

**NEBRASKA DDD/MLTC WAIVER WORKGROUP: QUALITY IMPROVEMENT  
MARCH 2, 2016**

**Participants:** Sue Spitzer, DHHS Program Coordinator; Scott Hartz, DD Data/Financial Analyst; Todd Scholz, Region V; Mary Conaway DD Staff Assistant; Pam Hovis, DD Administrator; Ladonna Shippen, DD, DSS Supervisor; Shannon R Peterson, League of Human Dignity; Rebecca Kempkes, DHHS Program Specialist; MaryAnn Schiefen, Parent; Elton Edmond, DD Statistical Analyst II; Alan Zavodny, DHHS, Northstar; Bev Myfield, ILC; Leslie Bishop Hartung, Autism Center of Nebraska; Larry Wee, Parent; Peggy Reische, Brain Injury Assoc.

**Notes Recorder:** Mary Conaway

**Next Meeting (date/time):** March 16, 2016 @ ILC, 6800 Normal Blvd., Lincoln, NE 68501, 9am to 11am.

**Agenda: Review of Data Sources**

Topic	Person Responsible	Discussion	Action Item
Service Coordination Monitoring Tool	Scott Hartz	<p>It is the responsibility of the Service Coordinator to Monitor:</p> <ul style="list-style-type: none"> <li>• The implementation of the IPP</li> <li>• Ensure that all needs of the individuals served are being met</li> <li>• Collect information for the purpose of improving and/or maintaining the quality of services</li> </ul> <p>Six areas of the monitoring form: Rights, Habilitation, Financial, Service Needs, Health &amp; Safety and Home/Work Environment.</p>	<p>SC should document their monitoring visit on:</p> <ul style="list-style-type: none"> <li>• DD-SC37;</li> <li>• Monitoring Form;</li> <li>• Service review</li> </ul>
SC Monitoring Tool (continued)	Scott Hartz	<p>DD-SC37 Monitoring form: Service review and its instructions.</p>	<p>A few things to remember on the form;</p> <ul style="list-style-type: none"> <li>▪ Section B) Habilitation. Code 9. All programs are implemented <del>within 30 days</del> of the IPP/IFSP or as documented. All programs are</li> </ul>

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			<p>implemented <u>as documented</u> in the IPP/IFSP.</p> <ul style="list-style-type: none"> <li>▪ Section B) Habilitation, Code 19. Programs received in <del>14 days</del> of the IPP/IFSP or team meeting. All programs should be received <u>by the date identified and documented</u> in the IPP/IFSP. If you are not requesting programs to be submitted to you then mark N/A.</li> <li>▪ Section C) Financial, Code 23, Team notified of unplanned purchases over <del>\$50</del> (guardian/individual approved). Team notified of unplanned purchases over <u>\$100</u> (guardian/individual approved).</li> </ul>
SC Monitoring Tool (continued)	Scott Hartz	<p>When does the monitoring Occur?</p> <p>Within 60 calendar days after the Annual IPP and Semi-Annual meetings, the Service Coordinator will complete a full review using the DD-SC37 form; <b>OR</b> anytime a SC feels it is necessary to do monitoring. Examples might be: when an individual is having lots of behavioral incidents, right after a high level GER or there have been concerns with levels of staff not being consistent with the IPP or anytime you or the guardian feel the IPP is not being implemented as agreed.</p>	

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SC Monitoring Tool (continued)	Scott Hartz	<p>Where should the monitoring occur?</p> <ol style="list-style-type: none"> <li>1. Monitoring should occur in the environment that the service is being provided.</li> <li>2. There are times when it is appropriate to complete a monitoring form off site.</li> </ol>	
SC Monitoring Tool (continued)	Scott Hartz	<p>What to bring with you to do a monitoring?</p> <ul style="list-style-type: none"> <li>• You should wear your State ID so staff are aware of who you are.</li> <li>• You need to bring a copy of the monitoring form so that you can go through each section and take notes as needed.</li> <li>• You also need a copy of the IPP for the visit. The Provider should have the current IPP and programs for review.</li> </ul>	
SC Monitoring Tool (continued)	Scott Hartz	<p>While you are there at the monitoring visit:</p> <ul style="list-style-type: none"> <li>• You should start your visit with letting the staff know you will be completing a monitoring form and will need to review all of the individual's books (program book, medication book, financial book, etc.).</li> <li>• Take a moment to look around...Are the needs of the individuals being met as identified in the IPP, are interactions between individuals and staff appropriate/positive, what is the condition of the environment (clean/organized/smell), etc.</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Make sure you take time to visit with the individual about how they feel things are going and if they have questions or concerns. Also, make sure you complete the section on individual input.</li> </ul> <p><b>When finished:</b> get the signature of the staff who participated and the individual as well if they want to and are able to. (It isn't required to obtain their signature but suggested to ensure you were there and did in fact meet with the staff and individual).</p>	
SC Monitoring Tool (continued).	Scott Hartz	<p>After the Monitoring visit:</p> <ul style="list-style-type: none"> <li>• Make sure you follow up with anything you need to that was questioned during the meeting <b>OR</b> that requires action needed. (See bottom of the form).</li> <li>• Make sure to consult your supervisor if needed regarding concerns or if completing a complaint form as a result of the monitoring visit.</li> <li>• The monitoring form needs to be entered into the DDQA website @ <a href="http://apps-dhhs.ne.gov/ddqa/">http://apps-dhhs.ne.gov/ddqa/</a>. This can be done by either the SC or the support staff entering them by scanning/emailing it to <a href="mailto:dhhs.ddservicereviews@nebraska.gov">dhhs.ddservicereviews@nebraska.gov</a>.</li> <li>• Scan into SharePoint, provide a copy to the provider whose service was just monitored, and if appropriate provide a copy to your supervisor.</li> </ul>	<p>Problems exist in the following areas and changes need made:</p> <ul style="list-style-type: none"> <li>• SC's currently use all Data from several places to perform Monitoring.</li> <li>• SC Monitoring instructions: 49 Questions/8 Areas;</li> <li>• Monitoring: Health &amp; Safety; Review of Services;</li> <li>• Review of Services may include a review of data and observations and working with parents and guardians to see data in Therap.</li> <li>• Time frame currently for Service Coordination to complete an Individual Support Plan is 30 to 120 days or more. Rules &amp; Regulations are not being followed.</li> </ul>

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Service Coordination Supervisor Individual Program Plan	Scott Hartz	Service Coordination not completing the ISP/IPP, with copies to all parties within the 10 day timeline.	A review with SC's and Supervisor's about deadlines.
Monitoring	Sue Spitzer	<p>A discussion of how Medicaid workers monitor and the system that Medicaid has. Medicaid is a Federal Program and not administered by DHHS.</p> <ul style="list-style-type: none"> <li>• AD Monitoring form is CONNECT- the form is web based, but has no public access.</li> <li>• The form is given to Provider within 3 days. – this was DD related.</li> </ul>	
Monitoring (continued)	Sue Spitzer	<p>To dos while conducting monitoring.</p> <ul style="list-style-type: none"> <li>• SC will talk with individual</li> <li>• Data review</li> <li>• Looking around and interact with Staff. Check out environment.</li> <li>• Have meaningful contact; document; review narratives &amp; case notes.</li> <li>• Perform all within 10 calendar days</li> </ul>	Scott and Sue will be developing a better process for both DD and APS.
Therap	Scott Hartz	<p>Therap:</p> <ul style="list-style-type: none"> <li>• Event</li> <li>• Event type</li> <li>• Levels, Sub Levels</li> <li>• GER</li> <li>• APS/CPS</li> </ul>	
SharePoint	Scott Hartz	SharePoint is used for document storage. Health Monitoring is the ID Screen the Nurses score and use this form.	

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CONNECT SYSTEM	Sue Spitser	All forms are in the CONNECT System.	
CONNECT SYSTEM (continued)	Sue Spitser	<p>A review of records is by Random Samples performed by Supervisor's and Agency:</p> <ul style="list-style-type: none"> <li>• 2% is reviewed by the Supervisor per quarter, per office.</li> <li>• 3% Annual review by HCBS unit per Agency.</li> </ul> <p>Outcomes and Action steps are monitored by file review process. File review is in CONNECT, but actual Poss with outcomes/action steps is not. Data Quarries are done in CONNECT.</p>	Differences between A&D data storage and DD with group will be compared.