

# Quarterly Quality Meeting

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June 2024



Liberty Healthcare Corporation  
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# Agenda

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- Liberty Updates
  - 2024 Quality Initiatives – Updated Timelines
  - Technical Assistance Program
- NCI Updates and Demonstration

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# **Liberty Updates**

## **June 2024**



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## 2024 QUALITY INITIATIVES



### MORTALITY REVIEWS

This process includes triage, other participants at risk determinations, and initial/comprehensive reviews. These reviews identify factors that may have influenced the participant's health leading to their death, information indicating the death was potentially preventable, and determine any concerns with quality of care, service level, and emergent care delays.



### CRITICAL INCIDENT MANAGEMENT (CIMP) AND ROOT CAUSE ANALYSIS (RCA)

The CIMP is used to review General Event Reports (GERs) and complete RCA activities to assist the provider or agency in preventing the recurrence of the incident while seeking to maintain the safety of involved participants.

Note: RCA previously referred to as Targeted Analysis (TA)



### HUMAN AND LEGAL RIGHTS ADVISORY COMMITTEE (HLRAC)

The HLRAC assesses and provides consultation regarding human and legal rights and restrictions imposed through approved person-centered plans, and ensures people are exercising their full rights.

Started:  
December 2023



### TECHNICAL ASSISTANCE PROGRAM (TAP)

TAP provides training and technical assistance (TA) to providers based on requests. The program includes onsite assistance and a library of tools, resources, and best practices.

Started:  
May 2024



### ONSITE PROVIDER REVIEW (OPR) AND REPORT CARD

The OPR is designed to assess the quality of services delivered through person-centered interviews and organizational review. A performance report card will be generated using key data from the provider reviews, incident information, and other performance measures.

Expected:  
October 2024



### UTILIZATION REVIEW (UR)

The UR process reviews a sample of claims to validate service provision and utilization of authorized services. Aggregated data from utilization reviews will be collected and analyzed to reveal systemic issues with submitted claims.

Expected:  
Early 2025



- **On-Site Provider Review Collaborative Workgroups**

- **CDD/DDAD/FSW Workgroup**

- July 25, August 14, and September 12
- Invites and communication sent

- **AD/TBI Workgroup**

- Tentatively set for August, September, and October
- Invites and communication to be forthcoming



# **Technical Assistance Program**



# What is TAP?

TAP = Technical Assistance Program

Provides training and technical assistance

Analyzes data

Provides a resource library

Acts as a coordinator

Provides systemic training

# Who Can Use TAP?



**Provider agencies**

**Individuals receiving services**

**Service Coordination**

**Family/Guardians/POA**



# Request Process

Complete the request form electronically

<https://dhhs.ne.gov/Pages/Liberty-Partnership-Quality-Project.aspx>

or submit Request Form submitted to

[Nebraska.Quality.Help@libertyhealth.com](mailto:Nebraska.Quality.Help@libertyhealth.com)

Liberty reviews and determines next steps.

TA Plan is developed.

# Quarterly Trainings

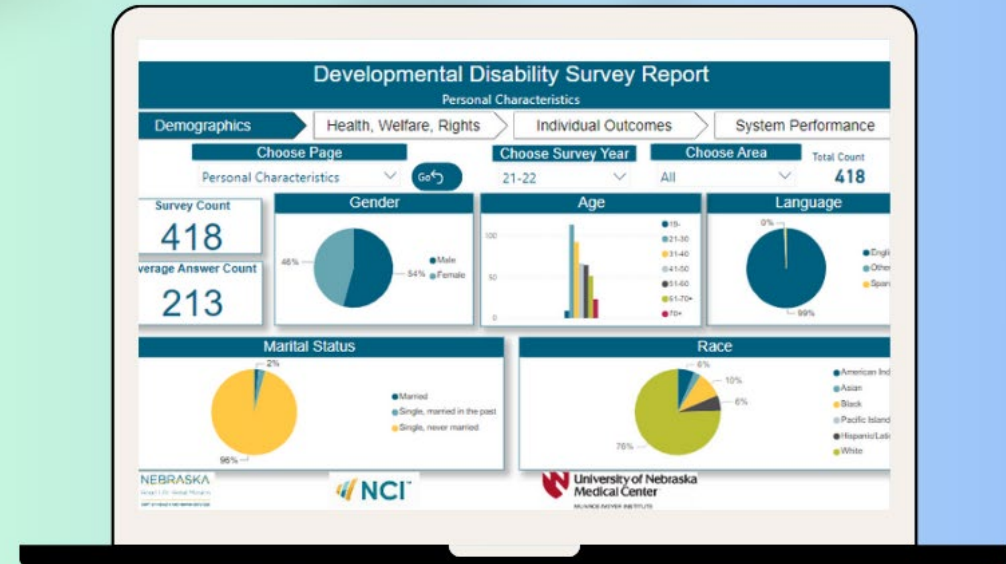
- Technical Assistance Program will develop and facilitate four quarterly trainings
  - First Quarterly Training – Preventing Abuse, Neglect, & Exploitation
  - Second Quarterly Training – GER Resolutions
  - Third and Fourth Quarterly Training – The topic will be determined based on data from previous quarters.
  - Each training will be presented on three separate occasions.
  - Training recordings will be uploaded to the shared webpage.

# NCI – National Core Indicators Updates

- **REMINDER: State of the Workforce (SOTWF) Surveys are due 6/30/24 for all DD Providers that employed DSPs in 2023.**
- If your organization has not completed the survey, we encourage you to start entering information in the portal by tomorrow (6/25/2024) so that if there are issues, division staff can provide technical assistance.

## Visit the New Interactive Data Dashboard

### Developmental Disability Survey Report



[www.unmc.edu/mmi/family-resources/community-services/nci/dashboard-reports.html](http://www.unmc.edu/mmi/family-resources/community-services/nci/dashboard-reports.html)



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