

# Division of Developmental Disabilities

July 14, 2021

## DDD Provider Meeting 3<sup>rd</sup> Quarter 2021

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# Welcome!

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# Agenda

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- Welcome
- Leadership & Division Updates
  - Joe Dondlinger
  - Jennifer Perkins
  - Curtis Walters
- Olmstead in Nebraska (Bernie Hascall)
- DD Waiver Amendments (Bernie Hascall)
- ICAP (Joni Gebhard)
- Service Coordination Discussion: (Jillion Lieske)
- Liberty Presentation (Kate and Darryl)
- Open Discussion

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# Leadership & Division Updates

**Joe Dondlinger**  
**Jennifer Perkins**  
**Curtis Walters**

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# Charting the Life Course and ISP Review

Curtis S. Walters

Deputy Director of Operations

Division of Developmental Disabilities

Department of Health and Human Services

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# Olmstead in Nebraska

**Bernie Hascall**

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# Olmstead Updates

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- Heather Leschinsky has left DHHS. Bernie Hascall is now the lead for Olmstead.
- There is an upcoming Advisory Committee meeting July 22<sup>nd</sup> to advise on and review the plan strategies, objectives, and outcomes.
- Workgroups are forming for Housing, Education and Employment, and data issues. There is an online application to join.
- Olmstead page on DHHS website (<https://dhhs.ne.gov/Pages/Olmstead.aspx>) is updated regularly. You can subscribe for updates.

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# DD Waiver Amendments

**Bernie Hascall**

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# Medicaid HCBS Waiver Amendments

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- DD Waiver Amendments were sent to the Centers for Medicare and Medicaid Services (CMS) on June 30, 2021.
- AD Waiver Renewal: DHHS received an Informal Request for Additional Information on June 18, and responded to the request July 7, 2021.

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# ICAPs

**Joni Gebhard**

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# Biennial ICAPs – Interview Scheduling

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- ICAP interviews will be scheduled.
- Scheduling will be completed with the ICAP Agency Liaison via SComm.
  - The ICAP Agency Liaison responds to the DHHS within 5 days of the initial reach-out.
  - When the Liaison does not respond within 5 days, the DHHS staff will determine who to interview by consulting the Service Coordinator and legal guardian, when applicable.
  - The ICAP Agency Liaison is responsible for scheduling the ICAP interview with agency staff.

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# Interviews – Methods to Complete

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- Methods of completing the ICAP Interview:
  - Video conference is the preferred method.
    - This may include, but is not limited to: WebEx, Skype, FaceTime or Zoom, as long as it is a secured form of communication approved by the OAP Manager or DDD Central Office.
    - The interviewee may go to their local DHHS office to participate in videoconferencing, when they are unable to access a video conference account.
  - Interviews may be conducted in-person, as needed.
    - This could be in the person's home, office area, or a mutually-agreed upon private location.
    - There may be situations when a face-to-face interview is not feasible or certain circumstances make it impossible, for example driving distance or time constraints.
  - Interviews may be conducted by phone, as needed.
    - When situations do not allow for a video conference or in-person interview, a phone interview will be done.

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# The Role of Documentation

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- Documentation plays an important role in scoring the ICAP.
- Documentation serves as evidence in the final scoring of the ICAP.
  - DHHS staff perform a collateral review of documentation of adaptive skills and behavioral frequency and severity.
  - This provides collaboration and evidence of skills and behaviors when scoring the ICAP.
- Provider assessments are reviewed. It is crucial that we are able to locate these in Therap.
- Provider GERs, T-Logs, and behavioral tracking are reviewed for frequency of behaviors.
- When there is evidence of a FBA, BSP, and behavioral tracking, the behavior may be rated higher in severity.

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# Service Coordination Discussion

Jillion Lieske

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# Service Coordination Discussion

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- Participant Transitions
- Receiving Questions from Families about DD and AD Services?
- Reminder...Service Coordinators must be contacted before a participant moves into a new/different group home or SLP.
- Provider Capacity, Intakes, and Referrals
- Knowledgeable and Prepared Staff Attending ISP Meetings

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# Liberty Presentation

**Kate and Darryl**

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## Liberty Healthcare-Nebraska

7.14.21



## 2021 Initiatives

- 1) Create an integrated service delivery system.
- 2) Establish and enhance collaborative relationships.
- 3) Align DHHS teammates under our mission of Helping People Live Better Lives.
- 4) Enhance the Department's internal infrastructure to provide more effective, efficient, customer focused services to Nebraskans.



# Department of Health and Human Services – Division Of Developmental Disabilities (DDD)

**Our Mission:** Helping people live better lives.

**Our Values:**

Constant Commitment to Excellence

High Personal Standard of Integrity

Positive Constructive Attitude and Actions

Openness to New Learning

Dedication to the Success of Other



# Creating an integrated service delivery system

To improve Nebraska's service delivery system, the Department of Health and Human Services (DHHS) Division of Developmental Disabilities secured a QIO-like entity, Liberty Healthcare, to:

- help it collect, aggregate, and measure performance data and provide recommendations to improve the overall quality of services it provides
- use valid quality data to transform that information into practical recommendations for performance improvement
- configure a Quality Improvement Data System (QIDS) to meet the needs of HCBS waivers and provide a reliable mechanism for capturing relevant information



# Liberty Healthcare

For more than 30 years, Liberty has helped many state agencies design, improve, and implement policies and procedures that govern the delivery of Medicaid waiver services and development of tools to track their effectiveness and drive continuous improvement.

# Areas of Expertise



**Behavioral  
Health**



**Intellectual/Developmental  
Disabilities**



**Aging & Disability  
Support Services**



**Correctional Mental  
Health Services**



**Sex Offender  
Management  
Services**



# Quality Improvement Organization (QIO)-like entities

- Goal of the QIO is to improve the effectiveness, efficiency, and quality of services delivered, while increasing the overall satisfaction of the individuals served.
- Develop a work plan for the QIO program that will help the state deliver services and supports with a high degree of integrity, accuracy, and reliability.

# Nebraska Team



**Darryl Millner**  
Executive Director



**Kathryn Obert**  
Regional VP of Operations



**Wayne Zwick, MD**  
Mortality Review Physician



**Ingrid Durbin, RN**  
Incident / Mortality Review Manager



**Tara Hatfield**  
Mortality Review Office Assistant



**Chris Glowacki**  
Solutions Delivery Manager



**Raisa Reznik**  
Data Analyst



**Stephanie Jackson, RN**  
Mortality Nurse Investigator





# Liberty Healthcare in Nebraska

Liberty is 6 months into a systemic analysis of DDD's service delivery and quality management methodologies.

Liberty, through its partnership with Rushmore, a market leader in quality data management systems, is currently developing a QIDS solution configured to meet Medicaid waiver needs for Mortality Review, Case File Review, and Critical Incident Management.

Liberty will operationally conduct Mortality Reviews beginning 8/1/21 and Critical Incident Management beginning 3/15/22.



# Liberty's Role in Mortality Review

- Liberty obtains data from the state's systems including the Death of Person Incident and any accompanying documentation around the incident and the individual's record.
- Liberty reviews the ***Death Notification Form (DNF)***.
- Liberty conducts the mortality review.
- Liberty Chairs the Mortality Review Committee (MRC) who will have login access to review Mortality Reviews completed by Liberty's Mortality Review Triage Team (MRTT).
- Liberty tracks/trends data around Death of Person Incidents.
- Liberty sends findings and recommendations from MRC to Providers as applicable to assist with building capacity around best practice.

# Contacting Liberty



Phone: 402-500-6525



Email: [nebraska.quality.help@libertyhealth.com](mailto:nebraska.quality.help@libertyhealth.com)



1200 N Street, Suite 204 Lincoln, NE 68508



# Process Changes

The DD Policy Manual will be updated to reflect the following changes:

- 1) Updated ***Death Notification Form*** to be used for all HCBS waiver programs
- 2) Mail and physical fax is no longer used to submit ***Death Notification Form***

## ***How will we work together?***

Upon discovery of the death of a person, the DNF will be submitted electronically to [nebraska.quality.help@libertyhealth.com](mailto:nebraska.quality.help@libertyhealth.com).



# Process Changes

3) Liberty will complete Mortality Reviews and will begin a mortality review by sending a checklist to providers asking for documentation that will be needed to complete the mortality review.

## ***How will we work together?***

Liberty will work with providers to obtain documentation related to the mortality review.



# Process Changes

4) For all Death of Person Incidents, Liberty will request additional documents for its mortality review within three (3) days of the Death of Person incident date.

## ***How will we work together?***

Please work with us to provide the documents within 20 calendar days of the initial request. Liberty will make contact via call if documents are not received within 30 calendar days.



# Process Changes

## 5) Closure letter with or without recommendations:

A letter will be sent to the provider or local agency at the conclusion of the Mortality Review with one of the two responses:

- a. If the Mortality Review findings have recommendations for best practice, the recommendation is outlined and the receiver has the opportunity to access Liberty if they would like Technical Assistance.
- b. If the Mortality Review findings have no recommendations, the Mortality Review is closed.

### ***How will we work together?***

No official response is needed upon receipt of the letter. These recommendations will be reviewed through other quality monitoring activities.



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# Questions?



# Open Discussion

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