Virginia Department of Behavioral Health & Developmental Services

Statewide Provider Roundtable/ SC Meetings

April 27, 2022

10am- 12pm

DBHDS Vision: A life of possibilities for all Virginians

DOJ Activity

DOJ Settlement Agreement Update

- Gained four new provision compliance ratings in SFY 2021:
  - Crisis Therapeutic Homes III.C.6.b.iii.E and III.C.6.iii.G
  - Family Guidelines III.C.8.b and the My Life, My Community website
  - Provider DSP Supervisor Training V.H.2
  - And met all indicators for 3 additional provisions III.C.6.b.iii.B, III.C.6.b.iii.D, and V.G.3 with compliance dependent on assertion of valid and reliable data for compliance reporting.

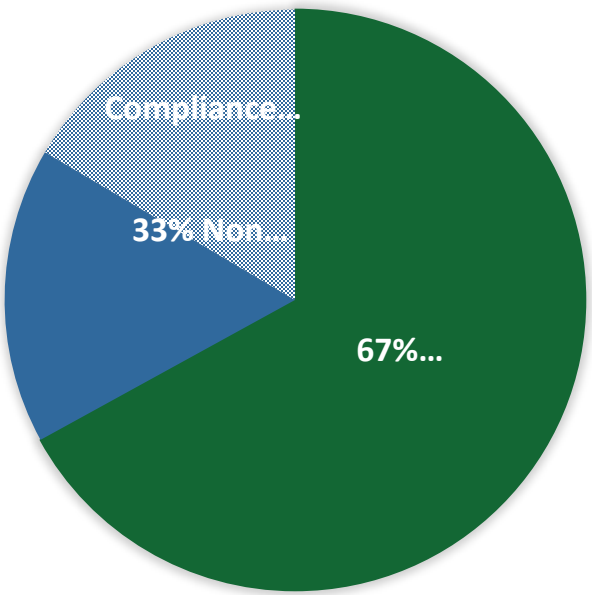
Barriers:

- Pandemic Impact
  - Ability to increase integrated opportunities
  - Impacting percentages with community focused indicators Employment, Integrated Day, Integrated Residential
  - Face to Face requirements in the Settlement Agreement
  - Workforce- which impacts all of the above
- Assertion of reliable and valid data for compliance reporting
- Full report is available online https://dbhds.virginia.gov/assets/doc/settlement/indreview/211213-final-19th-report-to-the-court.pdf

DOJ Settlement Agreement Update

Provision Compliance Status

- ✓ 121 Provisions Monitored by the IR
- ✓ 81 Compliant (67%)
- ✓ 40 Non-compliant (33%)
- ✓ 34 in Sections IV. and VI.D. found compliant by the court and relieved as of March 2021
- ✓ Compliance Indicator progress shown in light blue having met 165 indicators to date.



DOJ Settlement Agreement Update

- Current Studies begin January 2022 and run through April with the Independent Reviewer's report submission to the court in June of 2022.
  - Crisis Services
  - Case Management
  - Individual and Family Support Program, Guidelines for Families
  - Quality and Risk Management System
  - Quality Service Reviews
  - Independent Living Options
  - Creation of Waiver Slots
  - Serving Individuals with Complex Medical Needs
  - Integrated Living Options III.D.1

Training Center Updates

- Census is 69 at SEVTC

- Contact Kim King if you want to share info regarding vacancies and services – kimberly.m.king@dbhds.virginia.gov

DD Waiver Updates

Reminder:

- For Services that require Skill-Building
  - important to include a description of the reason the skill *maintenance* is being attempted when actual skill-building is not the focus of the support
  - *justification* related to progressive condition
  - if justification not present SA will pend

Person Centered Individual Support Plan(ISP)

ISP Training 3.3 was held

- slides, recording and Q&A provided through listserv.
- To find listserv history go to:https://groups.google.com/forum/#!forum/dds-provider-network

Beginning 4/26, Provider Development began "ISP Development Academy" pilot.

RST

- **Providers** need to notify the SC when the process of increasing a license begins.
- **Providers** need to notify the SC anytime a person is thinking of moving even within the same organization.
- **SCs** need to submit referrals on time and in Word format.
- **SCs** submit referral as soon as know that provider is increasing bed size to 5+
- **RST Coordinator** will send Call info to SC and Supervisor week prior
- **SCs** need to call in at scheduled time.
- RST Recommendation Tracker must be submitted as word doc **following** person's final decision on services.
- Data related to RST process is used to establish compliance with the Settlement Agreement and identify gaps in services.
- RST now has a Cross Regional Team(CRT)
- DBHDS working with WaMS vendor to move forms into WaMS

Office of Human Rights Updates

Presented by Taneika Goldman,State Human Rights Director

April 2022 Updates:

- Guidance re: Uses of Isolation, Quarantine & Seclusion
- LHRC Member Training
- Website Under Construction
- HCBS Rights are in addition to Human Rights: Crosswalk Coming!
- Community Look Behind. . .

Community Look Behind

Cases from 2020 - Reviews conducted in 2021

Business Requirement Question	Count	Percent
Investigation completed within timeframe	273	91%
Evidence that person conducting investigation has been trained to conduct investigations	245	82%
CHRIS report submitted within 24 hours	230	77%
Involved staff were interviewed or submitted written statements	230	77%
Involved individual(s) participated in the investigation	137	46%

Corrective Action	Evidence	No Evidence	No Data
Reinforce Policy and Procedure	36	28	2
Appropriate Staff Action Taken	30	41	17
Train Individual Staff	25	19	7
Train All Staff	19	25	6
Supervisory/Administrative Staff Change/Action	7	1	0
Appropriate Notification to Office of Licensing Made	7	20	3
Increase Supervision (Change Patterns of Supervision)	5	18	0
Environmental Modification	5	5	2
Individual(s) were Moved	3	3	0
Increase Staffing	2	4	0
Support Plan Modification	2	5	0
Improve QA	1	6	0
Other corrective action(s) taken by provider	0	0	6

Office of Human Rights Updates

Presented by Taneika Goldman, State Human Rights Director

Reminders:

- Submitting corrective actions for OHR violations (CAPs)
- APS/CPS allegations usually require a CHRIS report
- Issues entering a CHRIS report?

Virginia Department of Behavioral Health & Developmental Services

State Facilities: Brandon Rotenberry | 804.486.0085
Brandon.rotenberry@dbhds.virginia.gov

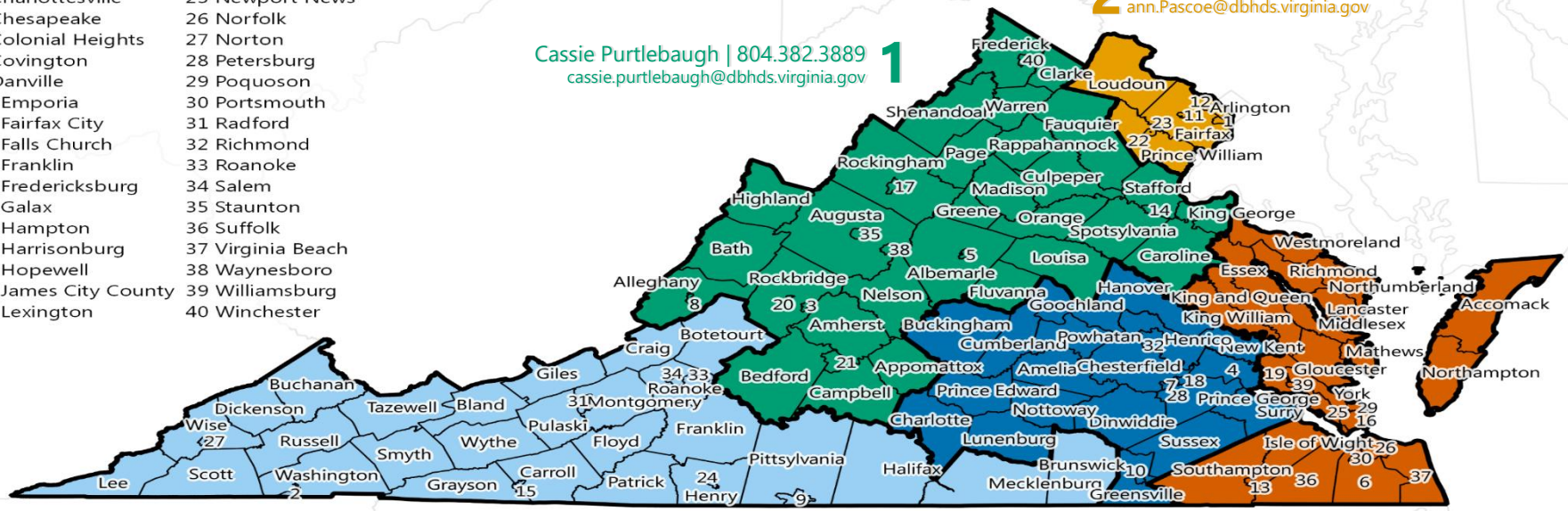
Central State Hospital/Western State Hospital/Eastern State Hospital/Piedmont Geriatric Hospital
Southern VA Mental Health Institute/Northern VA Mental Health Institute/Southwest VA Mental Health Institute
Hiram Davis Medical Center/Commonwealth Center for Children & Adolescents/VA Center for Behavioral Rehabilitation

Key

1 Alexandria	21 Lynchburg
2 Bristol	22 Manassas
3 Buena Vista	23 Manassas Park
4 Charles City County	24 Martinsville
5 Charlottesville	25 Newport News
6 Chesapeake	26 Norfolk
7 Colonial Heights	27 Norton
8 Covington	28 Petersburg
9 Danville	29 Poquoson
10 Emporia	30 Portsmouth
11 Fairfax City	31 Radford
12 Falls Church	32 Richmond
13 Franklin	33 Roanoke
14 Fredericksburg	34 Salem
15 Galax	35 Staunton
16 Hampton	36 Suffolk
17 Harrisonburg	37 Virginia Beach
18 Hopewell	38 Waynesboro
19 James City County	39 Williamsburg
20 Lexington	40 Winchester

Cassie Purtlebaugh | 804.382.3889 **1**
cassie.purtlebaugh@dbhds.virginia.gov

2 Ann Pascoe | 804.297.1503
ann.Pascoe@dbhds.virginia.gov



Mandy Crowder| 434.713.1621 **3**
Mandy.crowder@dbhds.virginia.gov

Sharae Henderson | 804.524.7479 **4**
sharae.Henderson@dbhds.virginia.gov

5 Reginald Daye | 757.253.7061
reginald.daye@dbhds.virginia.gov

OHR Regional Manager Contact Information

Virginia Department of Behavioral Health & Developmental Services

Office of Data Quality and Visualization

DBHDS Vision: A life of possibilities for all Virginians

HCBS Settings Regulation

- Slides from 4 HCBS Webinars will be available in the toolkit.
- HCBS Modification Doc out for public comment 5/11
- Onsite reviews and desk-audits are continuing
- Ensure agency has primary account holder established. Is required to access Edoc
- Seeing increase in providers not responding to requests from auditors. Reviews are mandatory
- New Provider – send email to hcbscomments@dmas.virginia.gov to receive instructions for provider self-assessment. Must be in compliance prior to accessing Provider Enrollment with DMAS.

NEWS

Individual and Family Support Program new Manager

Welcome Stephanie Mote

DBHDS Communication

Community Life Engagement

Questionnaire

Heather Norton

Virginia Department of Behavioral Health & Developmental Services

A Preview of…

the Risk Management Review Committee's Quality Improvement Initiative to Reduce the Rate of Falls

Provider Roundtable

April 25, 2022

Dev Nair, PhD, MPH
Assistant Commissioner
Division of Quality Assurance and Government Relations
Virginia Department of Behavioral Health and Developmental Services

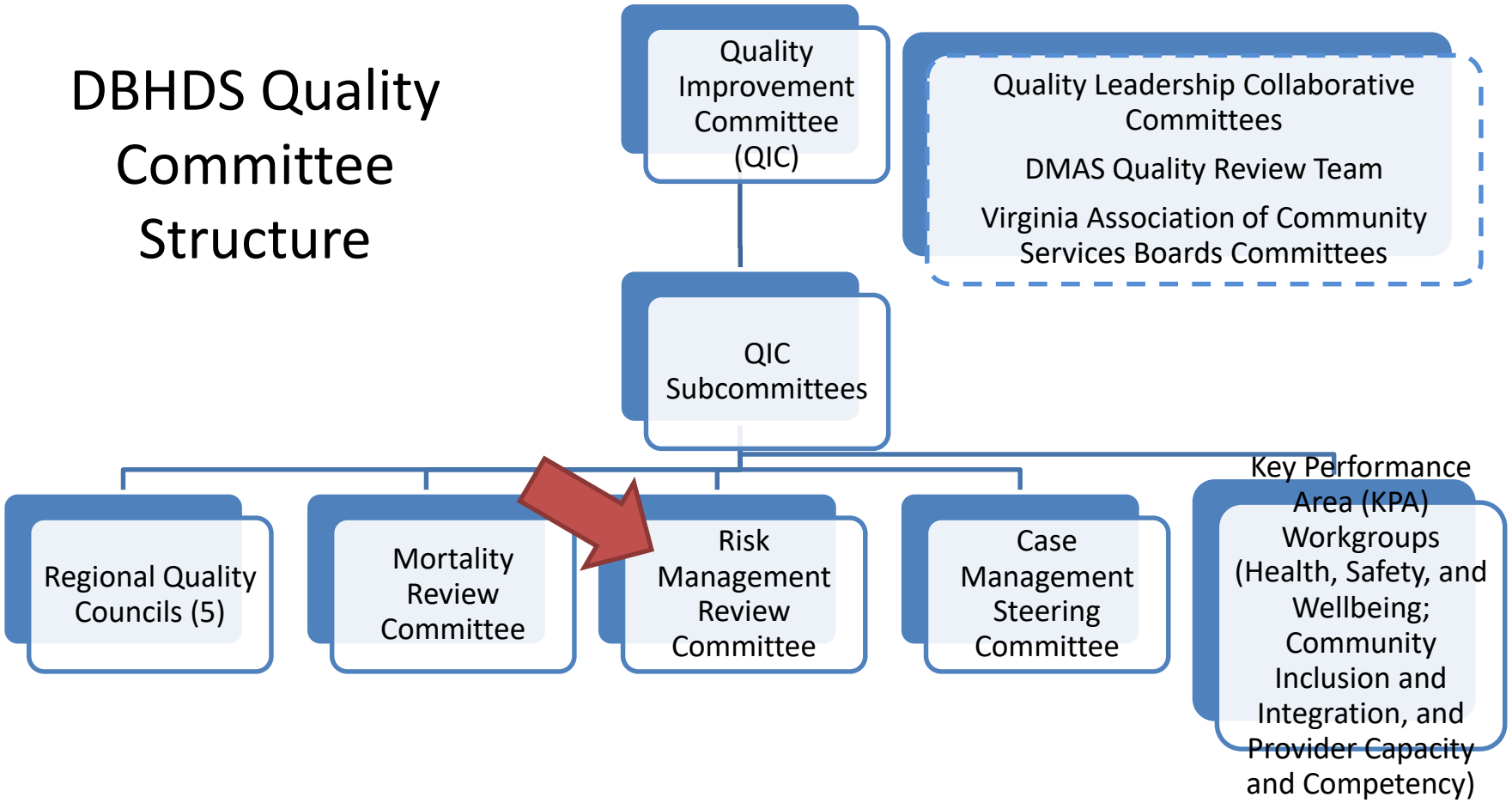
DBHDS Vision: A life of possibilities for all Virginians

Presentation Overview

- What is the Risk Management Review Committee (RMRC)?
- Why Focus on Falls?
- What is a Quality Improvement Initiative (QII)?
- Baseline Data
- The “Rest of the Story”

About the Risk Management Review Committee

DBHDS Quality Committee Structure



Why Focus on Preventing Falls/Trips?

Leading Serious Incident

- In FY 2020, falls were the leading identified cause of Level II and Level III serious incidents reported in CHRIS

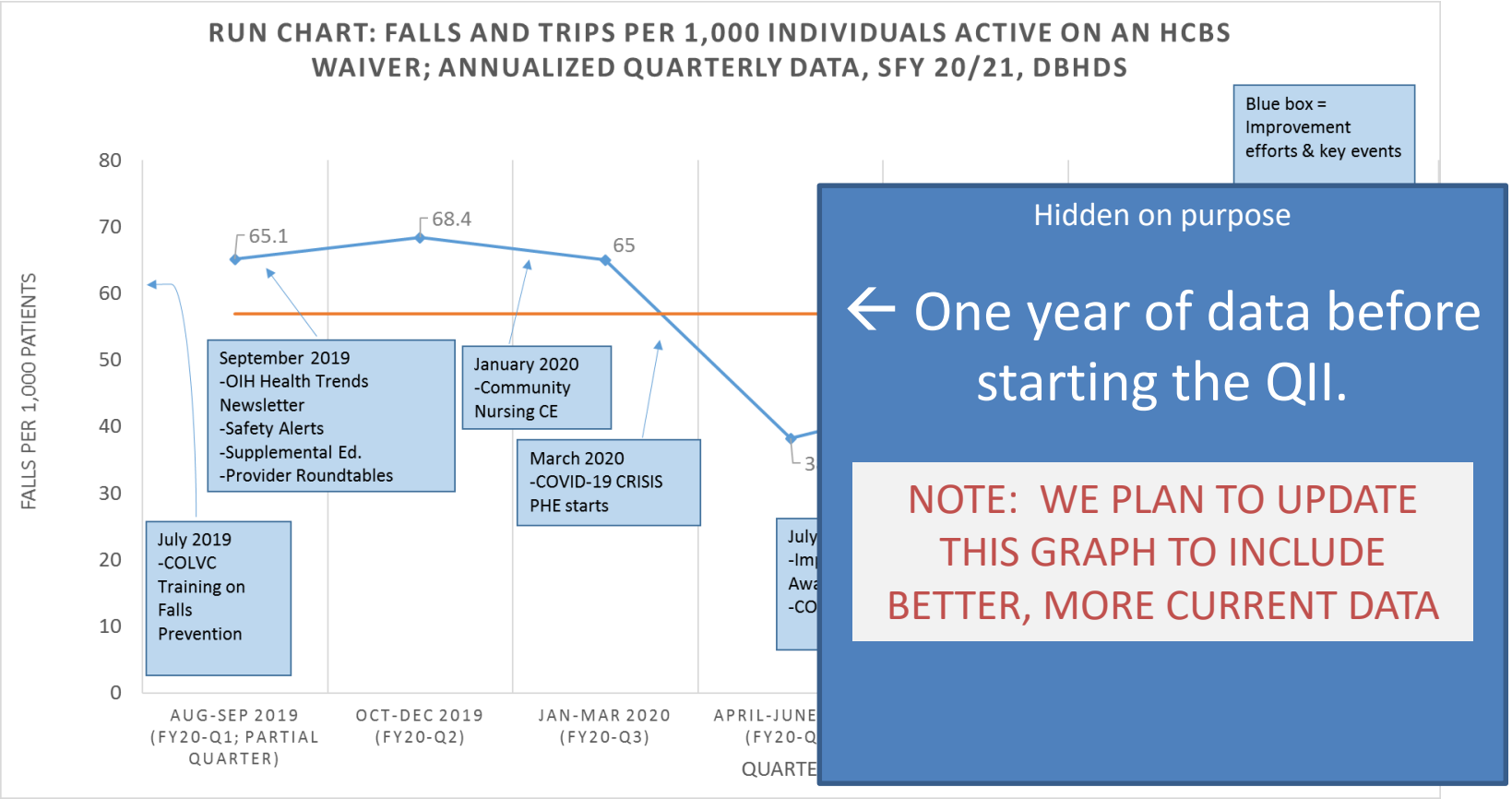
Baseline Data

- Baseline rate: 63.2 per 1000 10/1/19 – 3/31/20
- Rate of serious injuries, ER visits, and hospitalizations caused

Quality Improvement Initiative (QII)

- In June 2020, RMRC proposed a QII focused on falls that was approved by the QIC

Baseline Data



The Rest of the Story….

Please join us at the May 25 Provider Roundtable to learn your role in our partnership to reduce falls!

What changes were made to help reduce the rate of falls?

What was learned from studying these changes?

Did the data show any improvement?

How can providers help participate in these efforts to prevent falls?

Fall Resources

You should receive this handout today. It is also available on the OIH web page:

https://dbhds.virginia.gov/wp-content/uploads/2022/03/Falls-Flyer-update-12.21.21-v2.pdf

Contact info for the Office of Integrated Health (OIH):

- Website: https://dbhds.virginia.gov/office-of-integrated-health/
- Email for Community Nursing: communitynursing@dbhds.virginia.gov
- Email for Mobile Rehab Engineering: mreteam@dbhds.virginia.gov

Virginia Department of Behavioral Health & Developmental Services

December 2021

FALL PREVENTION RESOURCES

KEEP THIS LIST HANDY

FALL PREVENTION TRAINING

Commonwealth of Virginia Learning Center

- DBHDS- Falls and Individuals with Intellectual and Developmental Disabilities 2021
- DBHDS – Risk Awareness Tool Instructions 2020

Link: https://covlc.virginia.gov

Live and Virtual Training

- Wheelchair Transitions
- Mobile Rehab Engineering Team Services, DME and AT - What You Need to Know
- Falls

Check OIH Training Schedule

ROOT CAUSE ANALYSIS (RCA) TRAINING

DBHDS Office of Licensing RCA training

Link: https://dbhds.virginia.gov/assets/doc/QMD/OL/root-cause-analysis-training-(november-2020).pdf

VCU Partnership for People with Disabilities RCA training

Link: https://livingwell.partnership.vcu.edu/module-5/

HEALTH AND SAFETY ALERTS

- Fall Prevention, September 2019
- Fall First Aid, September 2019

Link: https://dbhds.virginia.gov/office-of-integrated-health/safety-alerts-archive

OTHER EDUCATIONAL RESOURCES

- Falls PowerPoint Slides
- First Aid for Falls PowerPoint Slides

Link: https://dbhds.virginia.gov/office-of-integrated-health# - Select Educational Resources

CONTACT THE OFFICE OF INTEGRATED HEALTH

Community Nursing: communitynursing@dbhds.virginia.gov

Mobile Rehab Engineering: mreteam@dbhds.virginia.gov

Questions and Comments

Please Write any questions you may have in the Q&A section

Supported Decision-Making: What is it?

Capacity is presumed!

The individual entering into a supported decision-making agreement retains ALL rights and makes ALL decisions.*

4 Principles:

1. The individual retains legal decision-making authority.
2. The relationship is freely entered into and can be terminated at will.
3. The individual actively participates in decision-making.
4. Decision made with support are generally legally enforceable.

("Supported Decision-Making: A Viable Alternative to Guardianship," John, Blumenthal, and Campbell)

Virginia Department of Behavioral Health & Developmental Services

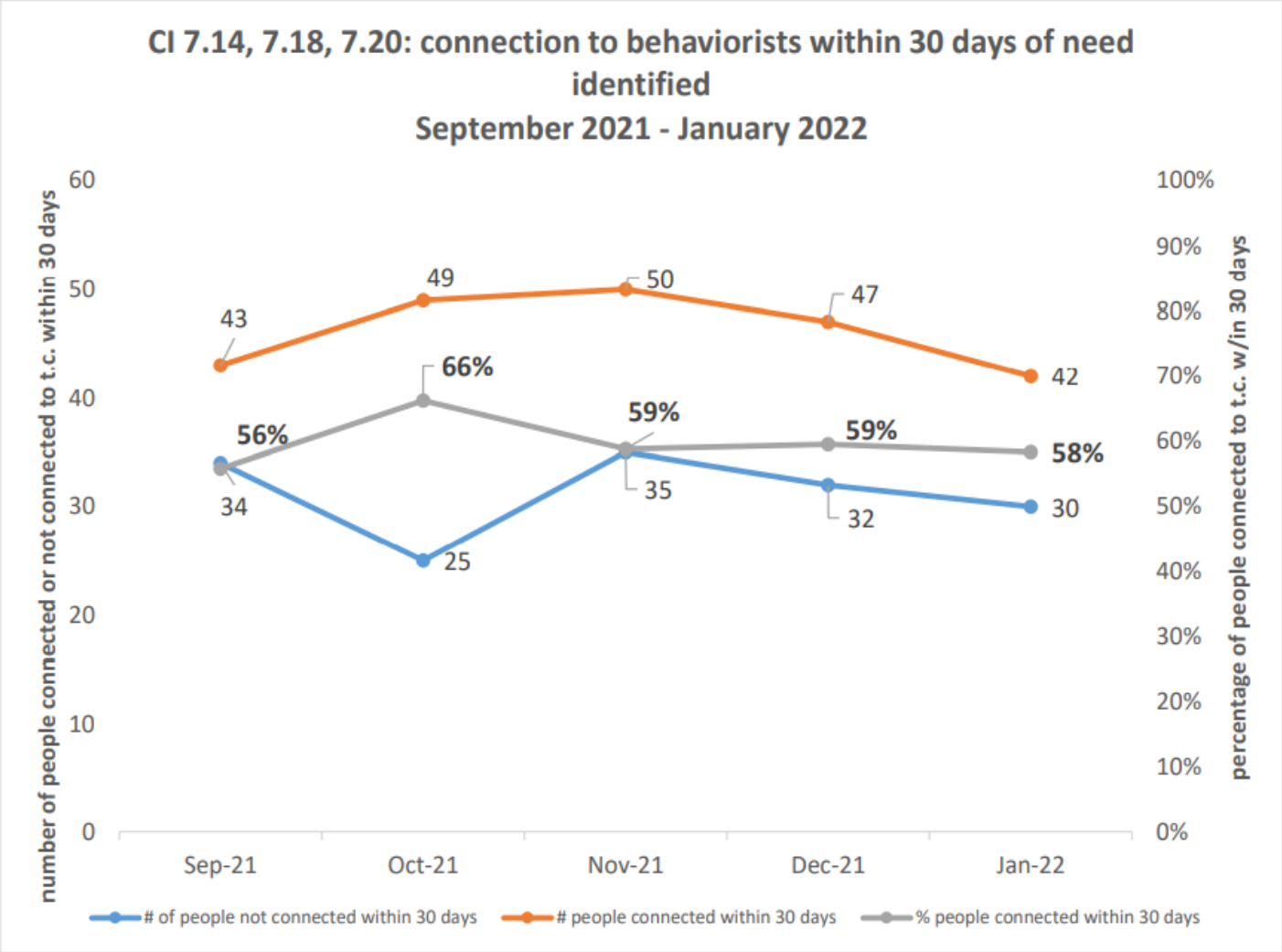
Therapeutic Consultation Behavioral Services

April 2022 Updates

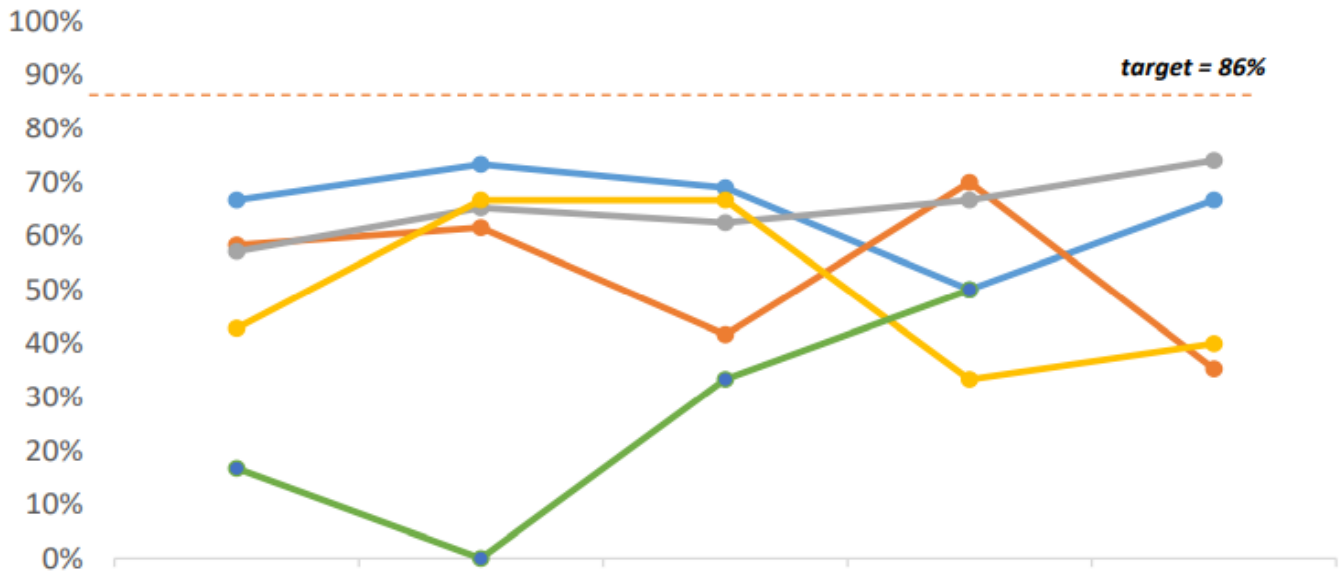
Nathan Habel

Updates

- DOJ 20th study period concluding
- BSPARI reviews occurring
- Trainings for behaviorists & the community are available on DBHDS YouTube page: search “DBHDS behavior plan” and “DBHDS graphing” to see trainings from West Virginia University and University of Cincinnati
- Connectivity data


CI 7.14, 7.18, 7.20: connection to behaviorists within 30 days of need identified
September 2021 - January 2022
number of people connected or not connected to t.c. within 30 days
percentage of people connected to t.c. w/in 30 days
60
50
40
30
20
10
0
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
43
49
50
47
42
56%
66%
59%
59%
58%
34
25
35
32
30
Sep-21
Oct-21
Nov-21
Dec-21
Jan-22
# of people not connected within 30 days
people connected within 30 days
% people connected within 30 days

CI 7.14, 7.18, 7.20: % individuals connected to t.c. behavioral within 30 days by region, Sept 21 - Jan 22



	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22
Central	67%	73%	69%	50%	67%
Eastern	58%	62%	42%	70%	35%
Northern	57%	65%	63%	67%	74%
Southwestern	43%	67%	67%	33%	40%
Western	17%	0%	33%	50%	

Connecting to behaviorists

CI 7.14: Within one year of the effective date of the permanent DD Waiver regulations, 86% of those identified as in need of the Therapeutic Consultation service (behavioral supports) are referred for the service (and a provider is identified) within 30 days.

- SC training in LMS provides resources on connecting to behaviorists
  - "DBHDS DD TCBS: Support Coordinator Training 2021" in COVLC
- **Telehealth in updated regulations**
  - ListServ article
- Links to PBSF roster and Virginia Association for Behavior Analysis search engine

Nathan.habel@dbhds.Virginia.gov

Employment

- Providers with Non-Center Based Day Support License
  - Consider adding Workplace Assistance

SIS

- SIS trainings are coming – Will be announced Shortly
- SIS scheduling Update

DMAS Communication

- Reminder to review the latest Medicaid Bulletins
- Memo 3/17/22 regarding FTF Supervisory and Management Visits
  - not a blanket extension of flexibilities
  - specific to certain regs and activities
  - a restatement of info in the 11/19/21 memo with exception of federal PHE which ended 4/16/22

Virginia Department of Behavioral Health & Developmental Services

Provider Roundtable Presentation April 2022

Presented by:
The Virginia Department of Behavioral Health and Developmental Services
The Office of Integrated Health
Health Supports Network

DBHDS Vision: A life of possibilities for all Virginians

2022 Health & Safety Alerts

2022 Health and Safety Alerts can be found on the Office of Integrated Health's website at: https://dbhds.virginia.gov/office-of-integrated-health/

- **Leading Causes of Fatalities in DD – March 2022**
- **My Care Passport & Advocacy Tip Sheets – February 2022**
- **Emergency Preparedness Part 1 – January 2022**

2022 Trainings on the Commonwealth of Virginia Learning Center(COVLC)

DBHDS - OIH-HSN: The Importance of Calling 911

The Importance of Calling 911 training provides an overview of the emergency medical response system

DBHDS - OIH-HSN: Falls and Individuals with Intellectual and Developmental Disabilities 2021

This training is focused on Falls and the individual with intellectual and developmental disabilities

DBHDS - OIH-HSN: The My Care Passport & Advocacy Tip Sheets Training 2022

This training covers how community caregivers of individuals with intellectual and development disability.

DBHDS - OIH-HSN: The Fatal Seven Training 2022

The Fatal 7 Training provides a brief overview of the seven high-risk health conditions.

Upcoming LIVE Virtual Trainings

Choking and Nut Butters	This training will review reasons why individuals with DD choke while eating or drinking, how to recognize the signs and symptoms of dysphagia, and aspiration. The review of food textures, to include the dangers of nut butters related to choking death. When to seek an assessment by a Speech Language Pathologist (SLP) for a swallow study, and what individuals may need mealtime protocols to ensure safety and reduce risk of choking.	**Thursday April 21, 2022 between 10:00 a.m. – 12:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJltd-6qpzgoHM_VwNqlTKFIpUrPOfXytog
The Fatal Seven	This training on the seven highest risk health conditions which can lead to a fatal outcome within the DD population. A review the signs and symptoms of dehydration, constipation, pressure injuries, falls, aspiration pneumonia, seizures and sepsis. How to recognize the physical effects of each of these conditions, when to seek medical treatment, and when the condition requires emergency medical care.	**Tuesday May 10, 2022 between 10:00 a.m. – 12:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJlsdumupz0sGt7p1sr4Ep-gax8azlECYDQ

Upcoming LIVE Virtual **Trainings**

Emergency Preparedness Part 2: Specific Virginia Emergencies	This training will review how individuals with disabilities are at great risk for injury and death during an emergency situation. The training will provide an overview of regional emergency situations, and help develop a well thought out plan to lower risk of injury for individual's with IDD and their caregivers during emergency situations.	**Thursday May 19, 2022 between 10:00 a.m. – 12:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJItcOitrT4sHICfJKRrDWf3CfUdz-dFNGw
Transitioning Training	This training will cover wheelchair safety guidelines, the WC-19 wheelchair safety label and requirements, and how to avoid injury to self or an individual during wheelchair transfers. How to operate vehicle wheelchair left systems, wheelchair tie-downs systems for safe vehicle transportation and safe versus unsafe loading procedures.	**Tuesday May 24, 2022 between 10:00 a.m. – 12:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJIscOigpzIrH6YqY5HpPHsurh3dOxEgskU
Emergency Preparedness Part 3: Fire Emergencies	This training will review how individuals with disabilities are at great risk for injury and death during a fire emergency. This training will provide an overview of fire emergencies, and help develop a well thought out plan to lower risk of injury for individual's with IDD and their caregivers during a fire emergency situation. Preparation and planning are key when faced with a fire emergency.	**Thursday May 26, 2022 between 1:00 p.m. – 3:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJItde2vqzMvHIDVxKYW9elo9Bgs8gOsV2k

Upcoming LIVE Virtual **Trainings**

Emergency Preparedness Part 3: Fire Emergencies	This training will review how individuals with disabilities are at great risk for injury and death during a fire emergency. This training will provide an overview of fire emergencies, and help develop a well thought out plan to lower risk of injury for individual's with IDD and their caregivers during a fire emergency situation. Preparation and planning are key when faced with a fire emergency.	**Thursday May 26, 2022 between 1:00 p.m. – 3:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJItde2vqzMvHIDVxKYW9elo9Bgs8gOsV2k
Vital Signs	The training will review what are vital signs, why taking a set of vital signs is important, who needs orders for taking vital signs, protocols and parameters of vital signs. The training thoroughly explains blood pressure, pulse, temperature, respirations, and oxygen levels, how to develop the skill of taking vital signs, what are normal ranges, and when is seek help is vital sign ranges are outside of normal.	**Tuesday June 14, 2022 between 1:00 p.m. – 3:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJIsd-ipqj0jHaX-pyPSGRPpuNoCsB94-bs
Urinary tract Infections (UTI's)	The training will review the prevalence of UTI in the DD population, the different types UTI's, the risk factors associated with UTI, signs & symptoms of UTI, treatment, care considerations and possible complications related to a urinary tract infection. When to seek medical health, how to get a clean catch urine sample, and how to handle urine specimens, and how UTI can lead to sepsis.	**Tuesday June 21, 2022 between 10:00 a.m. – 12:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJIscOipqz4pGHDrsn5k2ysIcczwhK_YB2o
My Care Passport & Advocacy Tip Sheets	This training will review the background of the Passport concept, how to complete the Microsoft fillable file, what types of information to include in each section, and how the My Care Passport along with the Advocacy Tip Sheets can be used to bridge the communication gap between the community caregiver and the staff in acute care settings to improve care and outcomes for the individual with DD.	**Thursday June 23, 2022 between 10:00 a.m. – 12:00 p.m.**	https://virginia-gov.zoomgov.com/meeting/register/vJItcu6opzkoGzPnGhI-719PqxWqm8BqMWI

IT'S TIME FOR SPRING CLEANING

IT'S TIME FOR SPRING CLEANING

Durable Medical Equipment (DME) Safety Assessment & Pressure Washing Clinic

Date/Time: Arrange a time and date that works for you!

Location: At any provider's location!

The DBHDS Mobile Rehab Team will provide:

- **Pressure Washing**
- **Safety Assessments**
- **Repairs (if needed)**

(hot water only—no chemicals or detergents)

If any provider would like to schedule a DME Pressure Washing Clinic & Safety Assessment Clinic, please fill out MRE Form #101, "REQUEST FOR DURABLE MEDICAL EQUIPMENT ASSESSMENT" and send to mreteam@dbhds.virginia.gov.

Questions?

General Email for

Mobile Rehab Engineering Team: mreteam@dbhds.virginia.gov

Serving all of Virginia - Regions 1-5

Mobile Rehab Engineering Team Manager:

Mike Preston: michael.preston@dbhds.virginia.gov

Office of Integrated Health

Department of Behavioral Health & Developmental Service

OIH Website: http://www.dbhds.virginia.gov/office-of-integrated-health

DBHDS Website: http://www.dbhds.virginia.gov/

Updated CDC Recommendations

The CDC updated its **recommendations** giving immunocompromised and certain adults the **opportunity to receive a 2nd booster dose** of the COVID-19 mRNA vaccine. The CDCs Interim Clinical Considerations can be viewed **here.**

VDH's Division of Pharmacy Services is working to facilitate access of the 2nd COVID-19 booster vaccine among **DBHDS-licensed group home facilities.**

If providers/caregivers need assistance accessing a 2nd booster dose, please complete the following VDH survey to the best of your ability.

SURVEY LINK
https://redcap.vdh.virginia.gov/redcap/surveys/?s=TKHX7KHN83

The deadline to complete the survey is end of day on Monday, May 2nd.

For any questions, please reach out to **COVIDPharmacySupport@vdh.virginia.gov**

RNCC Contact Information

RNCC	Lead/Primary Roles	1st Alternate	2nd Alternate
Tammie Williams tammie.williams@dbhds.virginia.gov	**Community Nursing & Education Lead, Research, MRE**		**Regions 1-5**
Marylou Bryan marylou.bryan@dbhds.virginia.gov	**Education, Research & Graphics**		**Regions 1-5**
Katharine Rice Katherine.rice@dbhds.virginia.gov	**Region 1 - MRC**	**Region 4**	**Region 2**
Jessa Sprouse jessa.sprouse@dbhds.virginia.gov	**Region 2 - RAT**	**Region 1**	**Region 5**
Melissa Blevins melissa.blevins@dbhds.virginia.gov	**Region 3 - Customized Rate, Care Concerns**	**Region 5**	**Region 4**
Joy Richardson joy.richardson@dbhds.virginia.gov	**Region 4 - Care Concerns, Skilled Nursing**	**Region 3**	**Region 1**
Christine Kocher christine.kocher@dbhds.virginia.gov	**Region 5 - MRC**	**Region 2**	**Region 3**

Housing Updates

- New Statewide independent Housing goal
  - Current status

- RFP – Low Income Housing Tax Credit; Housing and Service Provider Partnership

- Possibilities Project

- Opportunities in Supported Living & SRAP

DMAS QMR

All Provider Themes:

Personnel Issues

- LEIE checks not completed as required. At this time SAM.gov checks do not replace. Must have a list of staff not a data dump.
- Reference checks missing from Personal file.
- Criminal background checks not completed in expected time or none found.
- DDW Orientation test results missing
- DDW Supervisor Assurance not completed
- Missing verification of education requirements

DMAS QMR

SC Themes Identified

- Name must be time and date stamped on the RAT
- Missing Recipient Choice Forms
- Individual's signature missing from SC Part V
- SC Part V signed after start date of plan
- SC Part V signature page not specific to DDW ISP Part V
- HR form not signed and dated annually
- RAT not completed appropriately – missing signatures, missing time/date stamp, not marking all areas of potential risks
- Completed RAT missing from record
- VIDES not completed in 12 month time frame
- Part IV – agreements page signed by individual after plan start date. No signature from SDM or documentation of attempt to obtain. And SC name was typed in and no real signature was found.
- Part III not delegating the key steps to providers
- Part III not identifying risks in key steps
- SC Part V not updated annually
- Signature page was not specific to the DDW PC ISP.
- SC Record missing objective documentation to show why services are being delivered by family.
- SC required 8 hours of training documentation missing
- SC PCR/QR lacking adequate detail to indicate progress/regress in meeting their outcomes.

DMAS QMR

Residential/In-home/Respite/PA/Companion/DS/CE/CC

- Core competencies for DSP and Supervisor not updated annually and/or not completed or past 180 day
- Advanced Core Competency training not complete to support individuals with advanced support needs.
- Semiannual observation of staff was not found or lacked detail
- Risk mitigation was not included in the Part V
- Part V not signed or signed after start date of the plan with no documentation as to why missing or late.
- Part V completed late
- Skill building activities not measurable
- Skill Building Support instructions lack detail to ensure implementation of building the skill or did not correspond to the skill that was being built
- Part V missing support instructions for support activities
- Part V skill building activity statement too generic and not specific to building a skill
- Not identifying Skill Building support activities or marking all support activities as Skill Building when are routine supports.
- Part V not updated to reflect significant change in status of the person.
- Part V not dated.
- Progress notes not reflective of person's participation in support activity. Notes lacking detail to determine participation in or if working toward building the skill.
- Progress notes repetitive from shift to shift, day to day
- Day Support program documentation did not contain detail to determine the 1:7 ratio required was occurring daily
- Daily attendance logs missing to verify date, time, type and hours of service
- CE documentation not identifying 1:3 ratio
- Daily documentation missing from the record.
- Individual's PFS not updated as skill building activities are met
- Provider record missing documentation to show PCR/QR was submitted to the SC

DMAS QMR

Person Centered Reviews

- PCR/QR not addressing all outcomes, addressing two service in one review, did not indicate individual's satisfaction with services.

- PCR/QR not including all relevant information about the individual for the 3 month time span and did not address progress or regress during the quarter.
- PCR/QR not completed by the 10th day after the end of the quarterly review period.
- PCR/QR repeating same information each quarter.

The Arc. Virginia

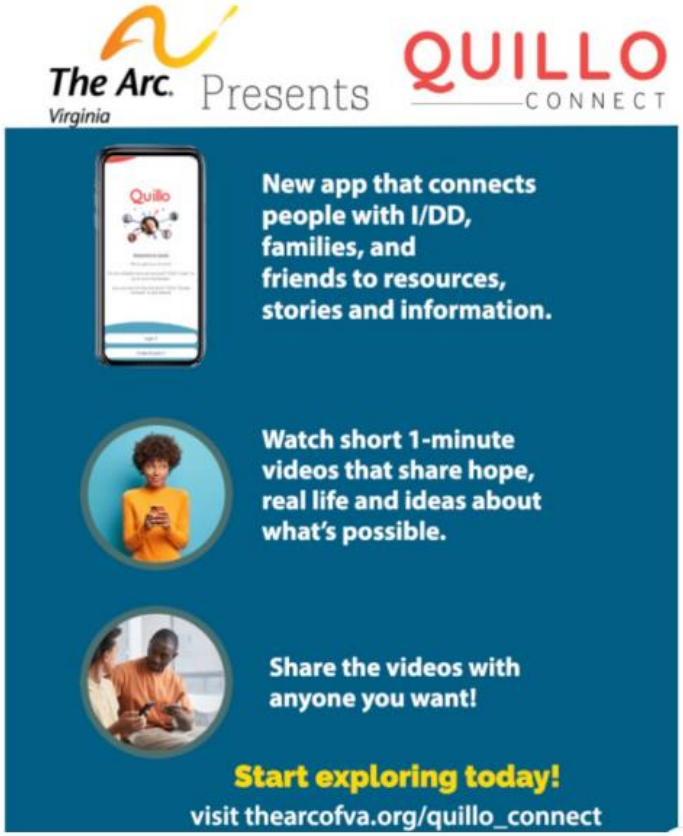
Virginia Department of Behavioral Health & Developmental Services

What is Quillo Connect?

Tonya M 02

Check out this 1080p designed by Beth Kessler.

Canva



Why Quillo?

- Benefits of connection
- Private environment led by people with IDD
- Resources for learning

The ask

How can I help you help those you support to sign up for these 500 free accounts?

bkessler@thearcofva.org

Trainings

- Provider Development Part V Training on COVLC
- Person Centered Thinking Training – Register at http://personcenteredpractices.org/pct_schedule_reg.html

Wrap Up

Thank you for attending!