



Virginia Department of
Behavioral Health &
Developmental Services

Statewide Provider Roundtable/ SC Meetings

January 25, 2023

10:00am- 12:00pm



DBHDS Vision: A life of possibilities for all Virginians

Announcing:
Provider Roundtable
New format





Virginia Department of
Behavioral Health &
Developmental Services

Office of Community Quality Improvement Introductions and Overview 1/25/2023

DBHDS Vision: A life of possibilities for all Virginians

DBHDS REGIONS & CSBs

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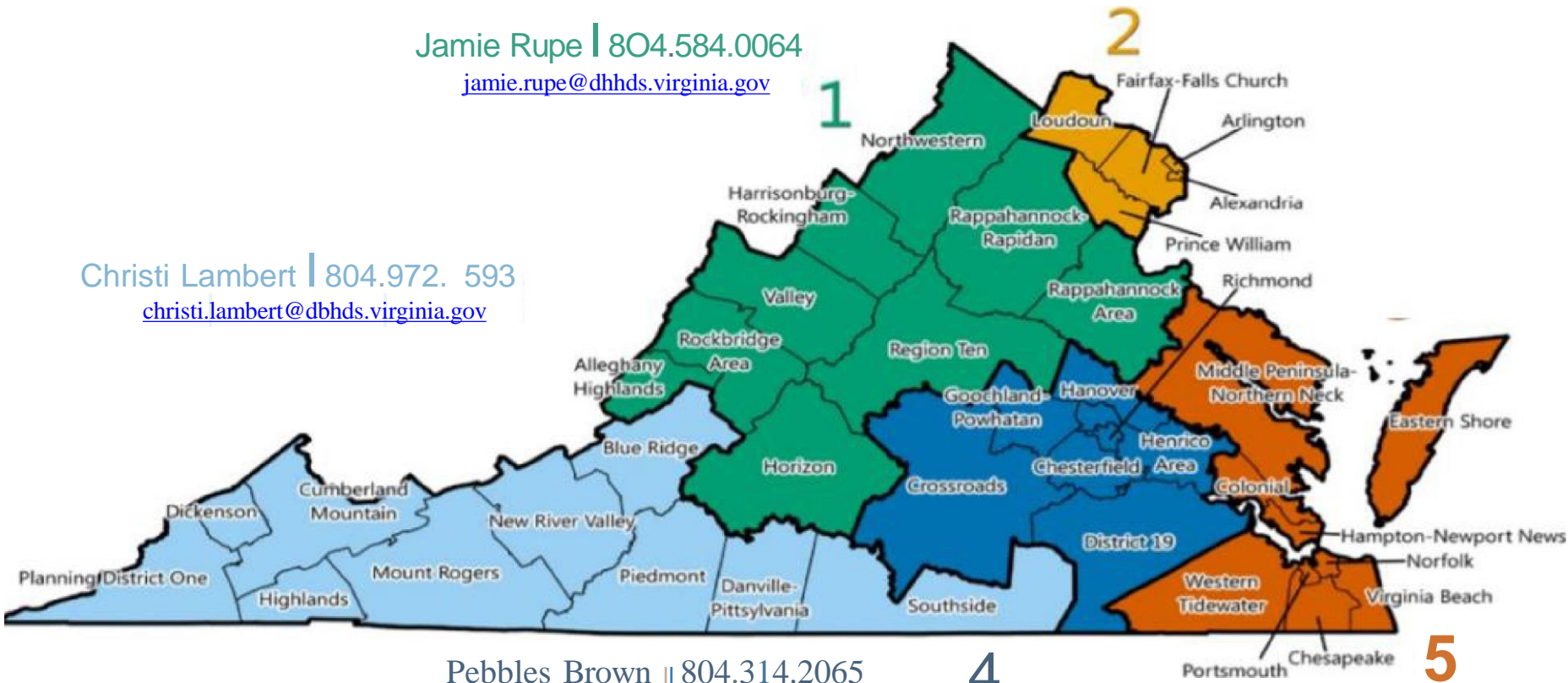
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Quality Improvement Specialist Contact Information

Virginia Department of Behavioral Health and Developmental Services

Office of Community Quality Improvement (OCQI)

- **What we do**

- Chair the **Regional Quality Councils (RQCs)** which review and analyze regional and statewide data and performance measures, leading to recommendations to the Quality Improvement Committee (QIC) for regional/statewide improvement
- **Support Coordinator Quality Reviews (SCQRs)** of CSBs verifying delivery of Case Management consistent with required practices and expectations
- **Lead Quality Improvement Initiatives (QIIs)** related to performance measure indicators
- Serve on various regional and state workgroups to **ensure a QI focus**
- Provide **Consultation/Technical Assistance (CTA)** to both internal and external customers

CTA BACKGROUND

- In FY22 the Office of Community Quality Improvement (OCQI) and the Office of Licensing (OL), partnered to pilot test a unique service of consultation/technical assistance (CTA) for licensed DD service providers across the state, who did not meet the compliance requirements for 620.C.2: *Quality Improvement plans define measurable goals and objectives.*
- The CTA project fully launched in January 2022, with nine (9) licensed DD providers who expressed a desire to participate in the pilot project.
- The pilot project had two goals:
 1. Validate a method of CTA that could be successfully utilized in the future
 2. Plot program providers would achieve at least an 86% success rate for being found compliant with 620.C.2. during their CY22 OL inspections.
- We are proud and excited to report the project data revealed a 100% success rate for compliance with regulation 620.C.2, for each provider that participated in the pilot project.

CTA Going Forward

- As a result of the success of the project, OCQI will continue to offer consultation/technical assistance services for regulation 620.C.2 during CY23 Q1, Q2 & Q4.
- It is important to note that CTA will not be offered July 2023-September 2023 (CY23/Q3), as the Quality Improvement Specialists conduct the Support Coordinator Quality Reviews (SCQR) during this quarter.

CTA

Please note:

- ***In no way does a provider's participation in the 620.C.2. CTA guarantee or otherwise mean that the provider will be found in compliance with 620.C.2. or any other regulation during your CY23 annual licensing review.***
- ***Receipt of CTA does not allow a provider to postpone or delay it's CY23 licensing review.***

CTA

Who is eligible to participate?

- Licensed DD service providers (CSBs and private providers) who received a non-compliant licensing citation for regulation 620.C.2, during Quarters 1-4 of Calendar Year 2022 and submitted a CAP that was approved by OL.

Benefit of CTA

- Receive consultation specific to your approved CAP for 620.C2.
- Introduction to QI concepts and tools, as needed

CTA Logistics

- Participation in CTA is voluntarily and is not required/mandatory.
 - ***OCQI does not issue or make recommendations for citations.***
- All participants must **self-select** to receive CTA.
- CTA sessions will be offered to providers on a first come, first serve basis.
- Each quarter OCQI will announce the enrollment for participation in the upcoming quarter's CTA sessions.
 - Providers interested in receiving CTA during CY23/Q1 (Jan-March) should reach out to their Regional QI Specialist, indicating their interest in CTA.
 - For subsequent quarters, there will be a two-week period for providers to notify their Regional QI Specialist of their desire to participate in the next quarter's sessions.
 - Providers responding after the enrollment deadline will not be included in that quarter's sessions but are encouraged to sign-up for the next quarter in which sessions are offered.
- When sessions are not conducted on site, participants must have capability to participate in Zoom or TEAMS virtual meetings.

CTA Logistics

- Each quarter (except CY23/Q3) CTA sessions will be offered for up to five (5) eligible DD licensed providers from each region. The first five (5) providers to express interest to their Regional QI Specialist about receiving CTA will be selected in accordance with eligibility requirements noted on slide 7 and completion of Scheduling Requirements on slide 10.
- If your organization is one of the first five to express interest during a quarter, the QI Specialist for your region will contact you, to verify your participation.
- The QI Specialist will inform you about the available slots in his/her schedule to accommodate 620.C.2 CTA. Each provider will be scheduled for three (3), one-hour sessions.
- You will receive a Readiness Assessment from the QI Specialist for your review and completion prior to the first session start date.
- The Readiness Assessment should be completed and returned to the QI Specialist within seven (7) days of receipt, along with a copy of your QI Plan and your Quality Management Policies & Procedures.

CTA Scheduling Requirements

If you are interested in receiving this service, please email your regional QI Specialist

- Please include the following in your email:
 - ✓ Subject line of email should be **CTA 620.C.2**
 - ✓ Your name
 - ✓ Name of the point of contact **for QI** in your organization
 - ✓ Point of contact's email address
 - ✓ Point of contact's phone number
 - ✓ Name of your organization
 - ✓ Date of your organization's licensing review in CY22
 - ✓ Confirmation that your organization received an approved CAP for 620.C.2 during CY22, by including a copy of your Approved 2022 Licensing Report
 - ✓ The best times the point of contact can be reached (Monday-Friday, between 8am-5pm)
 - ✓ Any questions you may have

TIPS FOR SUCCESSFUL CTA SESSIONS

- Whoever writes the QI Plan, his/her back-up and/or whoever impacts change in the organization should consistently participate in the CTA sessions.
- Weekly sessions are best to promote a seamless process and maintain continuity of the CTA.
- Completing any homework assignments prior to the next scheduled meeting will assist with remaining on schedule and successful completion of CTA.
- Utilizing the QI Tools as soon as possible following the CTA sessions will reinforce what you learned.

We look forward to working with you!!!

Regional QI Specialists

Region	QI Specialist	Email	Phone #
1	Jamie Rupe	jamie.rupe@dbhds.virginia.gov	804-584-0064
2	Ramona DeFonza	ramona.defonza@dbhds.virginia.gov	804-512-8459
3	Christi Lambert	christi.lambert@dbhds.virginia.gov	804-972-1593
4	Pebbles Brown	pebbles.brown@dbhds.virginia.gov	804-314-2065
5	Nerissa Rhodes	nerissa.rhodes@dbhds.virginia.gov	804-240-1104
OCQM/QI Director	Britt Welch	britton.welch@dbhds.virginia.gov	804-972-3018

Pilot Provider Panel: CTA Experience

- **Yvonne Mitchell, *Mitchell Residential Services***
- **Stanley Forsang, ACSA**

OCQI Questions





Virginia Department of
Behavioral Health &
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The Office of Integrated Health's Info for Providers January 25, 2023 Provider Roundtable

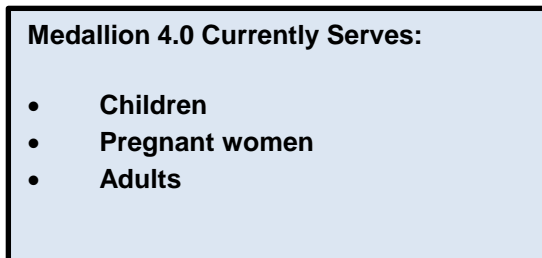
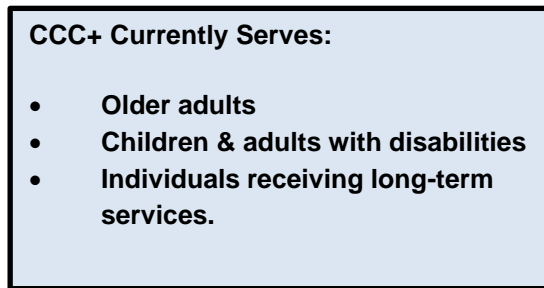


DBHDS Vision: A life of possibilities for all Virginians

The Office of Integrated Health

Virginia Medicaid's 2023 Cardinal Care Transition

- As of January 1, 2023, all Virginia Medicaid members are now part of Cardinal Care.
- The transition to Cardinal Care is automatic for individuals currently receiving any type of Medicaid.



The Office of Integrated Health

Cardinal Care will continue to partner with the same six managed care organizations (MCOs) (DMAS, n.d.).

- **Aetna Better Health of Virginia**
- **Anthem HealthKeepers Plus**
- **Molina (formerly Magellan) Complete Care of Virginia**
- **Optima Health**
- **United Healthcare**
- **Virginia Premier Health Plan**

The Office of Integrated Health

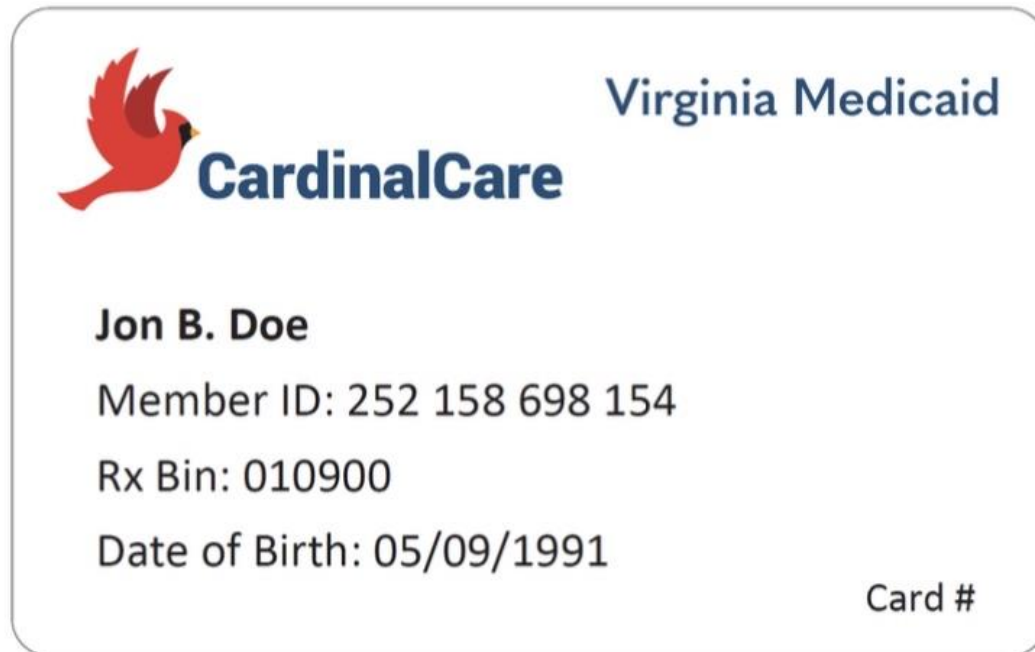
Cardinal Care Preventive Services

All of the MCOs will now cover the following preventive services (DMAS, n.d.):

- **Adult annual exams.**
- **Recommended vaccines, such as tetanus and diphtheria, shingles, hepatitis A and B, influenza, and human papillomavirus.**
- **Blood pressure and cholesterol screenings.**
- **Mammography, prostate, and other cancer screenings.**
- **Individual and group smoking cessation and alcohol counseling.**
- **Depression screenings.**
- **Nutritional counseling.**

The Office of Integrated Health

In the coming weeks, individuals will receive new ID cards to reflect the new Cardinal Care brand, but the current Medicaid ID cards will still be valid.



For more information:
<https://www.dmas.virginia.gov/>

The Office of Integrated Health

Upcoming trainings:

Diabetes	Tuesday, February 7, 2023, 10:00 a.m. – 12:00 p.m.
Skin Integrity & Pressure Injuries	Thursday, February 9, 2023, 10:00 a.m. – 12:00 p.m.
Nutrition - Part 2	Tuesday, February 21, 2023, 10:00 a.m. – 12:00 p.m.
Transfers Training	Thursday, February 23, 2023, 10:00 a.m. – 12:00 p.m.
Wheelchair Transitioning	Thursday, March 7, 2023, 10:00 a.m. – 12:00 p.m.
Skilled Nursing & Private Duty Nursing	Thursday, March 9, 2023, 10:00 a.m. – 12:00 p.m.
Diabetes - Part 2	Thursday, March 16, 2023, 10:00 a.m. – 12:00 p.m.
Dysphagia & Modified Diets	Tuesday, March 21, 2023, 10:00 a.m. – 12:00 p.m.

<https://dbhds.virginia.gov/office-of-integrated-health/>

OIH Questions



Person Centered Practices



The Learning Community
for person centered practices

The Learning Community for Person Centered Practices envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society's response to the presence of a disability. We foster a global learning community that shares knowledge for that purpose.

TLC-PCP 2013 www.learningcommunity.us

Person Centered Practices

Training Opportunities and Requirements*

- Person Centered Thinking (PCT) (2 days)
- PCT Coaches Training (5 days)
- Community Connections (1 day)
- Plan Facilitation (2 days)

PCT is the foundational course and must be successfully completed prior to taking the PCT Coaches, Community Connections, or Plan Facilitation classes. Proof of completion (Certificate) must be given prior to beginning of these classes.

*All classes are facilitated by credentialed Trainers. The materials used for each class are the intellectual property of The Learning Community for Person Centered Practices and may NOT be used without written permission

Thank you for attending!



New Format Feedback Needed