

# Quality Service Review Introduction

## Welcome

Health Services Advisory Group is pleased to introduce and welcome you to the new Quality Service Review process. HSAG has been selected by the Virginia Department of Behavioral Health and Developmental Services to evaluate the quality of services provided through the Home and Community-Based Services, Developmental Disabilities Waiver program. The Quality Service Review includes two components, Provider Quality Reviews and Person-Centered Reviews. The Virginia Department of Behavioral Health and Developmental Services requires all providers and Community Service Boards to participate in the Provider Quality Review process.

The Quality Service Review requirements are delineated in the Virginia Department of Behavioral Health and Developmental Disabilities Settlement Agreement with the Department of Justice. The results of the Quality Service Review will be used to evaluate:

- The quality of services at an individual, provider, Community Service Board, region and system-wide level
- The extent services are provided in the most integrated setting appropriate to individuals' needs and choices
- Whether individuals' needs are being identified and met through person-centered planning and thinking (including building on the individuals' strengths, preferences, and goals)
- Whether services are being provided in the most integrated setting appropriate to individuals' needs and are consistent with their informed choice
- Whether individuals are having opportunities for integration in all aspects of their lives (living arrangements, work and other day activities, access to community services and activities, and opportunities for relationships with non-paid individuals).

## Your Participation is Appreciated

Thank you for your participation in the Provider Quality Review. The information and results of the Provider Quality Review will be used to improve Developmental Disability Waiver home and community-based practices and the quality of services received from support coordinators, home and community-based service providers and the Community Service Boards.

## Purpose

The purpose of the Quality Service Review Provider Quality Review process is to ensure continuous quality improvement in the services provided to individuals with developmental disabilities through the assessment of provider services. These assessments determine whether services are meeting the needs of individuals and whether providers are meeting the intent of the Home and Community-Based Services Settings Final Rule and the Department of Justice Settlement Agreement. The Provider Quality Reviews will evaluate the quality of services delivered by providers, support coordinators, and home and community-based service providers. The Provider Quality Reviews will provide data in one or more of the following areas:

- Safety and freedom from harm (e.g. neglect and abuse, injuries, use of seclusion or restraints, deaths, effectiveness of corrective actions, licensing violations);
- Physical, mental, and behavioral health and well-being (e.g. access to medical care, including preventative care, timeliness and adequacy of interventions particularly in response to changes in status);

- Avoiding crises (e.g. use of crisis services, admissions to emergency rooms or hospitals, admissions to Training Centers or other congregate settings, or contact with the criminal justice system);
- Stability (e.g. maintenance of chosen living arrangement, change in providers, work/other day program stability);
- Choice and self-determination (e.g. service plans are developed through a person-centered planning process, choice of services and providers, individualized goals, self-direction of services);
- Community inclusion (e.g. community activities, integrated work opportunities, integrated living options, educational opportunities, relationships with non-paid individuals);
- Access to services (e.g. waitlists, outreach efforts, identified barriers, service gaps and delays, adaptive equipment, transportation, availability of services geographically, cultural and linguistic competency); and
- Provider capacity (e.g. caseloads, training, staff turnover, provider competency).

Information from the Provider Quality Reviews will be used to assess the adequacy of providers' risk mitigation and quality improvement strategies and provide recommendations to providers whose quality improvement strategies are determined to need improvement. Information from the Provider Quality Reviews also will be used to improve home and community-based practices and the quality of services delivered by support coordinators, home and community-based service providers and the Community Service Boards.

## Components of the Quality Service Review

The Provider Quality Reviews include an assessment or evaluation of the quality of each Developmental Disability Waiver service, including support coordination, that a provider or Community Service Board is delivering to Developmental Disability Waiver recipients.

### Provider Quality Review (PQR)

Provider Quality Reviews include the following components:

- Interviews with multiple levels of provider and Community Service Board staff including direct support workers, support coordinator, front-line supervisor, manager and registered nurse
- Assessment of the quality, accessibility, and sufficiency of services provided to meet individuals' needs
- Assessment of the Individual Support Plan, the provider's implementation plan, and the support coordinator's monitoring of the Individual Support Plan
- Assessment of how the provider and support coordinator are meeting the intent of the Home and Community Based Services Settings Rule
- Assessment of provider's and support coordinator's identification and mitigation of risks of harm
- Assessment of provider's and Community Service Board's quality improvement/risk management plans
- Review of provider's and Community Service Board's policies and procedures
- Review of data across the organization
- Development of quality improvement plans

A second round of comprehensive Provider Quality Reviews will be scheduled to evaluate the quality of services delivered by providers, support coordinators, and home and community-based service providers. The second rounds also will determine the status of improvements from the providers' implementation of quality improvement plans, if applicable

## Person-Centered Reviews

Person-Centered Reviews include an assessment of each type of licensed Developmental Disability Waiver service and support coordination services provided to an individual by the selected providers and Community Service Boards offering support coordination services and an evaluation of the quality of:

- Most recent Individual Support Plan
- Most recent assessments
- Risk reduction plans and/or protocols
- Support coordinator records
- Provider services and supports program records
- Information about the individual, such as basic demographic and services information
- Other system data related to the specific individual and provider(s) serving the individual (e.g. related Licensing survey, Human Rights investigations, performance monitoring data and provider and Community Service Board Home and Community-Based Services Settings self-assessment information)
- Interviews of individuals, family member/guardian/authorized representative, and support coordinator regarding the most recent Individual Support Plan
- Real-time observation of individuals receiving Developmental Disability Waiver services

## Provider Quality Review Timeframe

Each licensed provider and Community Service Board will be reviewed twice in state fiscal year 2021.

- Round 1 Provider Quality Reviews will be scheduled: July 1, 2020 – October 31, 2020
- Round 2 Provider Quality Reviews will be scheduled: November 16, 2020 – February 15, 2021

## Next Steps

Health Service Advisory Group has prepared a Provider Quality Review Introduction Packet that is available on the Department of Behavioral Health and Developmental Service's website. The packet provides additional details about the Provider Quality Review process. Providers and Community Service Boards are asked to complete and submit to Health Services Advisory Group's secure SharePoint site specified in the packet no later than July 20, 2020. Directions and timelines for submission are also provided in the Provider Quality Review Introduction Packet. Health Services Advisory Group will use the information to schedule the record and policy reviews, interviews and observation components of the Provider Quality Review.

**Please continue to visit the Developmental Services website for Quality Service Review information and updates:** <http://www.dbhds.virginia.gov/developmental-services>