



# Profiling Excellence:

## Leveraging existing EHR and Core Competency Data for DSP Development

NY Alliance for Inclusion & Innovation  
Data/Finance Virtual Summit  
September 7, 2022



# WHO WE ARE

# intros



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**East End Disability**  
**Associates - Kinexion**  
**Digital Records**  
**Administrator**



**CASEY DONOVAN**

**eVero**  
**Director of Product**  
**Management**





# session roadmap

- **Why did we start looking at this?**
- **Ties to RCWT and DSP Eval**  
**Background**
- **What we found/didn't find**
- **Future exploration/takeaways**

# hypothesis

## Key Research

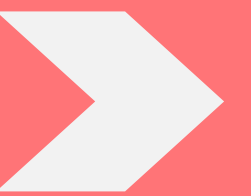
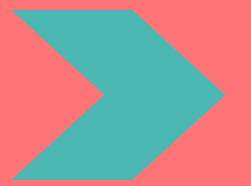
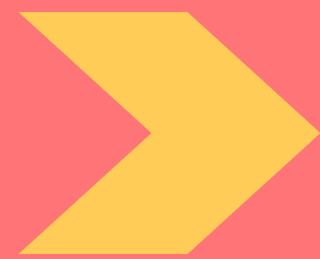
**The Impact of Human Service Provider Quality on the Personal Outcomes of People With Intellectual and Developmental Disabilities**

\*Friedman, C.

## Findings

“People with IDD's personal outcomes, regardless of their support needs or other demographics, were significantly impacted by the quality of the human service providers they received services from—the higher the quality of the provider, the more personal outcomes they had present”

# emergence of our idea



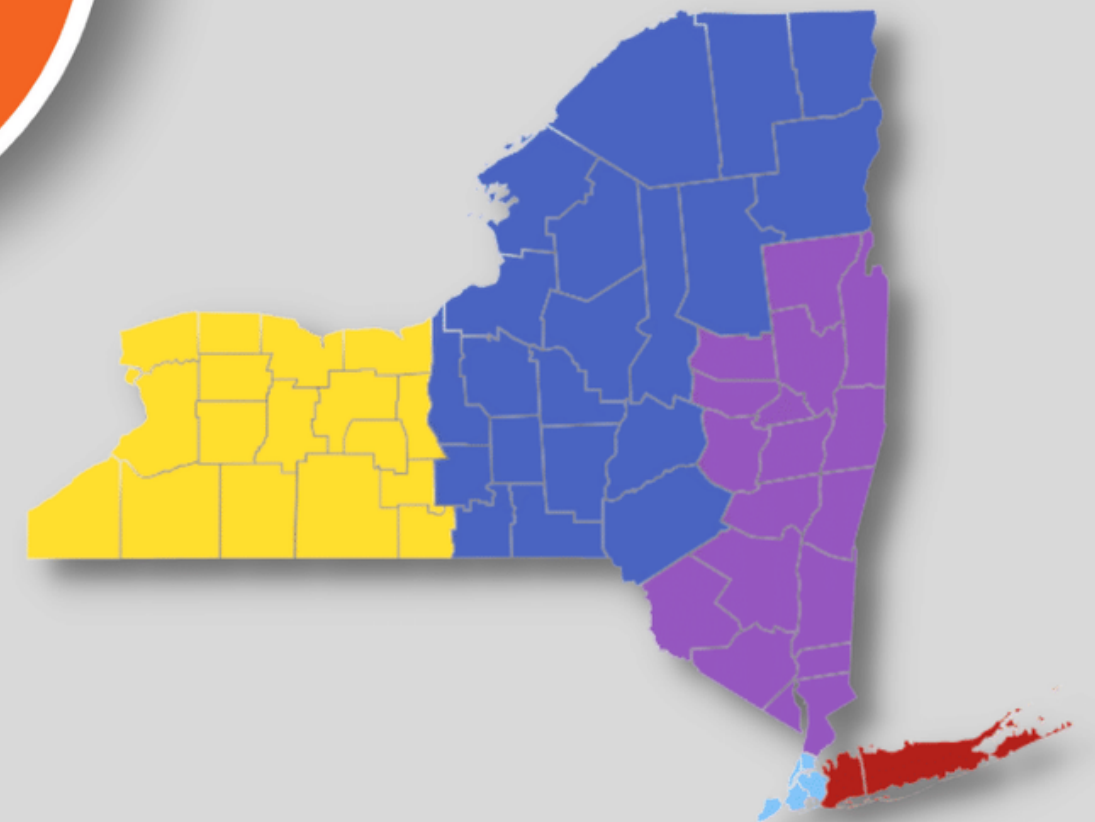
# RCWT

The Regional Centers for Workforce Transformation (RCWT) is a New York based collective, delivered through regional collaborations that was established in 2013.

The RCWT mission is to develop the professionalism and capacity of the Developmental Disabilities Workforce in NYS by educating and empowering Direct Support Professionals and Frontline Supervisors in validated competency and ethical standards.

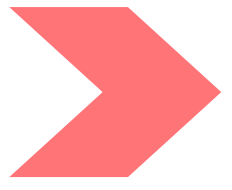
The RCWT vision is to create a stable DSP workforce in New York State – one that is ethical, competent, professional, and effective in helping people with intellectual and developmental disabilities live the lives they want to their fullest potential.

The RCWT is coordinated by the NY Alliance for Inclusion and Innovation through funding provided by NYS Office for People With Developmental Disabilities (OPWDD).



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# DSP Core Competency Evaluation



**Putting People First**



**Positive Relationships**



**Be a Professional**



**Health**



**Safety**



**Home Life**



**Get into the Community**



Office for People with Developmental Disabilities

Office for People with Developmental Disabilities

Office for People with Developmental Disabilities

Office for People with Developmental Disabilities

Office for People with Developmental Disabilities

Office for People with Developmental Disabilities

Office for People with Developmental Disabilities



# why the DSP Eval was created



- Person-Centered work and language
- Understand/Apply knowledge of skills and ethics
- Transition from caregiver to support professional
- Support and encourage development of DSP's
- Professionalize the role of the DSP
- Staff are the cornerstone of operations
- Staff are faced with ethical challenges daily
- Staff often work independent of direct supervision
- A code of ethics serves as a tool for direction and support
- Knowing how to resolve ethical dilemmas in the workplace can increase decision-making effectiveness
- Support improvements to the quality of life for the people we support



# why the data is important

- **Identify trends and areas of need**
- **Create training and development plans targeting those needs**
- **Measure impact of training and development through subsequent evals**
- **And more... we'll show you some examples next...**

# by the numbers



Provider Agencies



Individuals



DSPs



DSP Skill  
Evaluations



Monthly Summary  
Goals

# by the numbers

This is the population of individuals used for the age and DSP interactions analysis.

## Monthly Progress Summaries for 14,875 Individuals Regardless of DSP Evaluation Availability

Progress	Summaries	% of Summaries
Improved	78,534	14%
Maintained	472,622	82%
Did Not Maintain Previous	27,492	5%
	578,648	100%

Age Group	Individuals	%	Progress Summaries	Avg. Summaries per Individual	DSP Interactions	Avg. Interactions Per Summary
0 through 20	3,075	21%	88,364	29	561,622	6
21 through 40	7,674	52%	305,698	40	3,095,243	10
40 through 59	2,731	18%	118,734	43	1,596,662	13
60+	1,395	9%	65,852	47	1,059,347	16
Total	14,875	100%	578,648	39	6,312,874	11

\*NOTE: These counts represent the populations used in the Age and DSP Interactions analysis

The population used in the Eval to progress analysis is smaller because it does not include individuals if they have no DSPs with evaluations

# by the numbers

This is the population used to look for a correlation between DSP eval ratings and individuals' progress.

## Monthly Progress Summaries for 4,495 Individuals with 1+ DSP Evaluations Available

Progress	Summaries	% of Summaries
Improved	23,277	16%
Maintained	108,869	76%
Did Not Maintain Previous	11,582	8%
	143,728	100%


## Summary of DSP Evaluation Skill Ratings

Skill Rating	Traditional	%	SDS	%	Total	%
Exceeds	138,757	22%	10,224	60%	148,981	23%
Meets	484,549	77%	6,681	40%	491,230	76%
Does Not Meet	7,536	1%		0%	7,536	1%
	630,842	100%	16,905	100%	647,747	100%

## DSPs by Average Rating

	Avg Evaluation Score	DSPs	% of DSPs
Does Not Meet Standard	0	-	0%
	0.3	1	0%
	0.5	1	0%
	0.6	2	0%
	0.7	7	0%
	0.8	8	0%
	0.9	30	1%
Meets Standard	1	791	24%
	1.1	307	9%
	1.2	226	7%
	1.3	147	4%
	1.4	134	4%
	1.5	134	4%
	1.6	203	6%
	1.7	159	5%
	1.8	182	6%
	1.9	292	9%
Exceeds Standard	2	645	20%
	<b>1.4</b>	<b>3,269</b>	<b>100%</b>

\*NOTE: The population used in the Eval to progress analysis is smaller because it does not include individuals if they have no DSPs with evaluations

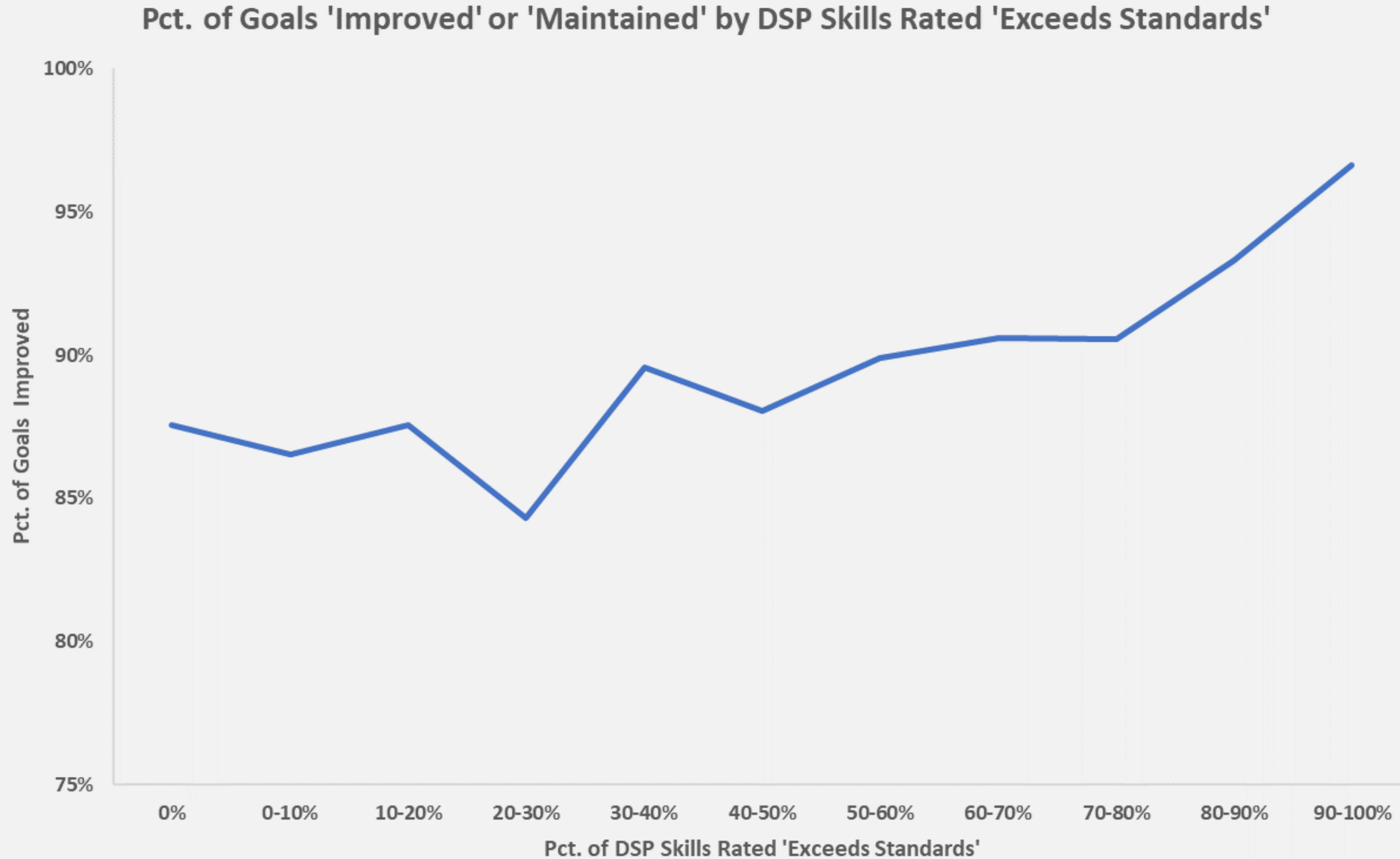
- 
- Buy-in by Program Management is always a challenge
  - How do we best to explain history and purpose of DSP Evals?
  - Could be considered just another part of an ever-growing compliance checklist

**provider  
perspective  
thoughts  
on the  
numbers**



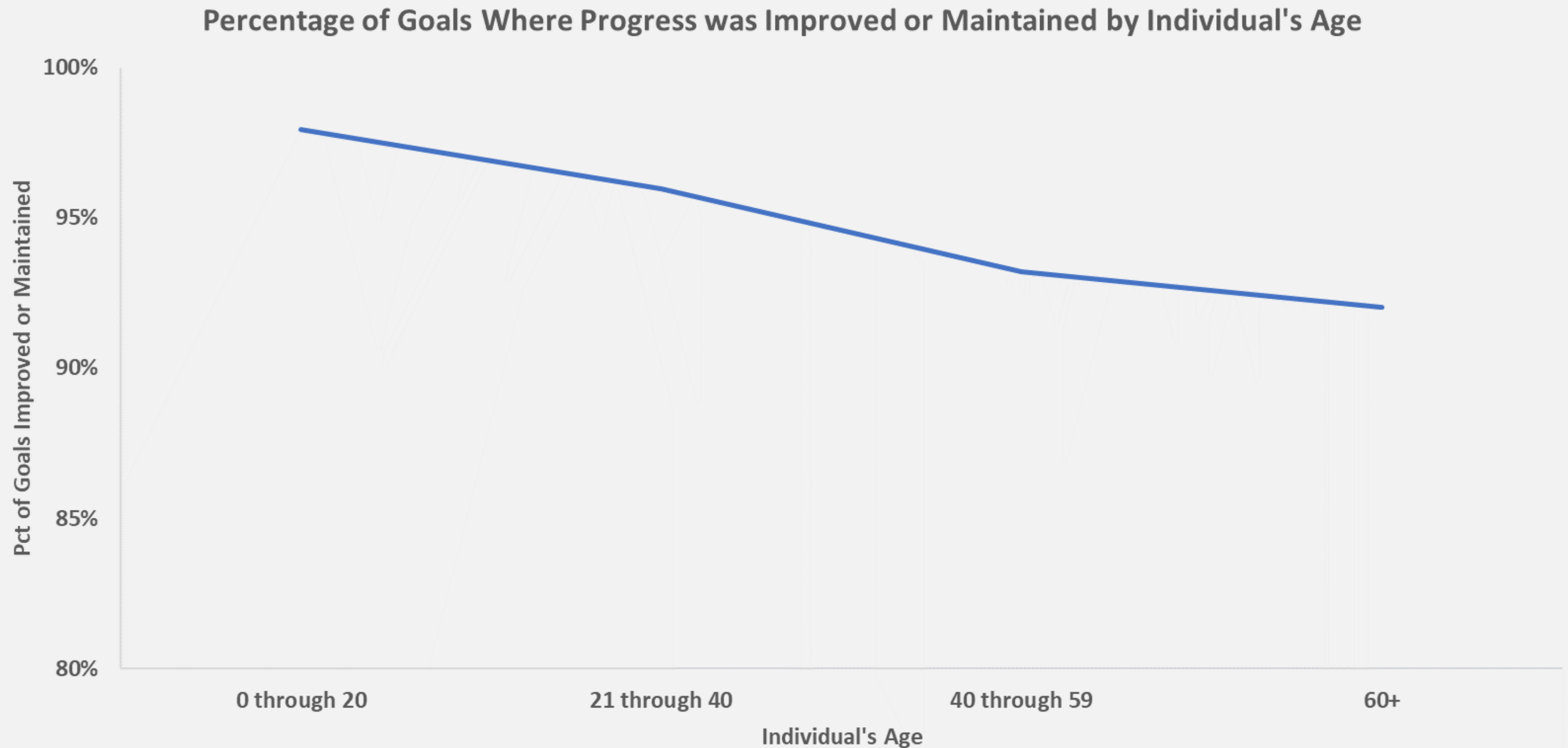
# does a DSP's eval rating affect improvement of the person supported?

Examining the relationship between the evaluation scores for DSPs and if the individuals they support show higher rates of improvement.



# does the age of the individual affect progress?

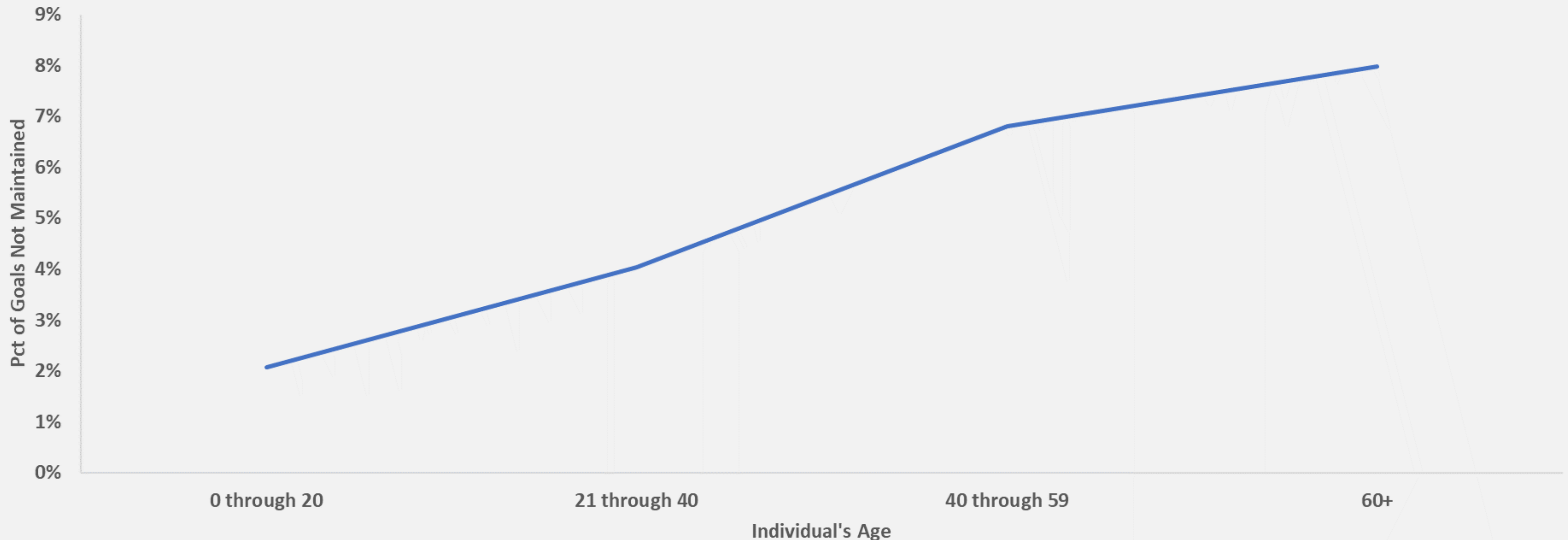
Based on the wide range of ages supported throughout the system, we analyzed the effect age had on the progress of the person.



# does the age of the individual affect progress?

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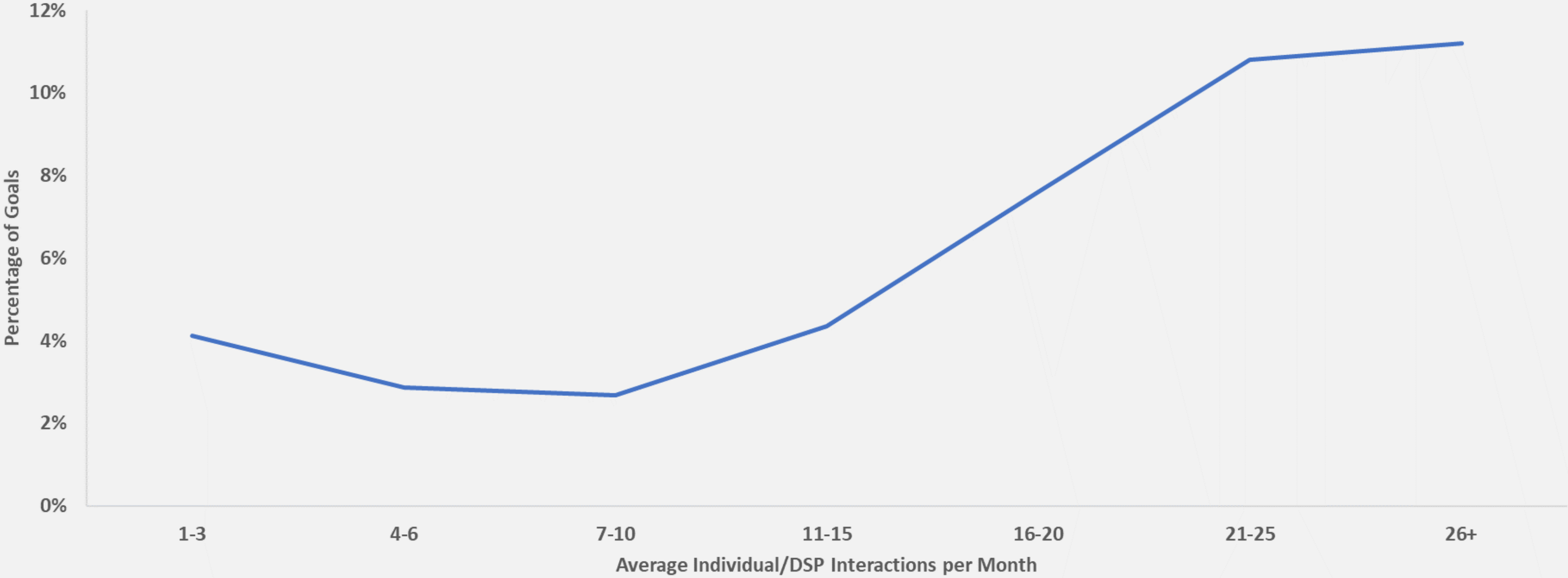
Percentage of Goals Where Progress was Not Maintained Relative to Individual's Age



# do the number of DSP interactions affect progress?

We took a look at the number of interactions with DSPs and individual had to see if that had an effect on the Progress (or lack of progress) of the person

Percentage of Goals Where Progress was Not Maintained by Avg Individual/DSP Interactions per Month






# PROVIDER PERSPECTIVE

## it's a balancing act




### BUY IN

- Challenges (Time & Effort)
  - How thoughtful can Supervisors be?
  - Does staffing crisis skew answers?
  - Inconsistencies between HR Records and DSP Evals
- 

### HR

- Considered for Wage Increases?
- Assist with Recruitment?
- Leverage Data to aid in supervising programs

### SOLUTIONS

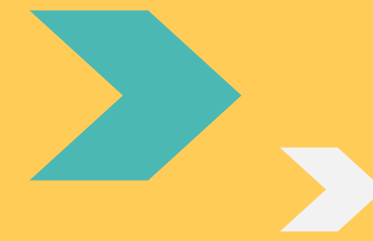
- Wrap it into EHR system to save time, and get better data?
  - Observation Tools for better evaluations
  - Look to include DSP Evals into HR System Integrations?
- 

# what can you do?

- Take a look at your data
  - Where is it stored?
  - How can it be used?
  - Are you optimizing all the capabilities of your EHR?
  - Get comfortable with your data in preparation for Managed Care
  - How to leverage your data to further develop and retain your staff?
- Connect with RCWT for questions/feedback
  - Opportunities for Training
  - Get engaged in the process

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# what future analysis might be useful and how?



- Increase amount of data for review
- Use your systems! You can only analyze data that you have captured/stored!
- Examine in conjunction with POMS data
- If we analyzed this next year, would there be improvements?
- Are there opportunities to streamline the Eval Tool?
- Are there better ways to measure progress? (Staff Support #s)

# source material & data analysis

\*Friedman, C. (2022). The impact of human service provider quality on the personal outcomes of people with intellectual and developmental disabilities. *Frontiers in Rehabilitation Sciences*, 2. <https://doi.org/10.3389/fresc.2021.780168>



Data Gathered and Analyzed by  
John Ashby, Data Scientist  
eVero Corporation

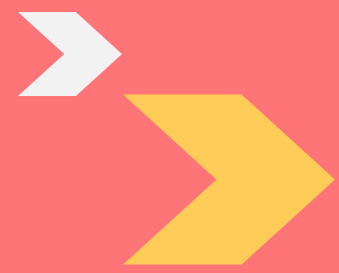


# q & a

**THANK YOU FOR JOINING US!**

We'd love to hear your thoughts  
and feedback on the session.  
Feel free to connect with us to  
share.





# CONTACT INFORMATION



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