

Services and Supports for People with Intellectual and Developmental Disabilities



The Liberty Advantage

Our values drive the work we do.

Our reputation and experienced leadership distinguish us.

Our decades of proven results are supported by strong references – from states, families, and advocates.

Our diversity is a key asset that we bring to all the work we do as we manage programs that offer a wide range of direct supports and services and service contracts for targeted and statewide clinical and leadership staffing.

Our innovative strategies for measuring outcomes and system performance strengthen personal outcomes and build provider capacity.

Our focus is on creating and enhancing opportunities for individuals to contribute to — and participate in — all facets of community life. We integrate person-centered thinking, dignity, and the achievement of “everyday lives” into all that we do.

We enable you to achieve your organizational objectives while allowing the people you support to achieve the personal outcomes they desire.

The Liberty Standard

Liberty Healthcare understands the challenges facing health and human service executives responsible for supporting people with intellectual and developmental disabilities. Our programs and services are designed to address a wide range of those needs.

Whether your challenges are securing and effectively deploying hard-to-find clinical staff, designing efficient programs for assessment of need, supporting behaviorally or medically challenged people, or measuring and reporting on HCBS waiver quality and provider performance, we balance delivery of excellent outcomes with cost effectiveness.

Liberty has broad experience and an in-depth understanding of the complex, and always evolving, requirements and accountabilities that drive your daily priorities. And, our national reach allows us to tap into our partners to help implement effective new strategies that positively impact your programs and outcomes.

We are certified as a Quality Improvement Organization (“QIO-like Entity”) by the Centers for Medicare & Medicaid Services (CMS). This allows states the potential to obtain an enhanced 75% match for our work. We were also the first organization in North America to be accredited by NADD, an association for persons with developmental disabilities and mental health needs.

Our leadership team is nationally respected among thought leaders in the field and is active in national organizations such as AAIDD, NASDDDS, and DDNA.

“I am...familiar with Liberty’s national reputation as a dependable, collaborative contractor with integrity and a strong track record of performance in a wide range of administrative, quality, assessment and clinical roles.”

—Director, DDS, 2015



Liberty Healthcare Corporation
THE FREEDOM TO SUCCEED™

Liberty Expertise

We have extensive experience developing and managing large-scale statewide HCBS quality and performance measurement programs, including:

- On-site person-centered reviews
- Provider performance tool development
- Service utilization reviews
- Satisfaction surveys
- Risk management
- Mortality reviews
- Financial reviews
- Investigations
- Other quality reviews that span the full range of disabilities and Medicaid HCBS waiver services

“More importantly, as a result of the Liberty team’s interaction with the provider community, real improvements have been made in the quality of service delivery across the board.”

– Director, Department on Disability Services

Why Choose Liberty

We excel in developing customized quality measures and tools that fit the specific regulations of any given state. These include provider-focused performance audits, person-centered individual reviews, and utilization reviews specifically designed for the different disability and aging populations.

What distinguishes our quality systems is our depth and diversity. Our systems are developed by people who have worked in their respective fields for decades and understand quality from “both sides”. Clients turn to us because our work is grounded in the guiding principles of person-centered thinking and strong values.

Those values are then blended with an understanding of best clinical practice, the regulatory environment, and the difficulties associated with providing supports and services to challenging populations in community and institutional settings.



Partner with a Trusted Expert

Liberty Healthcare provides quality and performance measurement programs across the country. Measurable improvements are seen from year-to-year in meeting goals and objectives outlined in individual service plans, in ensuring provider’s staff are qualified and trained, and that service coordinators are addressing problematic client issues. Here are some examples of our documented program successes:

- Helped states meet 100% of the CMS performance measures for service planning, qualified providers, and health and welfare
- Developed and implemented a system to capture, review, and investigate over 57,000 critical incidents annually
- Established a process for evaluating provider success in meeting organizational and personal outcomes. Through a collaborative review process, Liberty supported improvement efforts resulting in 100% of deficient areas being resolved
- Facilitated Aging and I/DD inter-departmental collaboration through implementation of a combined review process saving an estimated \$450 per review
- Established a process for completing financial reviews and performed audits resulting in an average of \$2,500 per review being paid back to the recipient and state
- Developed a robust mortality review process integrating all 10 components recommended by the GAO, completing an average of 300 I/DD death reviews per year
- Conducted just under 2,000 quality of life and satisfaction reviews annually (e.g., POM®, PES, NCI, and QoL), helping to measure success in achieving personal outcomes

About Liberty Healthcare

Liberty Healthcare has a decade’s long record of embracing healthcare challenges that seem to defy solutions. Our ability to impact quality and performance redefines what health care organizations can achieve for people.

Our commitment and results are nationally recognized. No other organization offers the diversity of experience, or solutions, that Liberty routinely delivers. Our goal is to liberate our customers from the operational burdens of program management so they can focus on their priorities and thrive.

We’re Liberty.... and we give you the freedom to succeed™.

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