

A composite image featuring a blue sports car, a large clock, and digital data. The car is a dark blue, sleek, aerodynamic vehicle, possibly a concept car, shown from a side profile. It is positioned in the lower half of the frame. Behind the car is a large, glowing yellow clock face with black Roman numerals and hands. The clock is positioned in the upper right quadrant. In the background, there are blue lightning bolts and floating digital data, including the year '1985' and various numbers like '01-24', '10-03', and '26'.

BACK TO QUALITY:

LEADING CHANGE WITH QUALITY CHAMPIONS




**DIVISION OF SPECIALIZED
CARE FOR CHILDREN**



THE FOLLOWING **PREVIEW** HAS BEEN APPROVED FOR
ALL AUDIENCES

BY THE MOTION PICTURE ASSOCIATION OF AMERICA

THE FILM ADVERTISED HAS BEEN RATED

PG-13 PARENTS STRONGLY CAUTIONED 
Some Material May Be Inappropriate for Children Under 13
**CRUDE AND SEXUAL HUMOR, LANGUAGE
AND A BRIEF DRUG REFERENCE**

SILENCE PHONES

ACCESS TO MENTIMETER






CAST & PLOT

STARRING...

- BRANDON BARTELS
Manager of Core & Connect Care Quality Improvement
- CJ CHANDLER
Quality Improvement Systems Analyst
- RAGAN THRASHER
Quality Specialist & Champion

THE SCENE

Learn about Quality Champions, the DSCC Quality Improvement initiative that created a statewide team of regional-office, frontline staff interested in and devoted to improving quality measures within their teams.



WHO AM I

BRANDON BARTELS, MSW

**Manager of Core and Connect Care
Quality Improvement**





DIVISION OF SPECIALIZED CARE FOR CHILDREN

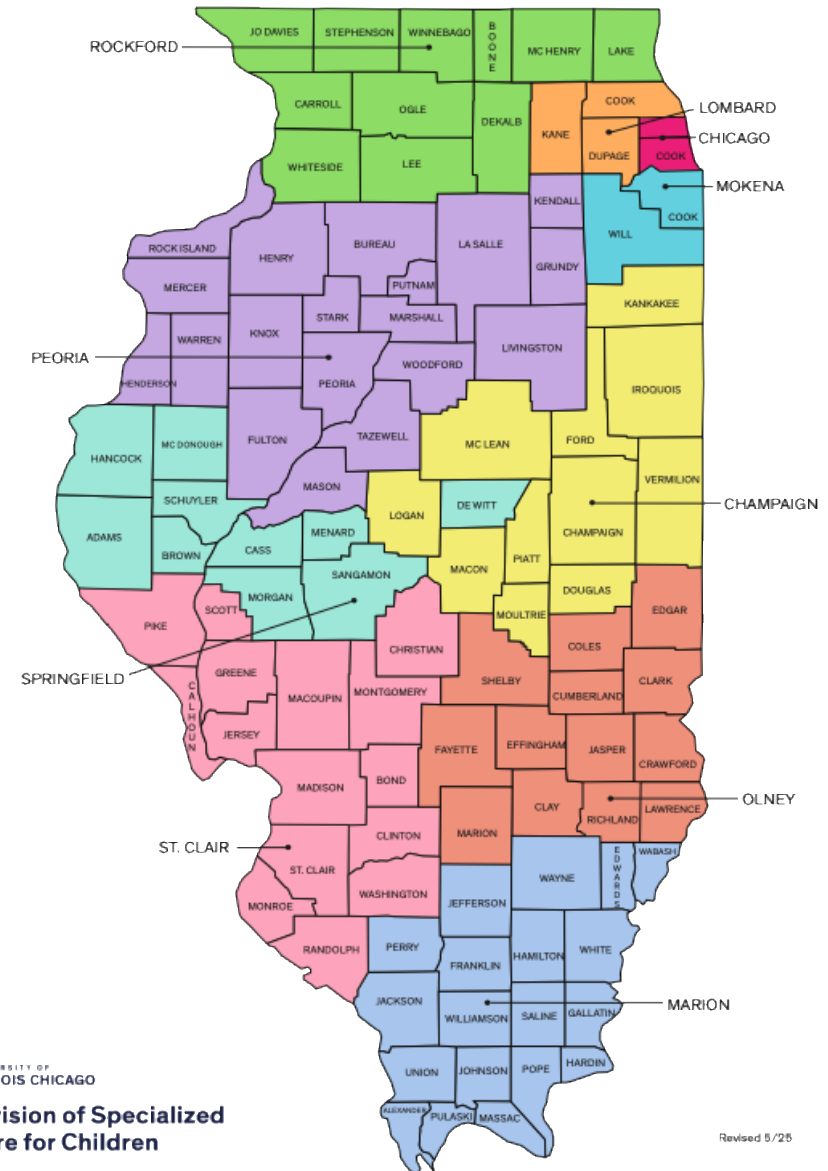
- A state-wide department at the University of Illinois Chicago
- DSCC supports families of children and youth with special healthcare needs across Illinois
- 5 care coordination programs
- Care Coordinators (RNs, BSW/MSW, S&L Pathologists) provide comprehensive assessments, goal planning, coordination of financial assistance, nursing services, and more.
- **Vision:**
Children and youth with special healthcare needs and their families are at the center of a seamless support system that improves the quality of their lives



REGIONAL OFFICES

- 10 regional offices
- Each office/team has 1-2 care coordination-level team members in Quality Champions
- **Mission:**
We partner with Illinois families and communities to help children and youth with special healthcare needs connect to services and resources

REGIONAL OFFICE BOUNDARIES




THE QUALITY CHAMPION INITIATIVE

A person in a dark suit and light-colored shirt is holding a piece of paper with a hand-drawn diagram. The diagram shows a vertical pipe with a valve at the top, connected to a horizontal pipe that leads to a circular component labeled 'FLUID COMPRESSOR'. The person is wearing a metal watch on their left wrist. The background is dark and out of focus.

QUALITY CHAMPIONS EXPLAINED...

Quality Champions are Care Coordinators who step up as leaders in their office who help facilitate an individual quality improvement project based on the needs and preferences of their individual team.





THE QUALITY CHAMPION ROLE

A **Care Coordinator team member (not a manager)** passionate about improvement

- 1-2 per office. Some teams have 2 for teamwork
- Uses data to celebrate success and inspire change
- Leads quarterly QI huddles
- Receives orientation and ongoing training
- Applies the **PDSA cycle (Plan, Do, Study, Act)**



Quality Improvement & Support Procedure

QUALITY CHAMPIONS AND QUALITY IMPROVEMENT HUDDLES

Content:

[Quality Champions](#)
[Quality Improvement Huddles](#)
[Quality Improvement Supporters](#)
[Quality Champion Quarterly Meetings](#)

Blue font indicates a link exists in the resource section at the bottom of the document

Programs	Connect Care Core Home Care
Version	0
Version Effective Date	11/15/2022
Original Effective Date	11/15/2022
Last Comprehensive Review Date	1/5/2024

Overview:

The Quality Champion is one of the most important components of the quality improvement program at DSCC. Each regional program office has an identified Quality Champion within the team who helps identify areas of opportunity and leads the team in developing action steps to improve. The PDSA (Plan, Do, Study, Act) model is utilized in this process. This work is accomplished through Quality Improvement Huddles that occur formally on a quarterly basis. The Quality Champion ensures that continual feedback is provided to the team on progress and that adjustments are made to plans, as needed. Quality Champion projects and results are shared with leadership during the Quarterly Quality Meeting.

Quality Champions	A Quality Champion is a person who enjoys using information to celebrate success and help inspire change by focusing on solutions. The Quality Champion is a team member (not a manager) who would like to have an opportunity to utilize their skills in a new way and gain leadership experience. Each regional office will have a Quality Champion (or two) who will take the lead in facilitating Quality Improvement Huddles each quarter. They will help the team understand the information in the Scorecard and other PowerBI reports, celebrate the team's successes, and support the team in developing an improvement plan.
Quality Improvement Huddles	<p>DSCC values quality improvement and making informed decisions based on data. The Quality Improvement (QI) Huddles will be one way to engage staff in the process of using information to analyze data and make plans to reach our performance targets. Each regional office will participate in a Quality Improvement Huddle <u>quarterly</u> to review the identified quality measures and develop action plans together.</p> <p>Quality Improvement Huddle Goals:</p> <ul style="list-style-type: none"> • Celebrating strengths • Having focused time to review data • Solving problems together • Developing next steps for improvement • Empowering staff • Improving Care Coordination activities <p>Roles:</p>

HISTORY

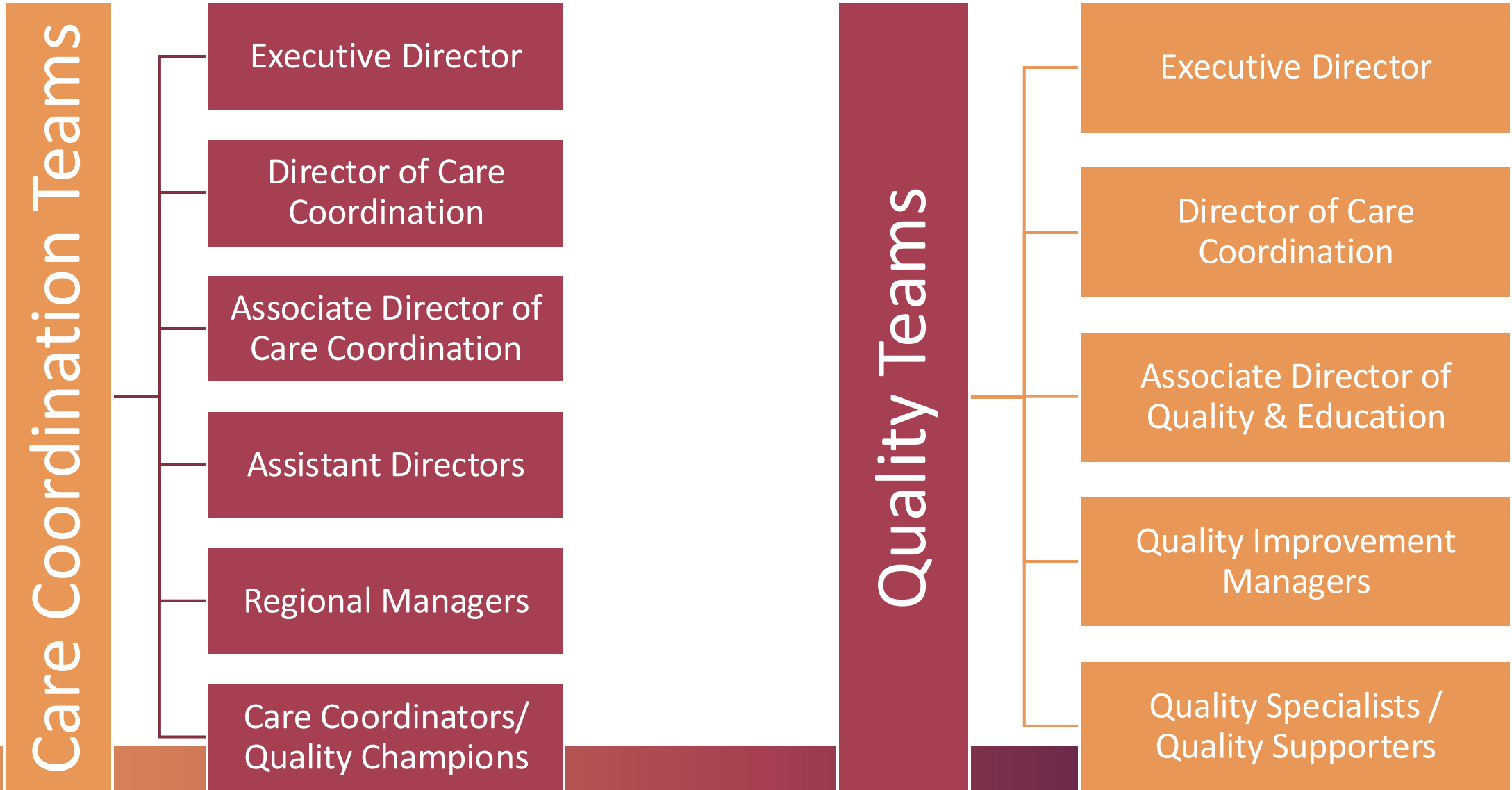
- Began in 2019 as a new initiative to create a team of frontline staff focused on quality improvement in their region office
- Expanded into a structured program with policies and procedures in 2022
- Created with leadership and manager support
- Designed to embed quality improvement into every regional office at the front-line level
- Lead by quality improvement managers
 - With support from quality specialists

QUALITY SUPPORTERS

- QI Department Staff assigned to each Quality Champion
- Provide orientation and guidance
- Regular check-ins
- Assist with data analysis and facilitation
- Review action plans
- Encourage leadership development
- Presenting Action Plan progress in leadership meetings



DSCC QUALITY CHAMPIONS STRUCTURE





ACTIVITY: SUPPORT

**WHAT SUPPORT DO YOU HAVE AT
YOUR ORGANIZATION TO
IMPLEMENT A QUALITY INITIATIVE
LIKE THIS?**



ACTIVITY





OUR EXPERIENCE: SUPPORT

LEADERSHIP-DRIVEN (PROCESS AND DATA)

MANAGEMENT INPUT GATHERED AS WE
IMPLEMENTED PROCESSES

RMS ATTEND HUDDLES/MTGS FOR SUPPORT

IT/DATA REPORTING - 2019, EARLY BEGAN
QCS



CHALLENGES

WHAT BARRIERS COULD YOU ENCOUNTER?





ACTIVITY: CHALLENGES

**WHAT MIGHT BE BARRIERS TO
DOING SOMETHING LIKE THIS AT
YOUR ORGANIZATION?**



ACTIVITY





OUR EXPERIENCE: CHALLENGES

BARRIERS:

- COVID
- CHANGES IN CC SYSTEM, REBUILD
- POWER BI IMPLEMENTATION
- BUY-IN FROM CARE TEAMS (MORE WORK...MORE TIME...TOO BUSY)
- EDUCATION (PRIMARILY DOCUMENTATION OF ACTIVITIES)



QUALITY CHAMPION PROCESS



**Quality Champions
lead Huddles with
their regional team**



**Quarterly Meeting
led by Champion**



**An Action Plan is
developed with
goals chosen by the
team**



**Team reviews
scorecard metrics
and Power BI
reports**

To choose measurable
goals and track changes
over time



**Celebrate strengths
and successes**



**Identify areas for
improvement**

TEAM HUDDLES



Review and analyze data

Celebrate Strengths

Solve problems together

Develop next steps for improvement

Empower staff

Improve care coordination

Improve the client and family experience

Gives the Quality Champion leadership, data, and improvement experience

IDENTIFYING & TRACKING METRICS

WHO AM I

CARLA “CJ” CHANDLER, MA

QI Systems Analyst



IDENTIFYING METRICS

Guided by:

- Internal Policies & Procedures
- Accreditation Requirements (NCQA)
- Contractual Requirements of Associated Partners
- Industry Standards of Care



EXAMPLES

From our Care Coordination Policy....

- Complete the initial CA within 60 days of the program enrollment date.
- The person-centered plan is considered complete when the plan has been developed with the family, and all required signatures are obtained.



○ Comprehensive Assessment On Time for New Enrollees



○ Person-centered Plan signed by Parent/LRA

From NCQA accreditation requirements...

-a process to assess progress against case management plans for patients.



- Person-centered Plan reviewed every 30 days
- Person-centered Plan shows progress toward achieving goals



ACTIVITY: GOALS

**AT YOUR ORGANIZATION, WHAT
COULD BE A GOAL TO WORK ON?**



ACTIVITY





OUR EXPERIENCE: GOALS

- **Scorecard Improvement :**
- **Consistency in completion of assessment domains in Comp Assessment (Touchpoints)(CA was newly redesigned in 2019)**
- **Documentation corrections/training to ensure proper documentation to support measurement /metrics.**



TRACKING METRICS


OUR TOOLS:

- DSCC SCORECARD
- POWER BI REPORTS
- FAMILY SURVEYS



SCORECARD

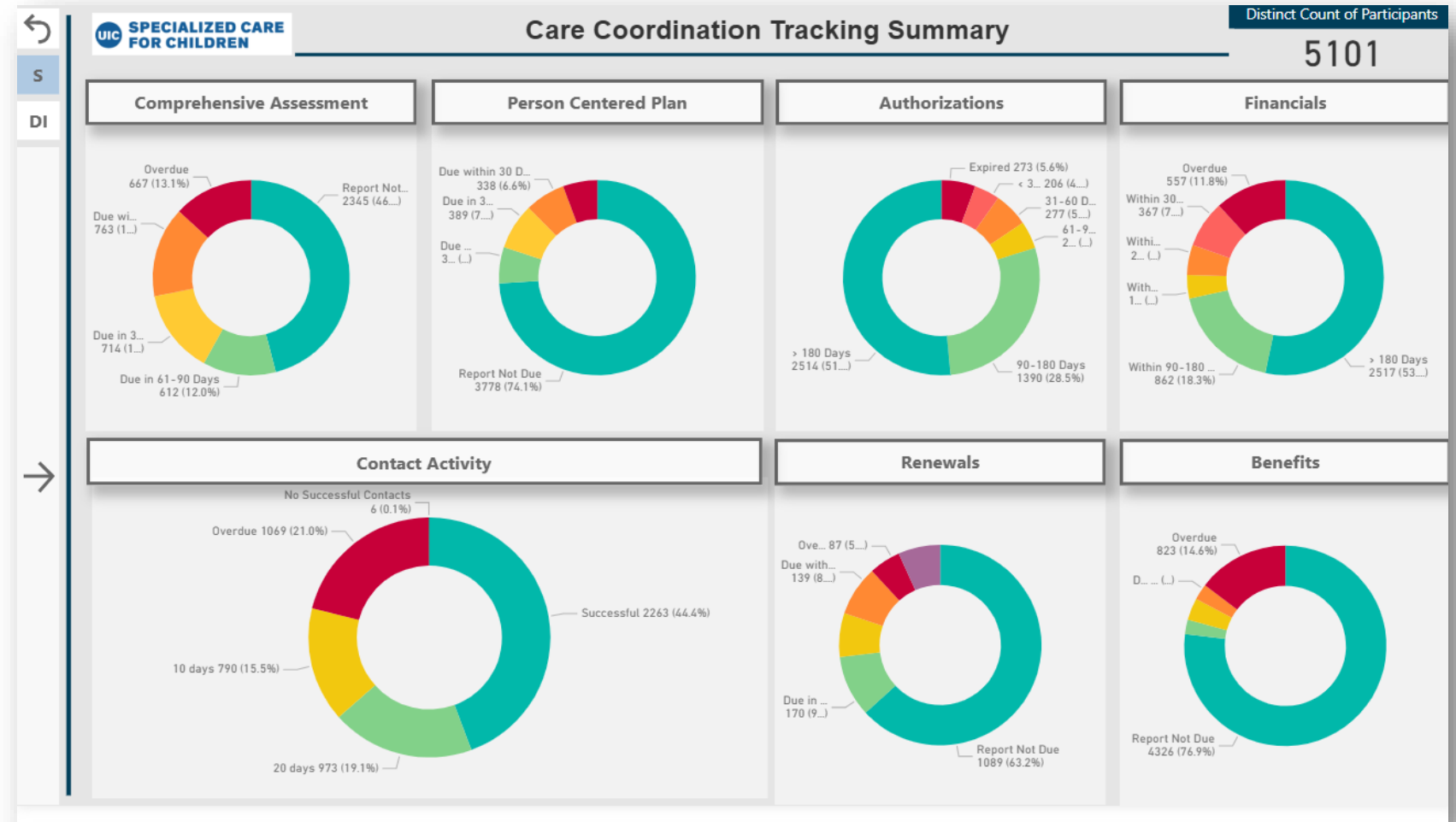
- Team Performance
- Calculates Scores
- Over Time
- Extensive Development

 DSCC Scorecard		Office		Region		Program Enrollment		Waiver / Non-Waiver		Calendar Year	Federal FY	
		All		All		All		All		Waiver FY	State FY	
Goal	Month			Quarter				Year		Threshold	Target	Perfection
	2025-09	2025-08	2025-07	2025-Q3	2025-Q2	2025-Q1	2024-Q4	2024	2023			
Contacts												
Attempted Contact Within 30 Days	85.0%	88.0%	87.4%	86.8%	86.3%	86.3%	85.5%	85.8%	86.1%	70%	85%	95%
Attempted Contact Within 60 Days	96.2%	97.5%	96.6%	96.8%	96.5%	95.7%	96.1%	96.1%	95.5%	70%	85%	95%
Attempted Contact Within 90 Days	99.3%	99.5%	99.2%	99.3%	99.3%	98.9%	98.8%	99.0%	98.4%	70%	85%	95%
Successful Contact Within 30 Days	66.9%	69.7%	68.3%	68.3%	69.0%	68.0%	66.4%	66.6%	65.5%	70%	85%	95%
Successful Contact Within 60 Days	86.0%	87.2%	86.4%	86.5%	87.1%	84.9%	84.9%	84.8%	83.1%	70%	85%	95%
Successful Contact Within 90 Days	94.2%	94.0%	93.9%	94.0%	94.7%	92.9%	92.7%	92.7%	91.3%	70%	85%	95%
Initial Participation	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	96.5%	70%	85%	95%
Ongoing Participation	99.0%	99.1%	99.1%	99.1%	99.0%	98.7%	98.6%	98.5%	96.6%	70%	85%	95%
Face-to-Face Contact Within 180 Days	67.3%	69.1%	69.2%	68.5%	63.5%	59.6%	57.1%	53.6%	13.0%	70%	85%	95%
ICT Interaction Within 180 Days	60.9%	62.7%	63.0%	62.2%	58.8%	55.2%	52.4%	54.8%	30.1%	70%	85%	95%
Person Centered Planning												
PCP Completed On Time For New Enrollees	88.7%	88.9%	82.1%	86.6%	85.8%	80.9%	81.1%	85.0%	71.4%	70%	85%	95%
PCP Signed By Parent / LRA	86.5%	86.3%	85.8%	86.2%	83.1%	80.7%	80.0%	76.0%	60.5%	70%	85%	95%
PCP Shows Progress Towards Achieving Goals	71.2%	71.0%	71.3%	71.2%	70.6%	71.9%	72.2%	70.2%	53.4%	70%	85%	95%
PCP Updated Within 365 Days	95.8%	95.6%	95.5%	95.7%	94.7%	94.5%	94.4%	94.3%	91.9%	70%	85%	95%
PCP Reviewed Within 30 Days	92.5%	92.4%	93.7%	92.9%	89.4%	89.2%	87.5%	86.0%	69.4%	70%	85%	95%
PCP Sent To Family	87.1%	86.5%	86.3%	86.6%	84.3%	82.5%	81.6%	79.4%	69.4%	70%	85%	95%
PCP Sent To Primary Care Physician	82.3%	81.8%	80.8%	81.6%	77.9%	75.1%	73.9%	70.9%	23.0%	70%	85%	95%
PCP Includes Transition Goal For Over 12.5	18.0%	18.3%	18.8%	18.4%	19.9%	50.5%	52.5%	55.8%	59.8%	70%	85%	95%
Family Voice												
Satisfaction With DSCC Services	4.4	4.0	4.2	4.2	4.7	4.6	4.4	4.6	4.6	4.0	4.5	5.0
Improves Families' Quality of Life	4.0	4.3	3.3	3.9	4.5	4.4	4.2	4.4	4.4	4.0	4.5	5.0

REPORTS

CC Tracking Summary

- Shows current state of various requirements in the care coordination lifecycle
- Classified here by "due"
- View & Filter options



REPORTS

←

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DI

→

UIC

SPECIALIZED CARE
FOR CHILDREN

Care Coordination Tracking Summary

Distinct Count of Participants
5100

Detailed Information

Last Contact Attempt	Next Contact Date	Next Care Center Contact Due	Last Participant F2F	Last F2F Attempt	Next F2F Due	Next Annual Home Visit Due	Next PCP Reviewed Date	Next ICT Contact Due	Next CA Due	Next PCP Due	L
9/25/2025 10:30:00 AM	10/10/2025	10/10/2025	7/23/2025	7/23/2025	1/19/2026	7/23/2026	10/10/2025	3/24/2026	1/21/2026	7/22/2026	0
9/23/2025 10:30:00 AM	10/23/2025	10/23/2025	7/23/2025	7/23/2025	1/19/2026	7/23/2026	10/23/2025	2/22/2026	1/5/2026	1/16/2026	0
10/14/2025 1:15:00 PM	11/13/2025	11/13/2025	10/14/2025	10/14/2025	4/12/2026	10/14/2026	11/13/2025	4/12/2026	10/20/2025	4/15/2026	0
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10/9/2025 11:00:00 AM	11/8/2025	11/8/2025	10/9/2025	10/9/2025	4/7/2026	10/9/2026	11/08/2025	1/21/2026	3/7/2026	8/25/2026	0
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10/10/2025 7:30:00 AM	11/9/2025	11/9/2025	7/2/2025	7/2/2025	12/29/2025	7/2/2026	11/09/2025	3/4/2026	2/11/2026	8/14/2026	0

Due or past due

Due in next 10 days

Due in > 10 days

- Detailed Information
- Tasks due dates/color-coded
- Filter to Care Coordinator

GATHERING FEEDBACK



Transitioning into young adulthood



family's life. We would like your feedback on
re for changes in the survey.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Does Not Apply
DSCC staff are helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
DSCC staff are professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I can reach my Care Coordinator when needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I am satisfied with how DSCC communicates with me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
My person-centered plan respects my family's beliefs and preferences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Exit Survey

Exit Survey

Family survey. We

Disagree	Agree
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Comments based on

Disagree	Agree
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

DATA QUALITY

THE EARLY DAYS



TEAM GROWTH & DISCOVERY: QUALITY CHAMPION

RAGAN THRASHER

HOME CARE QUALITY IMPROVEMENT



WHO AM I

RAGAN THRASHER

Quality Champion/Specialist



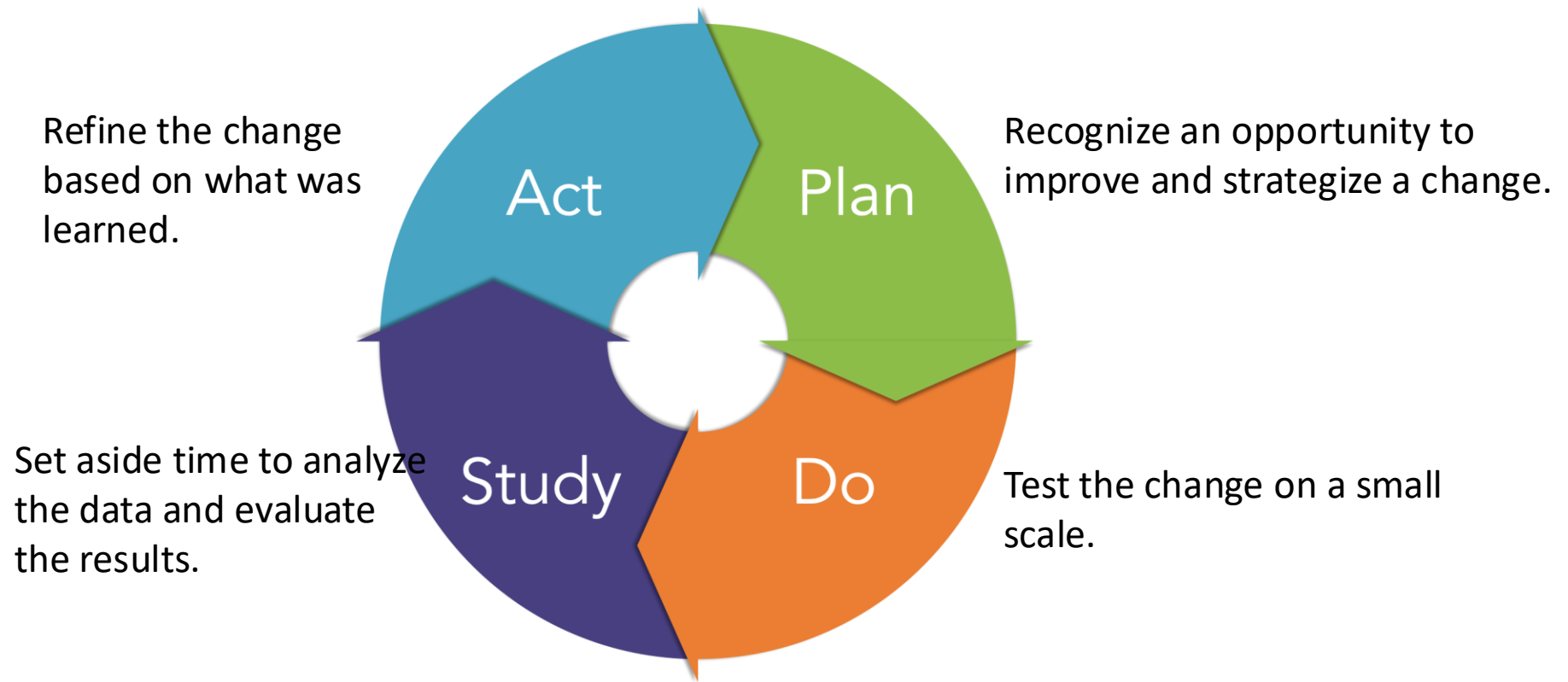


QUALITY CHAMPION'S ROLE:

- Lead the QI Huddles,
 - Support the team in identifying strengths,
 - Inspire the team that improvement is always possible,
 - Keep the team focused on problem-solving and solutions,
 - Support the team in creating improvement plans.



PDSA: PLAN, DO, STUDY, ACT




ACTION PLAN

WHERE WE'RE GOING, WE DON'T NEED "ROADS."



CURRENT GOAL:
IMPROVE PERSON CENTERED PLAN FOLLOW-UP DOCUMENTATION
USING POWER BI.

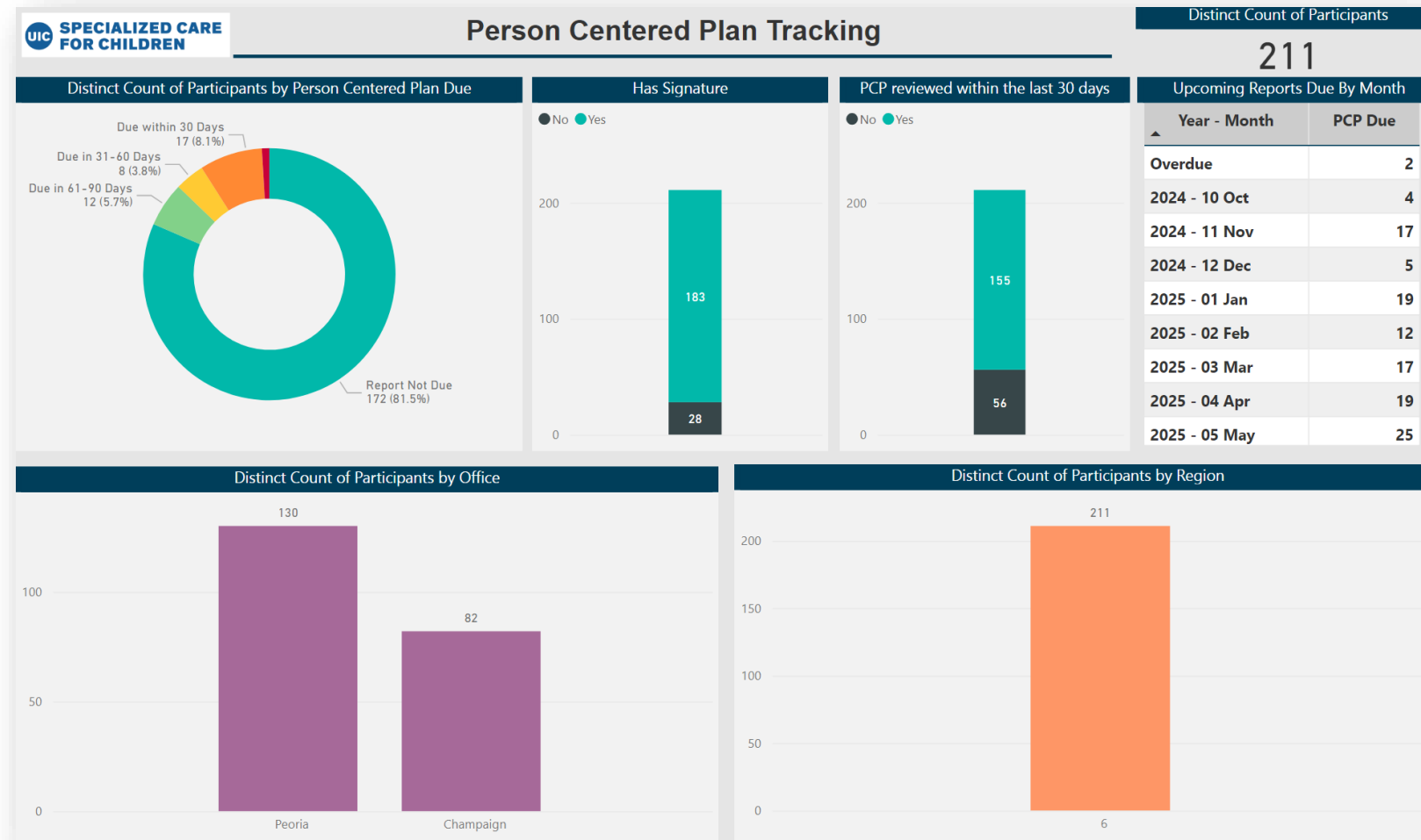
Action Plan	Responsible Individuals	Status/Date (In Progress, Completed, Discontinued)
1. Care Coordinators will check PC Plans every 30 days with family or independently in comprehensive assessment and verify that goals are updated within the PC Plan.	CC/QC/RM	In Progress
2. CC Team Members to make sure signatures are on current annual PC plans and document goal progress every 90 days.	CC/PCA/QC/RM	In Progress
3. Care Coordinators to ensure that PC Plans are sent to PCAs to send to providers within 5 days of completion.	CC/PCA/QC/RM	In Progress
4. Power Bi as a checks and balance system to verify that documentation is accurate and up to date.	CC/PCA/QC/RM	In Progress
5. CC Teams continue ongoing communication with families for updates to PC Plans. Meet as a Team/Region to review and plan next steps as needed.	CC/PCA/QC/RM	In Progress



**“If you put your mind to it, you
can accomplish anything.”**

-Doc Brown

HOME CARE PEORIA/CHAMPAIGN

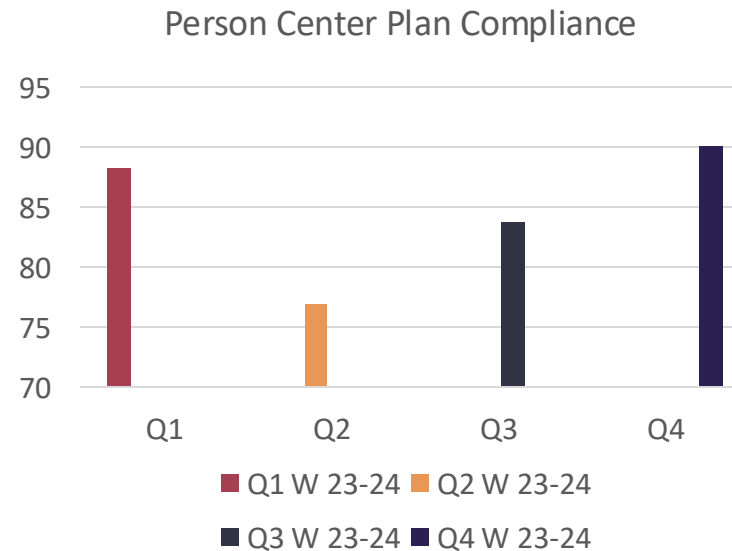


“GREAT SCOTT!”

CELEBRATING SUCCESSES

- PC Plan is signed and dated by LRA and Care Coordinator:
Increase from 83.3% in Q3 to 100% in Q4
- PC Plan was reviewed every 30 days:
Increase from 75% in Q3 to 100% in Q4
- 8 out of 11 categories reviewed by HCQI were 86% or higher for the entire Waiver Year 23-24

WY 23/24	Compliance
Q1	88.3%
Q2	76.9%
Q3	83.8%
Q4	90.2%



KEEPING MOMENTUM

ENGAGEMENT OF TEAM MEMBERS ALONG THE WAY

- Ice-Breaker activities
- Focus on the importance of Quality Improvement
- Buy-In from peers can be difficult but powerful for change
- Show data from progress made
- Involve strategies/plans and a vision (Quality Champion plans for individual Region(s)) to evoke change in processes



“When this thing hits 88 miles per hour...”

-Doc Brown

INTO THE FUTURE

MAINTAINING THE QUALITY CHAMPION INITIATIVE



QUARTERLY MEETINGS WITH QUALITY SUPPORTERS



Scheduled quarterly

Involves:

Quality Improvement Managers

Quality Specialists



Meeting agenda includes

Ongoing quality education

Data tool reviews and training

Presenting of Action Plans by Champions

Open forum for discussion on challenges, strengths, engagement

What the Champions want from the meeting

INTO THE FUTURE



Sustaining the Quality
Champion initiative long-
term

- Each team maintaining a Quality Champion

Ongoing Quality Champion
meetings and mentorship

Continued QI education

Sharing results across DSCC

- Shared by Quality Champions at leadership meetings

Improving care coordination
and outcomes

BENEFITS OF THE QUALITY CHAMPION INITIATIVE

- Leadership development opportunities for Champions
- Staff empowerment and engagement
 - Not just the Champions, but all staff have a voice in their goals
- Builds a culture of continuous improvement in every office
- Creates trust between the care coordination teams and Quality Improvement
- Pathways for Champions to become managers, QI team members, and other leaders



“YOUR FUTURE
IS WHATEVER
YOU MAKE IT,
SO MAKE IT A
GOOD ONE.”



EMMET “DOC” BROWN

LEADERSHIP, GROWTH, DEVELOPMENT OPPORTUNITIES

PROMOTION WITHIN THE AGENCY

OPPORTUNITIES TO SERVE ON
INTER-AGENCY WORK GROUPS.

GAINED EXPERIENCE WITH
QUALITY IMPROVEMENT AND
DATA.



MEET OUR QUALITY CHAMPIONS:

In the
words of
Quality
Champions:

“I can learn great information, share ideas, and help improve not only my team’s performance but also that of other teams at DSCC.”

“I like that it gives me something else to work on occasionally. It also is the way my brain likes to organize information and material; facts, data, and information and seeing it’s changes and progressions.”

“Ability to be a leader within my regional office. Learning new things within DSCC, how to use them most effectively, and training my team to better use them so we can benefit as an office and see progress of what team efforts can do.





QUESTIONS?



"THE FUTURE HASN'T BEEN
WRITTEN YET. IT IS WHATEVER
YOU MAKE IT."

—DOC BROWN

CONFERENCE MATERIALS

CONTACT INFORMATION

SLIDES

QUALITY CHAMPION PROCEDURE

RESOURCES

- EXAMPLE METRICS
- PDSA RESOURCES
- ACTION PLAN TEMPLATE