



Easy Read Edition

“Who’s in Control?”

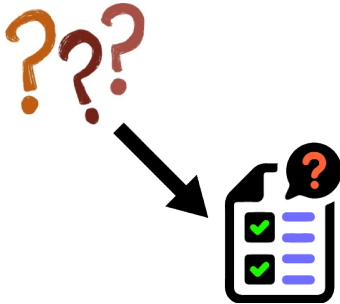
Control over community services for people with disabilities

Part 10: What Next?



What Next?

These 12 questions are a great start!



But they need to get made into quality measures.



Quality measures need to be more specific.



Quality measures usually show up in surveys.



People take the survey to tell if their services are good or bad.



Surveys can have answers that look different.



It depends on the kind of question.

For example:



Desmond gets community services.



He gets a survey to see if he thinks his services are good.



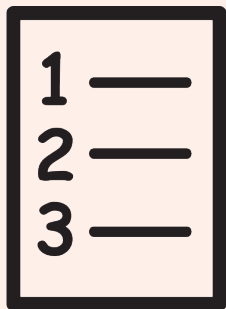
One question asks, "Do your staff say bad things about you?"



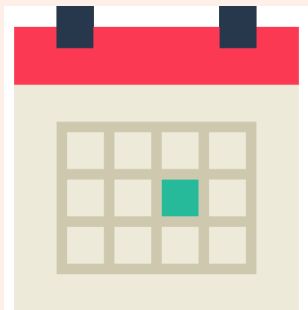
This question could be a "Yes" or "No" question.



But maybe Desmond's staff only said one bad thing.



It may be better to ask the number of times staff said bad things.



Or, the survey could ask how many times a week staff said bad things.



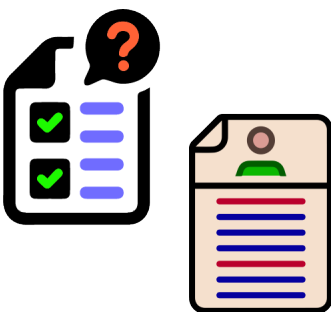
There is no exactly “right” way to write a quality measure!



But people who study community services need to think of the best way.



They need to ask questions that really show who is in control.



That means making sure each quality measure has enough detail.



We hope people who study community services will read this paper.



People who study community services write ideas for quality measures.



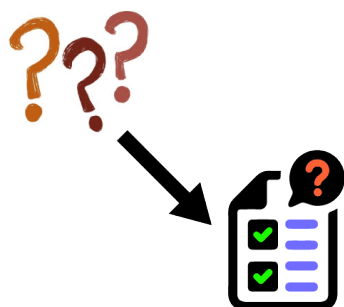
They work with the Centers for Medicare and Medicaid Services (CMS).



Together, they come up with new quality measures.



They can use the questions from our focus group.



They can turn our questions into quality measures.



Remember, quality measures get used to check Medicaid programs.



People with disabilities get surveys about their community services.



They can tell Medicaid if their services are good or bad.



Medicaid can look at the surveys to make choices about their programs.



They can give more money to community programs doing a good job.



They can give less money to community programs doing a bad job.



Medicaid can use quality measures to help us.



They can make sure people with disabilities are in control of our services!



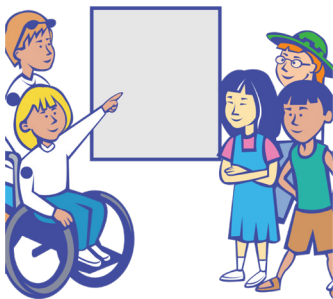
People who study Medicaid should also talk to more people with disabilities.



They should do more studies to see how community services work for us.



They should keep talking with us as they make quality measures.



Nothing about us, without us!

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