

Onsite Provider Reviews

Provider Information Sheet

What is the Onsite Provider Review?

The Department of Health and Human Services – Division of Developmental Disabilities (DHHS-DDD) in collaboration with Liberty Healthcare is using the Onsite Provider Review to ensure the quality of the Home and Community-Based (waiver) services individuals receive. These person-centered services should empower the person to live, love, learn, work, play, and pursue the dreams and outcomes important to them.

What is the Onsite Provider Review Tool?

The tool is organized around the Charting the LifeCourse domains and includes indicators that will support DHHS-DDD in determining if individual outcomes are being achieved as well as provider compliance with the HCBS Settings Rule. The Onsite Provider Review has two sets of indicators. The first set is used to assess a provider's system(s) to support participants to have their best lives. The second set of indicators is used in conversations with the participants supported by the provider. Each indicator is given a rating: Achieved (consistent message shared by the team), Aware (it is an issue, the team is aware and working through it), Opportunity (inconsistent message shared by the team), and Not Assessed (the particular area does not apply to the services the provider is delivering).

What can we expect from the process?

To assess service delivery, The Onsite Provider Review process will include a one to five-day onsite review (dependent upon the size of a provider) conducted by a Quality Reviewer. This will include conversations with a random sample of participants, provider staff, supervisors, and management. It will also include HCBS settings assessments as appropriate, observations of service delivery, and a review of key documents to ensure provider standards implement person-centered service delivery.

Final scores will be presented through a Provider Report Card and a final report made available to DHHS-DDD, the Provider, and the ISP Team on an individual basis. The Provider Report Card will provide tools to participants and guardians when making decisions on service purchases, as well as serve as a platform for Providers to showcase their performance.

What if I have questions about the Onsite Provider Review?

Please do not hesitate to contact Betty Smith, Interim Assistant Director of Quality, Liberty Healthcare, or Tammy Coffey, Onsite Provider Review Manager, Liberty Healthcare through the below methods.

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