will be obtained.	New

SECTION 2: ACTIONS TO IMPROVE PROGRAM OUTCOMES (The Summit Center’s Quality Improvement Plan includes the description of quality improvement actions to be taken during the year. The plan includes roles, responsibilities, and processes to address quality improvement and regulatory deficiencies. The goals and objectives listed herein reflect a commitment by The Summit Center to the delivery of evidence-based, high-quality services and supports.)

3	A convenient measure of progress will be determined for each habilitation and employment service (Day Habilitation, Community Habilitation, Pre-Vocational, Supported Employment)	VP Community and Adult Services, Program Directors	3/1/2021	6/30/2021	Metrics will continue to be developed and refined to measure progress toward individual goals for habilitation and employment services.	Updated and Continued
4	Comprehensive reporting will be developed and available for regular review.	VP Community and Adult Services, Program Directors	7/1/2020	11/30/2021	Data will be readily available in an electronic reporting format. A dashboard may be developed to provide real-time access to progress toward identified goals	Updated and Continued

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					for employment and habilitation services. Greater detail will occur in conjunction with EVOLV's transition to NX.	
5	Data will be reviewed and acted upon by program supervisors, leadership and other applicable staff as needed.	VP Community and Adult Services, Program Directors	12/1/2020	12/31/2021	Program supervisors and leadership will provide monthly reports to, at minimum, Executive Leadership, including any remediation that occurs in response to data upon request.	Continued
6	Data will be reviewed at least quarterly by the agency's QI/QM committee.	VP Community and Adult Services, Program Directors	9/1/2020	Ongoing	Data will be reviewed by the QI/QM Committee on a quarterly basis.	Continued
7	The agency's QI/QM committee will make recommendations for improvement based on review of data.	VP Community and Adult Services, Program Directors	10/1/2020	Ongoing	QI/QM Committee provides written recommendations to applicable program or support department staff as needed.	Continued
8	Agency staff will report back to QI/QM committee regarding progress toward improvements as per timeline set forth by the Committee.	VP Community and Adult Services, Program Directors	12/31/2020	Ongoing	Applicable staff will provide written or in-person feedback to QI/QM regarding status of improvement efforts.	Continued
9	Dashboard and other data regarding progress made toward individuals' valued outcomes will be reported to agency leadership, QI/QM committee and the BOD upon request.	VP Community and Adult Services, Program Directors	12/31/2021	Ongoing	Reports on progress made toward identified goals will be provided as appropriate or upon request.	Continued
10	Summit's Self-Advocacy workgroup will develop and implement peer advocacy groups in collaboration with Summit Academy.	VP Community and Adult Services, Program Directors	4/1/2020	10/31/21	Peer advocacy groups will be implemented in Academy and Summit's adult programs.	Continued

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SECTION 3: INDIVIDUAL AND FAMILY SATISFACTION (The Summit Center’s Quality Improvement Plan includes standards related to individual/family satisfaction with services and supports, and agency response to people’s concerns and complaints as needed.)

11	Summit will review and respond to concerns and grievances.	VP Community and Adult Services, Program Directors QA	2/1/2021	5/31/2021 and quarterly thereafter	Quarterly report to the QI/QM Committee of non-identified aggregate data regarding grievances, 633 complaints and resolution to such. Report to BOD as required/requested.	New
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SECTION 4: SELF ASSESSMENT (The Summit Center’s Quality Improvement Plan incorporates self-assessment, aggregation, and analysis in an annual progress summary that incorporates the quality improvement actions taken during the year in response to this information.)

12	The Summit Center's Board of Directors will receive a summary of progress toward QI Plan objectives.	VP Community and Adult Services	3/1/2022	3/31/2022	A summary of progress for the 2020 QI Plan year will be provided to the Board of Directors.	New
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SECTION 5: QUALITY IMPROVEMENT NOTIFICATION OF STAKEHOLDERS The Summit Center’s Quality Improvement Plan has a system/mechanism for soliciting input from and making the Quality Improvement Plan known to persons supported, staff, agency stakeholders and other interested parties.

13	A notice of Summit’s Quality Improvement Plan will be posted on the agency website and available for review upon request.	VP Community and Adult Services, Director of Communications	3/1/2021	3/31/2021	The notice of the availability of the final plan will be posted on the agency website.	New
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