

We interviewed providers from across Virginia who have met all the 520 and 620 Risk Management and Quality Improvement Regulations. **What is the secret to their success?** Here is what they said!

- Take time to read and understand the DBHDS licensing regulations. Read them closely. Be detail oriented. Make sure you cover everything that is in the regulation.
 - TIP: Reference the regulation directly in your plans, policies, and procedures. Examples: 12VAC35-105-520.B: Risk Management Plan, 12VAC35-105-620.A: QI Program
- Review all memos and guidance documents from DBHDS and DMAS.
- Make sure you have registered with the following the DBHDS listservs:
 - Provider listserv: [Click this link.](#)
 - Licensing/Human Rights listserv: [Click this link.](#)
- Take advantage of all [DBHDS trainings, tools, and templates](#). Use the templates as developed, and/or use the templates to develop your own documents.
- If you have reviewed the resources on the OL website and are still unsure of the regulatory requirements, then seek clarification from your licensing specialist.
- Create a team that works on quality tasks together.
 - TIP: A team can be two or more people.
- Review your Risk Management and Quality Improvement Plans at least quarterly to ensure that they are being fully implemented.
 - TIP: Preschedule your internal reviews for the entire year and put them on the staff calendar.
- Train all staff on Risk Management and Quality Improvement requirements to ensure they understand their role as it relates to these areas. Quality is part of everybody's job!
- Communicate the plan, needs, trends and changes with all levels of staff.

Quotes from providers:

"The templates help clarify what is being looked for."

*"The **Minimizing Risk training*** was the best training for me. I found it to be very practical... It was straightforward and clear on expectations. The tools and training on the tools were provided, as well as a lot of useful examples."*

*"The **Excel Risk Tracking Tool*** is absolutely fantastic. Our licensing specialist was instrumental in helping me navigate through it. Helped me categorize it so we can see the trends, what we need to do better."*

*"The **Quality Improvement Plan sample**** shows all the elements needed, and we used it to develop ours."*

"Yes, teamwork is important. And use binders to organize. Staying organized is key."

"You need more than one person paying attention/ participating in the process to make sure you are in compliance. One person can't do it all."

"Work together as a team and take the trainings!"

**To find these resources on the [DBHDS Office of Licensing website](#), scroll down to the "Risk Management – 12VAC35-105-520" section. **Scroll down to the "Monitoring and Evaluating Service Quality – Quality Improvement – 12VAC35-105-620" section.*
