Maryland Positive Behavior Supports (PBD): Developing an Evaluation Plan

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Overview of Maryland PBS

- Initial launch in 2019
- Five provider agencies in initial pilot
- Phases of roll-out:
  - Readiness webinars
  - Two-day, in-person agency team training
  - Learning walks (onsite)
  - One-day, in-person agency team training...data and evaluation plan
Why Focus on Evaluation Plan

- No national barometer or guideline
  - Some good state examples (plug to Minnesota)
- Need to establish road-map for Maryland agencies
- Goals:
  - Core set of measures across agencies
    - Fidelity and outcome measures
  - Allow for DDA to evaluate impact of PBS
    - Legislative and regulatory implications
  - Provide flexibility for agencies to measure other outcomes
Voice: State and Agency

- Co-developed

- Completed during Day 3 of PBS training

- Utilized a modified Normative Group Process
Modified Normative Group Process

1. Get input for all participants
   a) Typical – round robin recording
   b) Our approach – post-it-notes

2. Clarification of concepts
   a) Facilitator lead
   b) Resulted in list of fidelity and outcome measures

3. Prioritize items by importance
   a) Voting
   b) Blue dot (3pts), Yellow (2pts), Red (1pt)
Evaluation Plan Activity

• First
  • Are we implementing the plan as intended?

Fidelity of Implementation

Outcomes

• Second
  • If yes to #1, are we seeing the desired outcomes?
# Evaluation Plan Activity

<table>
<thead>
<tr>
<th>Evaluation Domain/Question</th>
<th>Related Evaluation Data Source</th>
<th>Method of Recording and Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>What impact did the training have on capacity building?</td>
<td>Number of coaches and trainers&lt;br&gt;Number of staff involved with implementation&lt;br&gt;Number of people supported</td>
<td>Excel</td>
</tr>
<tr>
<td>How well are the practices implemented?</td>
<td>Fidelity of implementation – TFI&lt;br&gt;Direct observations of staff practices (e.g., behavior specific praise)&lt;br&gt;Checklist or self report</td>
<td>Excel</td>
</tr>
<tr>
<td>Are there changes in behavior of staff and people living and working in a setting?</td>
<td>QA indicators (e.g., medication compliance)&lt;br&gt;Direct observation of people supported&lt;br&gt;Incident reports&lt;br&gt;Restraint&lt;br&gt;Workers Comp&lt;br&gt;Retention/tenure&lt;br&gt;Satisfaction surveys&lt;br&gt;Quality of life interviews</td>
<td>?</td>
</tr>
</tbody>
</table>
Evaluation Plan Activity

Work individually

Identify your valued outcomes for this work

Write each valued outcome on a separate post-it-note (you can have many!)

Place your post-it-notes on the Valued Outcomes charts in the room

Are you seeing more than one post-it-note with your valued outcome? Build a bar
Evaluation Plan: Brainstorming
Evaluation Plan: Voting to Achieve Consensus

- Demonstration of competencies of TA skills trained (BSC, MS, LPN, RN, PT, PRN)
- Improvement of organizational teams and community partners
- Increase in pcp goals met
- Decrease need for TA support (e.g., behavior plan)
- Reduction in workers’ comp
- Decrease in ER visits
- Reductions in abuse
- Reductions in medication errors

- Reduction in behaviors that led to incident reports
- Reduction in restraint
- Increase staff satisfaction
- Increase stakeholder satisfaction
- Increase staff tenure and retention
- Improve organizational culture
- Improve Quality of Life (e.g., employment)
### Evaluation Plan: Voting to Achieve Consensus

<table>
<thead>
<tr>
<th>Valued Outcomes</th>
<th>Blue (3 pts each)</th>
<th>Yellow (2 pts each)</th>
<th>Red (1 pt each)</th>
<th>Total points for each code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved demonstration of competencies of skills trained (e.g., BSP, use of AT, QoC, PC)</td>
<td>7</td>
<td>8</td>
<td>4</td>
<td>41</td>
</tr>
<tr>
<td>Improve Quality of Life (e.g., employment, happiness)</td>
<td>9</td>
<td>1</td>
<td>4</td>
<td>33</td>
</tr>
<tr>
<td>Reduction in behaviors that lead to incident reports</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td>Increase in staff satisfaction</td>
<td>0</td>
<td>3</td>
<td>2</td>
<td>8</td>
</tr>
<tr>
<td>Increase in stakeholder satisfaction</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Improve organizational culture</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>Increase in PCP goals met</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Reductions in abuse</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>Reduction in workers’ comp</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Improve alignment &amp; efficiency of organizational teams &amp; community partners</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Reduction in restraint</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Decrease need for T3 support (e.g., behavior plans)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Decreases in ER visits</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Reductions in medication errors</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total counts</strong></td>
<td><strong>25</strong></td>
<td><strong>23</strong></td>
<td><strong>23</strong></td>
<td><strong>144</strong></td>
</tr>
<tr>
<td><strong>Total scores</strong></td>
<td><strong>75</strong></td>
<td><strong>46</strong></td>
<td><strong>23</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>
Next Steps: Evaluation Plan

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<tr>
<td>Incorporate Organization input</td>
<td></td>
<td>Identify minimum evaluation requirements – organizations can expand</td>
</tr>
</tbody>
</table>
Lessons Learned and Next Steps

• Results were shared with DDA leadership team
• Involvement of State Quality Enhancement department
  • Shape final evaluation plan
• Incorporate in future Cohort readiness and training
• Thinking of Tier 1 in aggregate can be a challenge
• Involvement of agency stakeholders is important
• Quality Assurance/Quality Enhancement needs to be part of the team – state through agency