



Quality Service Reviews State Perspective

DOJ Stakeholder Meeting

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Quality Service Reviews

Section V. I. of the Settlement Agreement States:

*The Commonwealth shall implement Quality Service Reviews (QSRs) for a **statistically significant** sample of individuals receiving services under the Agreement on an annual basis. QSRs will evaluate **service quality** and determine whether:*

Quality Service Reviews

1. Individuals' needs are being identified and met through person-centered thinking and planning (including building on the individuals' strengths, preferences, and goals);

Quality Service Reviews

2. Services are being provided in the most integrated setting appropriate to individuals' needs and consistent with their informed choice; and

Quality Service Reviews

3. Individuals are having opportunities for integration in all aspects of their lives (e.g., living arrangements, work and other day activities, access to community services and activities, and opportunities for relationships with non-paid individuals).

Quality Service Reviews

In addition...

*QSRs will include person-centered reviews (PCRs) that include **record reviews** and **face-to-face interviews** of individuals receiving services, their families and others involved in their lives, and relevant professional staff;*

Quality Service Reviews

Provider quality reviews (PQRs) of providers of direct services to individuals selected for PCR include on-site reviews, interviews with staff

Quality Service Reviews

QSR assessments that compile the following at the CSB, regional, and statewide levels:

- *PCR and PQR results,*
- *services system key performance indicators*
- *individual outcomes,*
- *critical incidents and injuries,*
- *mortality data,*
- *compliance with contractual, regulatory, and Settlement Agreement requirements.*

Quality Service Reviews

DOJ Project 15 workgroup was formed in
2012

- Led by DBHDS staff
- Made up of various stakeholders
- Included department staff

Quality Service Reviews

- DBHDS already contracts with the Partnership for People with Disabilities (VCU) to conduct National Core Indicators interviews.
- Planned to utilize the same process with enhancements to meet DOJ requirement.
- Independent Reviewer said QSRs needed to be:
 - more in-depth; and
 - focus on community integration, person centeredness, and choice.
- Developed Request for Proposal (RFP) and went through the state procurement process.
- Awarded contract to Delmarva Foundation in Spring of 2015.

Quality Service Reviews

Initially viewed as a requirement for DOJ
Settlement Agreement

Important part of system transformation

Providing validation for other quality
management activities