



September 30, 2019

Patrick O'Donnell, Clerk of the Legislature  
State Capitol, Room 2018  
P.O. Box 94604  
Lincoln, NE 68509

Dear Mr. O'Donnell:

Per Neb. Rev. Stat. §83-1216.01 and pursuant to requirements set forth in Section 8 of LB333 (2017), the Division of Developmental Disabilities is required to submit an annual report beginning on or before September 30, 2019. This report details the Division's outcomes, improvement priorities, and activities during the previous fiscal year since submitting the last Quality Management Strategy (QMS) report in March 30, 2018.

In SFY19, the Division prioritized the enhancement of its review of incident and mortality reports. The Division is in the process of revising its incident reporting guide to clarify definitions, improve incident documentation and reflect stakeholder input. The mortality review committee, including members from the Division of Developmental Disabilities, the Division of Medicaid and Long-Term Care and the Division of Public Health, meets every two months to analyze case reviews, data trends, systemic issues and areas of improvement.

The Division is developing a request for proposals to procure a certified Quality Improvement Organization entity to assist the Division to take the quality management strategic plan to the next level. This will allow for implementation of a quality strategy and data analytics framework that meets federal and state compliance and provider performance accountability at varying levels that are not being fully completed. By implementing model practices and having reliable incident management processes, audit protocols, effective mortality reviews and quality assurance mechanisms the Division will more reliably provide the assurance of the delivery and fiscal integrity of appropriate community-based services and participant's health, safety and well-being.

Another Division priority is increasing its resource capacity with the addition of the new Quality Control Specialists (QCS) team. They perform desktop and on-site reviews to augment the Division's oversight of providers and participant health and safety. This is achieved through a variety of activities including: completing the aforementioned participant experience survey, assessing provider compliance with both the Medicaid Home and Community Based Services (HCBS) final rule and the Shared Living service model, offering technical assistance to independent providers, and tracking the remediation of concerns identified during the quarterly monitoring conducted by the Division's service coordination staff.

In the past year, the Division has continued to develop mechanisms to verify that billing claims and payments comply with federal and state regulations. The Division issued a Provider Bulletin effective

August 2018 that required electronic documentation of the exact times of participant attendance in services and discontinued paper billing. Throughout the year, the Division has worked with the vendor of the electronic case management system to add functionality that restricts claims from processing unless certain criteria are met.

The Division continued its commitment to participation in the National Core Indicators (NCI) project for a third year. Nebraska will again participate in the Staff Stability Survey and the In-Person Survey (formerly the Adult Consumer Survey) in 2019. The 2017 Adult In-Person Survey report results were released in March 2019 and can be reviewed at [nationalcoreindicators.org](http://nationalcoreindicators.org). Nebraska data showed improvement in 8 of 13 categories, for a 62% improvement rate. The survey questions are grouped in thirteen categories. Presentations of Nebraska's data have been made to both external and internal stakeholder groups.

Building off the statewide findings reported by NCI, the Division conducted its own participant experience survey and will continue to do so annually. This survey is different from NCI primarily in the focus of the questions. NCI centers on participant outcomes and the focus of the Division's survey is around experience and satisfaction with HCBS waiver services and quality of life. The second annual participant experience survey was conducted from July through September 2019. The participants surveyed were randomly selected from across the state. A report summarizing the Division's participant experience survey is posted on the newly created public quality assurance website for the Division (<http://dhhs.ne.gov/Pages/DD-Quality-Assurance.aspx>) along with links to the NCI reports. The results of both surveys are incorporated into the Division's goals and action plans.

The Division will continue to work through the Quality Management Strategy priorities and regularly report to the Governor's Advisory Committee on Developmental Disabilities to keep them apprised of the progress.

Sincerely,



Courtney Miller, Director  
Division of Developmental Disabilities  
Department of Health and Human Services