

# Glossary

## Data Driven Review

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<b>Term</b>	<b>Definition</b>
<b>Advocare</b>	A State of Indiana contractor working at the direction of BQIS to assist providers with the Data Driven Review process.
<b>Bureau of Developmental Disability Services (BDDS)</b>	Within the Division of Disability and Rehabilitative Services (DDRS), the Bureau of Developmental Disabilities Services (BDDS) plans, coordinates, and administers the provision of individualized, integrated community-based services for individuals with a developmental disability and their families, within the limits of available resources. The planning and delivery of services must be based on future plans of the individual with a developmental disability rather than on traditional determinations of eligibility for discrete services, with an emphasis on the preferences of the individual with a developmental disability and that individual's family.
<b>Bureau of Quality Improvement Services (BQIS)</b>	The Bureau of Quality Improvement Services (BQIS) is the quality improvement segment of DDRS. BQIS' work is centered on oversight, including data analysis, monitoring and technical assistance. The bureau monitors services provided by organizations providing services to individuals with funds administered by the division or under the authority of the Division. BQIS assists other bureaus in the division with quality assurance or quality improvement activities.
<b>Consumer</b>	A person receiving Home and Community Based Waiver Services (HCBS). [Refer to Individual]
<b>Data Driven Review</b>	The Data Driven Review (DDR) process is a quality improvement initiative designed to be proactive and collaborative. Working with providers of Indiana's Home and Community Based Services (HCBS) Medicaid Waiver Program, BQIS performs data analysis from a statewide perspective and identifies specific operational categories for improvement. Relying on best practices, providers are provided with tools and guidance to drive improvement within their organizations.
<b>Division of Disability and Rehabilitations Services (DDRS)</b>	As one of the five Divisions of Indiana's Family and Social Services Administration, the Division of Disability and Rehabilitations Services (DDRS) manages the delivery of services to children and adults with intellectual and developmental disabilities. DDRS has two overarching responsibilities: to facilitate partnerships that enhance the quality of life for children and adults with physical and cognitive disabilities; and to provide them with continuous, life-long support.
<b>Focus/Targeted Area</b>	The specific issue being addressed during a Data Driven Review period (e.g. medication errors).
<b>Family and Social Services Administration (FSSA)</b>	Indiana's Family Social Services Administration (FSSA) is a health care and social service funding agency. Five distinct divisions are under FSSA: Division of Family Resources (DFR), Office of Medicaid Policy and Planning (OMPP), Division of Disability and Rehabilitative Services (DDRS), Division of Mental Health and Addiction (DMHS) and the Division of Aging.
<b>Incident</b>	An unfavorable occurrence with the potential to jeopardize the health, safety, and welfare of an individual.
<b>Individual</b>	A person receiving Home and Community Based Waiver services (HCBS). [Refer to Consumer]
<b>Medication Error</b>	As stipulated in Indiana Administrative Code (460 IAC 6-9-5), a medication error or medical treatment error is: <ul style="list-style-type: none"><li>- wrong medication given;</li><li>- wrong medication dosage given;</li><li>- missed medication - not given;</li><li>- medication given wrong route; or</li><li>- medication error that jeopardizes an individual's health and welfare and requires</li></ul>

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	<p>medical attention.</p> <p>For clarity, "medications" is defined as anything prescribed by the doctor. This would include items such as a missed acne cream or prescribed shampoo.</p>
<b>Provider</b>	An organization serving the needs of an individual in accordance with the DDRS Home and Community Based Waiver (HCBS) program.
<b>Quality Assurance</b>	An activity for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.
<b>Quality Improvement</b>	An activity conducted to move beyond compliance toward best practice. Quality improvement (QI) consists of systematic and continuous actions that lead to measurable improvement.
<b>Quality Improvement Goal</b>	A desired result, generally written in future or present tense.
<b>Quality Improvement Plan</b>	<p>A detailed and strategic plan for quality improvement activities outlining a specific focus/target area.</p> <p>A Quality Improvement Plan is:</p> <ul style="list-style-type: none"><li>- A systematic process with leadership, resources and accountability defined</li><li>- Adaptive to change and revised on a continuous basis</li><li>- Designed with measurable goals to determine progress</li><li>- Measured by data collection to assure goals are achieved and synchronized with actual improvements</li><li>- An ongoing evaluation and monitoring tool for organizations</li></ul>
<b>Root Cause(s)</b>	The underlying cause of a problem. It is the "root" of the problem and if not addressed, the issue will not be resolved. In most instances the root cause is a process failure, not human error.
<ul style="list-style-type: none"><li>• <b>Contributing Cause</b></li></ul>	Contributing causes are factors that contribute to the events occurrence, but are not the root cause of the event. Any cause that explains the nature, magnitude, and timing of an adverse consequence is a contributing cause.
<ul style="list-style-type: none"><li>• <b>Direct Cause (see Proximate Cause)</b></li></ul>	A contributing action or situation that should not have occurred and is directly the responsible for an adverse event.
<ul style="list-style-type: none"><li>• <b>Proximate Cause (see Direct Cause)</b></li></ul>	When conducting a root cause analysis, the proximate cause is what appears to be the most obvious reason an adverse event occurred; however, the most obvious cause is not generally the root cause. The proximate cause is generally identified at the early stages of analysis and often focuses on human error.
<ul style="list-style-type: none"><li>• <b>Root Cause Analysis (RCA)</b></li></ul>	An approach used to identify what, how and why an undesired event occurred so measures can be taken to prevent recurrence and eliminate the causal factor. A Root Cause Analysis includes defining the problem, gathering data, identifying all contributing issues and determining the root cause.
<ul style="list-style-type: none"><li>• <b>Superficial Solution</b></li></ul>	Ineffective solutions created by only looking into the obvious <i>symptoms</i> of an issue and not the underlying root cause. These solutions are ineffective because they do not remedy or eliminate the root cause.
<b>Waiver</b>	In Indiana, the Home and Community-Based Services (HCBS) waiver offers two waiver alternatives. The Community Integration and Habilitation (CIH) Waiver and the Family Supports Waiver (FSW). The CIH waiver provides Medicaid Home and Community based services to participants in a range of community settings as an alternative to care in an intermediate care facility individuals with developmental disabilities (ICF/IDD) or related

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	<p>conditions. The FSW serves persons with a developmental disability, intellectual disability or autism and who have substantial functional limitations, as defined under the paragraph for “Persons with related conditions” in 42 CFR 435.1010. Participants may choose to live in their own home, family home, or community setting appropriate to their needs.</p>
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