

DDS

Case Manager

Quality Reviews - QSRs

Frequently Asked Questions

1. Where can I find copies of the Case Manager Quality Review tools or QSR?

The case manager quality review forms are available on the DDS LAN "J Drive" under "Case Managers." Open Word and click on the "Table of Contents" icon. Then click on "Quality Reviews". There is also a link to Quality Review "Reference Materials" which includes instructions in the "Case Manager Quality Review Process" and also has Interpretive Guidelines for the reviews.

2. When am I require to do Quality Reviews for the individuals on my caseload?

Please refer to the charts called "Case Manager Visits" describing the requirements for planning, face to face visits, and quality review for each division. These charts are located in the "Quality Review Reference Materials" folder on the "J" Drive.

3. Please clarify the safety checklist requirements for people in Individualized Supports (previously SL)?

The safety checklist component of the case manager quality review should be completed for **all** individuals who live on their own and have in home supports. The checklist should be completed regardless of the number of hours of support. The observation section of the quality review should be completed when staff are present to provide support. This safety checklist does not apply to in home supports provided in family homes.

4. Should I visit an individual at his or her competitive employment site?

Case Managers do not have to visit individuals at their business employment sites. The Quality Review tool does not include observation indicators for individuals in supported employment. Case Managers should make arrangements to meet the individual at another location to complete the other sections of the Quality Review.

5. Should I visit an individual who only receives supports in community settings?

Yes. Observations should be completed for supports that are provided in the community when there are no in-home supports provided. When the person's plan includes both in-home and community supports, it is also a good idea to periodically observe those supports provided in the community.

6. Will case managers be required to do quality reviews on weekends if that is the only time people have support staff working with them?

Yes. If an individual only receives support during the evening hours or on the weekend, the case manager should plan to visit to complete the quality review at that time and should observe the staff working with the individual. With prior approval from the supervisor, a case manager may choose to accrue compensatory time or paid overtime, or may adjust his or her schedule within the work week to include the evening or weekend Quality Reviews.

Any paid work would include a weekend differential payment for all hours worked from 11:00 p.m. Friday through 11:00 p.m. Sunday. There is no requirement to be paid a minimum of 4 hours for such work since the case manager is not being "called back" as defined in Article 13 Section Five of the collective bargaining agreement.

6. Who should receive a copy of the quality reviews? When should they be sent to Quality Coordinators or Resource Managers?

Case managers should keep a copy of completed case manager quality reviews. The review forms should be shared with case management supervisors when there is a concern or if supervisors request a copy. Once the quality data system is operational, the information from case manager quality reviews should be entered into that system. The case manager quality review forms do not have to be shared with Resource Manager II's, Quality Coordinators, or the Abuse and Neglect Liaisons unless issues are identified. If an issue is identified that is related to the individual's program or plan the case manager should bring the issue to the planning and support team and may schedule a periodic review of the plan. If the issue cannot be resolved and it is a resource issue, the case manager should make a referral to PRAT. If a provider's performance is at issue, (ex. An unmet in the indicator: *Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.*), the case manager should send a copy to the Resource Manager II if it is a private program, or if it is a public program a copy should go to the Quality Coordinator. The case management supervisor should be consulted if there are further questions regarding appropriateness of forwarding copies of the quality review forms.