



COMMONWEALTH of VIRGINIA

DEPARTMENT OF

BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

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MEMORANDUM

To: All DBHDS Licensed Providers

From: Jae Benz, Director, Office of Licensing

Date: July 10, 2019

Re: Restructuring within the Office of Licensing

The purpose of this memo is to provide all licensed providers with an update regarding an exciting change happening within the DBHDS Office of Licensing. Beginning July 22, 2019, the Office of Licensing will have a specialized unit for the triage of serious incidents known as the Incident Management Unit or "IMU." The IMU will be comprised of four staff members who will oversee a centralized triage process to review all serious incidents at the time they are reported to the Office of Licensing. The IMU will allow the Office of Licensing to better support recommendations contained within the Office of the State Inspector General's [Review of Serious Injuries Reported by Licensed Providers of Developmental Services](#) and better monitor providers' compliance with and implementation of the changes to the serious incident reporting requirements contained within the Office of Licensing [Emergency Regulations for Compliance with Virginia's Settlement Agreement with US DOJ](#).

The IMU will also allow the Office of Licensing to provide more timely reviews and responses to serious incident reports. The IMU will be responsible for reviewing each serious incident report submitted to the Office of Licensing. Following the initial review of the serious incident report, the IMU will make a determination as whether no follow up is needed, the incident requires further review, or an investigation is needed. The IMU will then track each incident to ensure the provider has completed the appropriate follow-up. As a result of these reviews, providers should anticipate contact from the Office of Licensing if a serious incident report does not contain sufficient information to determine next steps by the Office. Providers may also receive requests for additional information that will clarify incidents and/or will provide sufficient follow-up related to actions taken. Follow-up on incidents may include phone contact with the provider and/or individual; a desk review of records and reports; and on-site visits when indicated.

In addition to the triage of serious incident reports, the IMU will be gathering data and information from reporting systems such as CHRIS and OneSource. Trend analyses performed by the IMU will be shared with providers in order to identify existing and potential risks. Trend analyses may also result in recommendations for responsive action by providers. The IMU will track the providers completed follow-up and will coordinate with other parties as needed to provide technical assistance. The overall goal of the IMU is to improve processes and to ensure the overall safety of all individuals served throughout the Commonwealth.

The Office of Licensing will begin implementation of the triage process through a pilot program in Region IV beginning August 1, 2019 and ending September 30, 2019. This initial pilot program will allow the Office of Licensing to develop processes that are functional and will achieve the desired outcomes. Piloting the triage program also gives time to address challenges and to evaluate the benefits of the process steps to ensure successful implementation throughout the Commonwealth once the piloting period has ended. Participants in the pilot programs will be given the opportunity to share feedback throughout the process as well as at the end through a provider survey.

The OL looks forward to working with providers to improve our system. Please contact Stella Stith at stella.stith@dbhdsvirginia.gov regarding any questions related to the Incident Management Unit. Please be on the lookout for a future memo indicating when training will be available regarding specific processes. Additional information and training will be posted on the [Office of Licensing website](#).

Sincerely,

Jae Benz

Jae Benz
Director, Office of Licensing
DBHDS