

About NARA

- The National Association for Regulatory Administration (NARA) is an international professional organization dedicated to promoting excellence in human care regulation and licensing through leadership, education, collaboration, and services.
- NARA represents all human care licensing, including adult residential and assisted living, adult day care, child care, child welfare and program licensing for services related to mental illness, developmental disabilities and abuse of drugs or alcohol.
- We are human service regulatory professionals, human service providers, university faculty, independent researchers and consultants, allied professions from health, safety and legal disciplines, consumers and all others who share our vision: *Consumer Protection Through Prevention.*

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NARA Membership

- NARA members have access to our online, searchable Membership Directory, the NARA Newsletter and our members-only policy webinars. They also enjoy reduced rates on all NARA products, services and registrations, including NARA's monthly webinars, and the Annual Licensing Seminar.
- Check NARA's website for more information and to Join.

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Key Indicator Systems:
How They Work, Why they Work, and Why they're Best for Everyone

Presented by
Ronald Melusky
For
The National Association for Regulatory Administration



Q: What is the “Worst Case Scenario” in an indicator inspection?

A: The inspection is ultimately conducted as it normally would be.



What are Key Indicator Systems, and How do they Work?



Key Indicator Systems are a kind of **targeted measurement tool**. Targeted measurement tools are licensing inspection instruments that increase the effectiveness and efficiency of a regulatory oversight agency without producing recurring operational costs. In other words, targeted measurement tools maximize performance while minimizing costs.

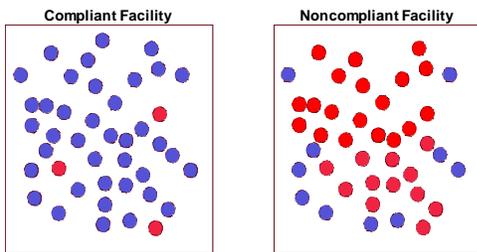


Types of Targeted Measurement Tools

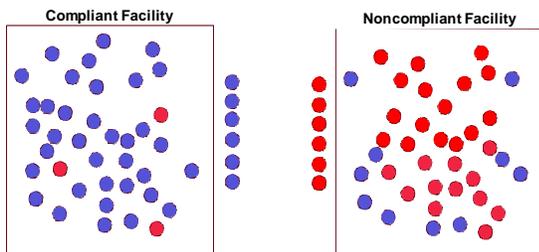
1. **Weighted Risk Assessment** assigns weighted scores to licensing regulations based on the level of risk to persons in care in the event of regulatory noncompliance.
2. **Key Indicator Systems** identify a subset of licensing regulations that statistically predict compliance with the entire set of regulations.
3. **Quality Indicator Systems** identify a subset of licensing regulations and other non-regulatory factors to predict the overall quality of care provided in a licensed setting.
4. **Differential Monitoring** uses weighted risk, licensing indicators, and quality indicators to determine the number and scope of inspections that should be conducted at a licensed setting.

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Seriousness or Indicators?



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The Key Indicator Inspection Process

1. **Identify eligible providers.** Not all providers are eligible for indicator inspections. Exclusionary factors are developed through agency policy as an added means of quality assurance.
2. **Conduct an inspection measuring compliance with the statistically-identified indicator regulations.**
3. **Measure regulations identified at random in addition to the statistically-identified indicator regulations.** Additional regulations are identified at random as an added means of quality assurance.
4. **Expand the scope of the inspection if necessary.** Indicator inspections may become full inspections if violations are identified.

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The Benefits of Key Indicator Systems

- The **regulatory oversight agency** is able to spend more time monitoring and providing technical assistance to noncompliant providers by spending less time in compliant programs.
- **Providers** benefit from shorter inspections by maintaining compliance.
- **Persons in care** enjoy a higher degree of health and safety protection.
- **The public** is assured that strong licensing continues even if resources are reduced.

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Eligibility Criteria

Exclusionary factors used in standard Key Indicator Systems typically include:

- Full/regular license status for a period of 2-3 years
- Ownership by the same legal entity for a specific period of time
- No open complaint or incident investigations at the time of the inspection
- No "high-risk" violations identified within the past year

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**Question
and
Answer**

Thank you!