



Provider Meeting
August 3, 2021

MDHHS Site Review



Overview

- Desk Audit - April 28 – May 4, 2021
- Administrative – No findings
 - Critical Incident Reporting
 - Home and Community Based Contracting (new)
 - Prior Authorization (new)
 - Behavior Treatment
- Chart Review
 - Habilitation Waiver (HSW) – 3 charts
 - Child Waiver (CWP) – 1 chart
 - Serious Emotional Waiver (SEDW) – new to us this review period – 2 charts
- Credentialing – Professional (100%) & paraprofessional
 - Current staff only (new)
- Client Interviews - Informational



Findings

- Services listed with specific scope, amount and duration (6)
- Services delivered as specified in the IPOS (5)
- Lack of evidence of care coordination with PCP (2)
- Documentation that information on how to report abuse/neglect/exploitation and other critical incidents (2)
- Missing level of care evaluation (1)
- No annual psychosocial assessment found (1)
- Missing med consent (1)
- IPOS reviews not completed as recommended (1)
- Lack of evidence of training on IPOS (12)
- Lack of evidence of background check prior to hire (4)
- Lack of evidence of bloodborne pathogen training (4)



Summary

- Overall pleased with the outcome
- Very complementary of the quality of the record
- Very complementary of the work being done
- High marks for the organization and availability of audit proofs
- Client interviews supported the assessment of quality of services
- Plan of Correction submitted to MDHHS on July 6, 2021
 - Individual remediation
 - Systematic remediation – includes training



Direct Support Professional

- Direct Support Professional (DSP)/Aide - Individual with specialized training, is able to perform **basic first aid procedures**; **trained in the beneficiary's plan of service** (i.e. training shall be provided by; the supports coordinator/case manager or other qualified staff that are responsible for monitoring the IPOS and are not providers of any other service to that individual and by each specialized professional within the scope of their practice, as appropriate), as applicable; **is at least 18 years of age**; **able to prevent transmission of communicable disease**; able to communicate expressively and receptively in order to follow individual plan **requirements and beneficiary-specific emergency procedures**, and to report on activities performed; and **in good standing with the law**. DSPs serving children on the Children's Waiver and the Waiver for Children with Serious Emotional Disturbance (SEDW), **must be trained in recipient rights**; able to perform basic first aid as evidenced by completion of first aid training course, or other method determined by the PIHP to demonstrate competence; able to perform emergency procedures as evidenced by completion of emergency procedures training course, or other method determined by the PIHP to demonstrate competence; has received training in the beneficiary's IPOS.
- [Provider Qualifications MDHHS \(michigan.gov\)](https://www.michigan.gov/mdhhs)



Direct Care Professional Requirements

- Must Track Hire Date
- CBC prior to hire and every two years
 - Retain complete results
- Proof of age (18 or older)
 - Driver's license or State issued ID card
- Proof of bloodborne pathogen training
 - Self attestation is not sufficient for any training record
 - Must be signed by trainer and trainee or be a certificate of completion
- Date of First Aid/CPR training within 30 days and every two years
 - CPR card to evidence training
- Recipient Rights training within 30 days of hire and annually
 - Quarterly Bulletin
- Date of CPI training and updates as indicated in the IPOS



Direct Care Professional Requirements

- IPOS training
 - Trained on any addendums, care plans, BTPs, etc
- Your trainer must be trained by the Supports Coordinator
 - A record of this training must be readily available
 - If your designated trainer changes the new trainer must be trained by the Supports Coordinator
- Each staff working with the client must be trained by your designated trainer.
 - Trained on any addendums, care plans, BTPs, etc.
- We encourage you to use our training log but if you choose to use your own it must contain all elements on the NCCMH version
- NCCMH site reviewer team will be looking for evidence of training