



How to Prepare for your Delmarva Foundation Provider Discovery Review

September/October 2015





Housekeeping

- Sign-In Sheets
- Restrooms
- Stretch
- Cell Phones
- Evaluations
- Certificate
- Questions



Purpose of Session

- Reduce Anxiety
- Increase Confidence
- Review Expectations
- Answer Questions



Introductions

- Who are we?
- Who are you?

Where is it?

- Organization reduces stress





Nuts and Bolts - Files

- Files can be in a binder, manila envelope, file folder, paper-clipped together, etc.
- Important Note: The better organized you are, the easier it will be to know what you have and what you may still need to locate **before** Delmarva arrives – desired outcome ~ no surprises.



Overview of a Provider Discovery Review (PDR)

- Administrative
 - Policies and Procedures (required for agencies)
 - Incident Reports/Abuse, Neglect, Exploitation
 - Employee Background Screening, Qualifications & Training
- Interviews
 - Staff
 - People receiving services
- Service Specific Record Reviews



Nuts and Bolts Policies and Procedures

Policy – A definite course of action adopted for expediency.

- User-friendly definition: *What you will do*

Procedure – The act or manner of proceeding in a process.

- User-friendly definition: *How you will do it*



Nuts and Bolts Policies and Procedures

Simply Put:

- The **Policy** describes what you will do
- The **Procedure** describes how you will do it



Nuts and Bolts Policies and Procedures

- Using a person-centered approach to identify individually determined goals and promote choice.
- How the provider will protect the health, safety, and well-being of the recipients served.
- Ensuring compliance with background screening and five-year rescreening.
- Notification process to be used if the provider is unable to provide services for a specific time and day scheduled (qualified back-up provider).



Nuts and Bolts Policies and Procedures

- Ensuring medications are administered and handled safely.
- How provider will ensure a smooth transition to and from another provider
- Process for addressing recipient complaints and grievances
- Ensuring confidentiality and maintaining/storing records in a secure manner.
- Methods for management and accounting of any personal funds of all recipients receiving services from the provider.



Nuts and Bolts - IR/ANE

IR - Incident Reports

ANE - Abuse, Neglect, Exploitation



Nuts and Bolts - Employee Files: Background Screening

Everyone

Must have a complete level 2
background screening!



Nuts and Bolts - Employee Files: Background Screening

- Before or at hire for training and orientation purposes only until results are returned
- Every 5 years thereafter
- Notarized Affidavit of Good Moral Character
- Local Law check from county of residence
- Level 2 – FBI/FDLE Clearance
 - AHCA Clearinghouse



Nuts and Bolts - Employee Files: Background Screening

Background Screening is
your Responsibility



Nuts and Bolts - Employee Files: Minimum Qualifications

- Proof of required experience/education/age
- When applicable proof of valid Driver's license/current auto insurance & registration for entire period of review
- Valid Professional License or Certifications (if needed for service rendered)



Nuts and Bolts - Employee Files: Basic Training

- Zero Tolerance (prior to rendering services)
- Direct Care Competency Training
- HIPAA
- CPR
- First Aid (new)
- HIV/AIDS/Infection Control/Bloodborne Pathogens



Nuts and Bolts - Employee Files: Basic Training

- Overview of Waiver Provider Requirements (new)
 - All direct service providers

- Requirements for All Waiver Providers (new)
 - All independent/solo providers and management staff of all agencies enrolled after 9/2/2015



Nuts and Bolts - Employee Files: Basic Training

- Pre-Service: Supported Living Coach, Life Skills 2 Coach and Support Coordinator
- Medication Administration and Validation
- Behavioral Emergency Procedures



Nuts and Bolts - Employee Files: Annual In-Service Training

- **Life Skills 2, Life Skills 3 and Supported Living: 8 hours**
- **Support Coordinator: 24 hours**
- **Life Skills 1 and Personal Supports: 4 hours (new)**
- **Residential Habilitation Standard, Behavior Focus and Intensive Behavior: 8 hours (new)**



Nuts and Bolts - Employee Files: Training Documentation

Requirements vary based on method of training but ALL require at a minimum:

- Title of the course
- Participant's name
- Date(s) of training
- Name of trainer/Name of approved entity providing training



Nuts and Bolts - Employee Files: Training Documentation

Additional elements that may be required:

- Signature of the participant
- Signature of the trainer
- Copy of agenda or course syllabus
- Evidence of trainer credentials

**Refer to Appendix B and C in the iBudget
September 2015 Handbook**



Nuts and Bolts - The Interviews

- Individuals Receiving Services
 - Scheduling
 - Findings
- Staff
 - Scheduling
 - Findings



Nuts and Bolts - The Interviews: Person Centered Supports

- Person drives services & supports
- Person defines the expectations for themselves and the provider
- Supports & services change as the person changes
- Ongoing, solid system for learning what matters most
- Person's learning & communication style & what matters most to them is known
- People's preferences for rights (including respect & privacy) are solicited & upheld in all environments



Nuts and Bolts - The Interviews: Person Centered Supports

- People are educated about rights using the 3 E's and based upon their learning style
- People are included in all decisions including provider options, supports, daily routine, traditional, social & cultural experiences
- People are provided with a variety of information & options continuously
- Provider actively solicits information about preferences
- Dignity of Risk



Nuts and Bolts - The Interviews: Person Centered Supports

- Provider educates on responsibilities of services & how to hold the provider accountable
- Person sees themselves as the leader of the team
- Person is heard & informed on all matters
- Cohesive planning is promoted by sharing & soliciting information
- Provider utilizes opportunities to support the person to self-advocate in addition to advocating with them.
- Brainstorming occurs to support the person in meeting goals and outcomes



Nuts and Bolts - The Interviews: Community

- People are connected to the community
- People participate in & explore different social roles based upon their preferences
- Provider understands difference between going out into the community verses becoming a part of the community
- Provider pursues community activities based upon person's preferences & finds methods to introduce new activities



Nuts and Bolts- The Interviews: Health and Safety

- People are provided with training tailored to their learning style
- People are being supported to manage their own healthcare
- People are learning how to self preserve
- All environments are considered
- Solid foundational system in place to support health & safety as well as ANE
- Ongoing updates & awareness
- People with past ANE issues are getting the support they want



Nuts and Bolts- Website

- How will I know if tools change?
 - Sign up for e-notifications
- Where are the tools?
 - www.dfmc-florida.org



Nuts and Bolts - Service Specific Record Reviews

- Telling the person's story without re-inventing the wheel
- You are required to write it, might as well have it mean something.



Nuts and Bolts - Documentation Requirements

- Support Plan
- Implementation Plan
- Daily Attendance Log
- Progress Note/Service Log



Nuts and Bolts - Documentation Requirements

- Quarterly/Monthly Summary
- Behavior Analysis Services Plan/Data Displays
- Annual Report
- Service Authorization (Everyone!)



Benefits of the Review Process

- Aha moments
 - Are services related to the person's goals/outcomes?
 - How far has the person come?
 - Where do they want to go?
 - What needs to happen to get to the next step?
 - Who will take the lead?



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Questions

