

MENTAL HEALTH WAIVER QUALITY IMPROVEMENT PLAN							
Source	Methods for Discovery	Performance Measures	Data Source	Data Aggregation and Analysis	Methods for Remediation / Fixing Individual Problems	Person Responsible	Report
1. Appendix A: Q.I. – Waiver Administration and Operations	Administrative Authority	DSS meets with DMHAS to evaluate DMHAS summary and performance reports related to service planning and delivery, provider qualifications, fiscal integrity, consumer satisfaction and monitor compliance.	Trends, remediation actions proposed/ taken Tracked data	DMHAS will submit reports quarterly to DSS	Issues needing remediation will be identified and discussed at the quarterly meetings with DMHAS and DSS staff. A plan for remediation and person(s) responsible will be developed for each item identified.	DMHAS Program Manager, DSS Program Manager	Quarterly MOU; Quarterly Waiver Advisory Council meeting minutes
	ASO DUTIES Credentialing Applications	Credentialing of only qualified providers to serve Waiver participants. 1]. Provider Credentialing applications are approved or denied within ten business days. 2]. Providers are notified verbally or in writing, within two days of their approval or denial of credentialing	Service Data is collected and tracked	1]. Monthly random audits of the data base to ensure accuracy of the data in the system. 2]. Original data submitted with be reviewed manually item to item 3].Monthly audits will be compiled in a report , <i>Contractor and Provider Analysis Report</i> and shared in monthly Waiver Project Meetings and quarterly DMHAS/DSS meeting	If errors are found a system check will be conducted by ABH to determine the root cause of the error and a corrective action plan will be made to rectify the problem with a date for correction assigned	ABH Program Manager	Quarterly Contractor and Provider Analysis Report

		Completes background check (5 years back) and verifies training qualification of providers of self directed	Records of background checks and trainings	Continuous and ongoing review of applications including background checks and training records of self directed recovery assistants	New providers who do not meet all requirements will be denied or have application pending for further action.	ABH Program Manager, DMHAS Program Manager	Quarterly Contractor and Provider Analysis Report
	Audits of Providers Claims	Ongoing evaluation if its utilization and claim data to ensure effective and efficient use of resources. 1]. Clean claims are paid or properly denied within a 30 day period. 2]. Clean claims are paid without error. 3]. Dispute resolutions are processed fairly 4]. Recovery Plans services match claims provided	Random 10% Claim Data is collected and tracked	Monthly audits of claims and recovery plans submitted to Waiver Project Team monthly.	If significant errors are found, a system check will be conducted to determine the root cause of the error and a corrective action plan will be made to rectify the particular problem.	ABH Program Manager	Monthly Claims Audit Report
		Ensures services are delivered in accordance with the service plan, including type, scope, amount and frequency specified in the recovery plan	Recovery Plans are reviewed	Quarterly reviews of financial records and reports	All participant specific findings are communicated to service providers or DMHAS Program Manager as appropriate for corrective action.	ABH Program Manager, DMHAS Program Manager	Monthly Claims Audit Report

	Audits of Self Directed Recovery Assistants	Ensure that participant is receiving services that are submitted on the Claim Forms and time sheet	Claim Audits Record Reviews, site visits. Chart audits. Record reviews. Tele calls	Semi annual audits on a random sample of Providers and Recovery Assistant employees	Site visits will occur if determined necessary.	ABH Program Manager	Monthly Claims Audit Report
	Provider Satisfaction Surveys	Ensure that Self Directed Recovery Assistants payroll is timely and accurate. By monitoring signatures on time sheet, timely paying of paychecks and appropriate withholding of taxes.	Time sheets, tax sheets	Monthly review of Self Directed Recovery Assistant Payroll	Immediate remediation	ABH Program Manager,	Monthly Claims Audit Report
		Providers are at least 80% satisfied with ABH's services pertaining to claim processing, and customer service.	Satisfaction survey	Biannually survey will be distributed and analyzed. The results will be compiled into a written report to be shared with DMHAS and DSS waiver Project Team	Report will include a specific plan for improvement in areas that are deemed negatively statistically significant	ABH Program Manager	Quarterly Satisfaction Survey Analysis Report

	Self Directed Recovery Assistant Employee Survey	80% satisfaction of ABH services pertaining to payroll functions and the accuracy and efficiency of the Recovery Assistant Certification Training	Survey	Biannually survey will be distributed and analyzed. The results will be compiled into a written report to be shared with DMHAS and DSS waiver Project Team	Report will include a specific plan for improvement in areas that are deemed negatively statistically significant	ABH Program Manager	Quarterly Satisfaction Survey Analysis Report
	Participant Survey	80% satisfaction of each services the Participant receives focusing on the areas of professionalism, friendliness, freedom of choice, availability of staff and culturally sensitively.	Survey	Biannually survey will be distributed every six months to Participants with results compiled into a written report and distributed to the DMHAS/DSS Project team. The report will also include raw data.	The meeting will result in a plan for improvements in areas deemed negatively statistically significant	Waiver Project Team	Quarterly Satisfaction Survey Analysis Report
Appendix B: Q.I. – Participant Access and Eligibility	Level of Care	90% of all Waiver participants will be informed of their right to have a choice to home and community services or stay in a nursing home.	Record Review	DMHAS QA staff will monitor ongoing and continuous compliance with an semiannual written report submitted to the waiver Project Team and Advisory Council	DMHAS QA staff will notify support coordinators of findings for immediate correction	DMHAS QA staff	Waiver Quarterly QA Report
		90% of all new applications to the waiver followed policies and procedures regarding LOC determination	Record Review, DSS sign off	DMHAS QA staff will sample 10-15 records quarterly	DMHAS QA staff will notify support coordinators of findings for immediate correction	DSS	Waiver Quarterly QA Report

		DSS representative reviews all new applications to verify that DMHAS follows policies and procedures regarding LOC determinations	Record Review	DSS will monitor ongoing and continuous compliance	DMHAS staff notify support coordinators of findings of records reviews and implement plan for remediation as needed	DSS Staff	Waiver Quarterly QA Report
	Level of Care	At least 90% of all participants will have a psychiatric prescriber appointment(s) scheduled within 14 days post discharge from Nursing Home	Record Review	All participants discharge (i.e., W10) records to be reviewed for documentation of initial follow-up appointment(s) in the community.	Meeting with Providers to ensure compliance	DMHAS QA staff	Waiver Quarterly QA Report
		90% of all participants will have a comprehensive crisis plan documented for easy access by all providers involved	Record Review	All records to be reviewed for comprehensive crisis plan including phone numbers, team members and natural supports listed	Meeting with all staff involved to update a written comprehensive plan	DMHAS QA staff	Waiver Quarterly QA Report

Appendix D: Quality Improvement – participant – Centered Planning and Service Delivery	Recovery Plans Service Plan	90% of all records will have all necessary assessments completed prior to the development of the Recovery Plan and that all identified needs have been incorporated. 90% of all participants demonstrate participation in the development of their plan	Record Review	DMHAS QA staff will conduct a separate review of random sample of 10-15 records quarterly.	Findings reported to DMHAS Program Manager who will review with waiver staff	DMHAS QA staff	Waiver Quarterly QA Report
			Record Review	DMHAS QA staff will conduct a separate review of random sample of 10-15 records quarterly and reviewed for participants signature on Recovery Plan	Findings reported to DMHAS Program Manager who will review with waiver staff	DMHAS QA staff	Waiver Quarterly QA Report
		Record review conducted to ensure that plans are reviewed/updated quarterly (or more frequently if needed). Ensure individuals are receiving the scope, amount and duration of services set forth in the plan	Record Review, Paid Claim Report	DMHAS will conduct separate review of random sample of 10-15 records quarterly	Findings reported to DMHAS Program Manager who will review with waiver staff	DMHAS QA staff	Waiver Quarterly QA Report

Appendix E: Quality Improvement – participant Direction of Services	Recovery Plan and Service Plan	DMHAS will review a random sample of records to ensure that 90% of all individuals 1]. have been provided with information and support to self-direct Recovery Assistant Services to the extent desired and 2].were provided with information on qualified providers of services and supports outlined in the Recovery Plan, and 3]. were provided assistance as required in the selection of qualified providers	Record Review	Random Sample of 10-15 records quarterly will be reviewed	DSS and DMHAS will discuss in their quarterly meeting to discuss these findings and make recommendations for system improvement and review progress made from prior quarters.	DMHAS QA staff	Waiver Quarterly QA Report
Appendix F: Quality Improvement – Participant Rights	Health and Welfare	100% of participants are informed of the DSS Fair Hearing Process as well as DMHAS Grievance Procedure	Record Review	Random sample of 10-15 records quarterly to assure provision of information regarding Fair Hearing and Grievance procedure is made available to participants	DSS and DMHAS will discuss in their quarterly meeting to discuss these findings and make recommendations for system improvement and review progress made from prior quarters	DMHAS QA staff	Waiver Quarterly QA Report

Appendix G: Quality Improvement – Participant Safeguards	Health and Welfare	All reported critical incidents are investigated, reviewed and tracked for remediation including reported instances of abuse, neglect, or exploitation	Critical Incident Data Base	DMHAS monitoring and review will be continuous and ongoing	Critical incident follow-up reviews will be conducted by the reporting agency. The time of the review will depend on the urgency of the incident. Serious incidents will be reviewed and remediated immediately. This review will focus on causative factors and may result in the development of a corrective action plan designed to reduce risk of reoccurrence of similar events. Critical Review follow up and closure will adhere to the DMHAS established policies regarding critical incidents.	DMHAS Program Manager	Critical Incident Report, Waiver Quarterly QA Report
DMHAS Quality Improvement	Client Outcome	60 % of participants will maintain or increase their level of independence in living situations	Record Review	Data to be collected quarterly about the participants level of independent functioning [from progress notes and recovery assistant notes] with biannual reports to be submitted to the Waiver Project Team	Ongoing Education of rehabilitation skill training to providers	DMHAS QA staff	Waiver Quarterly QA Report

Other: DMHAS Quality Improvement	Client Outcomes	No more than 35% of participants will be readmitted to the same or higher level of care within 60 days of admission to the waiver program	Record Review	Data to be collected about readmissions of waiver clients and report written for remediation of plan as needed	Review the findings and adjust discharge plan as needed for future	DMHAS QA staff	Waiver Quarterly QA Report	
Other: DMHAS Quality Improvement	Client Outcomes	90% of all participants will be offered waiver supported employment services at the quarterly treatment planning meetings.	Record Review.	Data to be collected about employment or volunteer work	Ongoing Education of waiver services to Providers	DMHAS QA staff	Waiver Quarterly QA Report	