

Support Coordination standards related to Choice, Health, Safety and Rights

#	Performance Measure/Standard	Protocol	Not Met Reasons	CMS Assurance
16	The Support Coordinator supports the person receiving services to make informed decisions regarding choice of iBudget services & supports.	<p>CMS Assurance - Service Plan iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the Support Coordinator to describe method used to educate, solicit and document how the person receiving services makes the choice of services & supports. • Ask the Support Coordinator for examples of how the person receiving services made informed decisions regarding choice of services & supports. • Review file for documentation reflecting the Support Coordinator's efforts. <p>If PCR, ask person receiving services how they were supported to make informed decisions regarding choice of services & supports.</p>	<ol style="list-style-type: none"> 1) There was no documentation or documentation did not reflect efforts to support/assist the person receiving services to make informed decisions regarding choice of services & supports. 2) Documentation indicated Support Coordinator was making informed decisions about services and supports with little to no input from the person receiving services. 3) Support Coordinator could describe, but did not document education related to making informed decisions regarding choice of iBudget services & supports. 	Service Plan
17	The Support Coordinator supports the person receiving services to make informed decisions regarding choice among iBudget service providers.	<p>CMS Assurance - Service Plan iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the Support Coordinator to describe method used to educate, solicit and document how the person receiving services makes the choice among service providers. • Ask the Support Coordinator for examples of how they supported the person receiving services to make informed decisions regarding choice among service providers. • Review file for documentation reflecting the Support 	<ol style="list-style-type: none"> 1) There was no documentation reflecting efforts to support/assist the person receiving services to make informed decisions regarding choice among service providers. 2) Documentation indicated Support Coordinator was making decisions about service providers with little to no input from the person receiving services. 3) Support Coordinator could describe, but did not document education related to making informed decisions regarding choice among iBudget service providers. 	Service Plan

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		<p>Coordinator's efforts.</p> <p>If PCR, ask person receiving services how they were supported to make informed decisions regarding choice among service providers.</p>		
18	The provider has evidence of assisting individual/legal representative to know about rights.	<p>CMS Assurance - Service Plan iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the provider how they inform individuals and their families or guardians of their rights and responsibilities and how frequently. • Ask the provider for examples of how they have assisted individuals to fully exercise their rights and make informed choices. • Interactively, with the provider, review documentation supporting discussion. • Ask the provider for examples of how they observe the rights and responsibilities of individuals. 	<ol style="list-style-type: none"> 1) Provider could not describe efforts and documentation did not reflect evidence of assisting the individual/legal representative to know about rights. 2) Provider was able to describe efforts to assist the individual/legal representative to know about rights, but had not documented the information. 	Service Plan
19	The Support Coordinator monitors to ensure the person's health and health care needs are addressed.	<p>CMS Assurance - Health and Welfare iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the Support Coordinator to describe the method used to gain knowledge of person's health needs. • Review file for documentation of gaining knowledge of person's health needs. • Ask the Support Coordinator about person's individualized health needs. 	<ol style="list-style-type: none"> 1) Documentation indicated Support Coordinator was not aware of the person's individualized health and health care needs. 2) Documentation indicated Support Coordinator was aware of but had not addressed the person's health and health care needs. 3) Support Coordinator had not advocated for the person to receive annual physicals and/or needed specialists visits. 4) Support Coordinator did not document follow up on medical doctor visits, results, medication 	Health & Welfare

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		<ul style="list-style-type: none"> • Ask the Support Coordinator how the person's health and health care needs have been addressed. • Look for the Support Coordinators method for gathering information concerning doctor visits for preventative, annual and specific health care needs. • Review Progress Notes and other related health care documentation to determine if the health and healthcare needs of the person receiving services are being addressed. <p>If PCR, ask person receiving services how the Support Coordinator has assisted in addressing personal health care needs.</p>	<p>changes, etc.</p> <p>5) The Support Coordinator addresses the individual's health and health care needs but has not documented knowledge and efforts.</p>	
20	The Support Coordinator monitors to ensure person's safety needs are addressed.	<p>CMS Assurance - Health and Welfare iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the Support Coordinator to describe the method used to gain knowledge of person's safety needs. • Review file for documentation of gaining knowledge of person's safety needs. • Ask the Support Coordinator for person individualized safety needs. • Ask the Support Coordinator how she/he has addressed the person's safety needs. • Look to see if safety issues arose and how they were addressed. Was there follow through? • Review Progress Notes and Support Coordinator's documentation of safety needs to determine if the person's safety needs are being addressed. 	<ol style="list-style-type: none"> 1) Documentation indicated Support Coordinator was not aware of the person's individualized safety needs. 2) Documentation indicated Support Coordinator was aware of but had not addressed the person's individualized safety needs. 3) Support Coordinator had not advocated for the person to receive additional education/training in the area of safety. 4) Support Coordinator did not document follow up on safety issues. 5) The Support Coordinator addresses the individual's safety needs and safety skills but has not documented knowledge and efforts. 	Health & Welfare

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		<p>If PCR, ask person receiving services how the Support Coordinator has provided education on safety needs in relation to natural disasters, community safety and home safety.</p>		
21	<p>The Support Coordinator is aware of the person's history regarding abuse, neglect, and/or exploitation.</p>	<p>CMS Assurance - Health and Welfare iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the Support Coordinator about the person's history in regards to abuse, neglect and/or exploitation. • Ask the Support Coordinator about method of documenting this information. • Look for documentation in the record about past abuse or lack thereof. <p>If PCR, ask the person about any history regarding abuse, neglect and/or exploitation. Ask person if the Support Coordinator has ever discussed history.</p>	<ol style="list-style-type: none"> 1) Support Coordinator had no knowledge of the individual's history regarding abuse, neglect, and/or exploitation. 2) Support Coordinator was aware of the individual's history regarding abuse, neglect, and/or exploitation, but had not documented knowledge and/or efforts to gather this information. 3) Documentation did not demonstrate the Support Coordination had addressed issues related to abuse, neglect, and exploitation that continue to impact and cause distress for the individual. 	Health & Welfare
22	<p>The Support Coordinator assists the person receiving services to define abuse, neglect, and exploitation including how the person receiving services would report any incidents.</p>	<p>CMS Assurance - Health and Welfare iBudget Handbook RECORD REVIEW/PROVIDER INTERVIEW</p> <ul style="list-style-type: none"> • Ask the Support Coordinator to describe the process used to gather information on how the person receiving services defines abuse. • Ask the Support Coordinator how the person receiving services would report abuse if it were to occur. 	<ol style="list-style-type: none"> 1) Support Coordinator had no knowledge of how the person receiving services would define abuse, neglect, and/or exploitation. 2) Support Coordinator had no knowledge of how the person receiving services would report any incidents of abuse, neglect, and exploitation. 3) Documentation did not indicate efforts to provide education to the person receiving services in this area. 4) The Support Coordinator is aware of the 	Health & Welfare

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		<ul style="list-style-type: none"> • Ask the Support Coordinator how the person receiving services has been educated on the definition of abuse neglect and/or exploitation. • Review the Support Plan, Progress Notes and other documentation for documentation on the person's definition of abuse. • Review the Support Plan, Progress Notes and other documentation for documentation on education the Support Coordinator has provided regarding abuse, neglect and/or exploitation. <p>If PCR, ask the person receiving services for a definition of abuse, neglect, and exploitation, how it would be reported, and if the Support Coordinator has provided education and discussion on the topic.</p>	<p>individual's definition of abuse, neglect, and exploitation and how the individual would report any incidents but has not documented knowledge and efforts.</p>	

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