

To: DBHDS Licensed Providers

From: Heather Norton, Assistant Commissioner, the Department of Behavioral Health and Developmental Services (DBHDS) *HN*

Ann Bevan, Director High Needs Supports, Department of Medical Assistance Services (DMAS) *af*

Re: Quality Services Reviews (QSR)

Date: November 18, 2020

The purpose of this memo is to communicate continued QSR participation requirements to providers of services to individuals with developmental disabilities (DD) under the DOJ Settlement Agreement. QSR participation was first articulated in a Medicaid Bulletin on May 20, 2014 and again on May 12, 2017. Since that time, QSR vendors have changed but the functions and requirements for participation remain the same.

Section V.I., "Quality Service Reviews," of the Settlement Agreement states that Virginia shall use QSRs to evaluate the quality of services at the individual, provider, and system-wide level and the extent to which services are provided in the most integrated setting appropriate to the individuals' needs and choices.

QSRs are intended to evaluate whether:

- Individuals' needs are being identified and met through person-centered planning;
- Services are being provided in the most integrated setting appropriate to the individuals' needs and consistent with their informed choice; and
- Individuals have opportunities for integration in living arrangements, work and other day activities; access to community services and activities; and opportunities for relationships with non-paid individuals.

DMAS has partnered with DBHDS to conduct the QSR reviews.

QSR implementation may include:

- Face-to-face interviews of a statistically significant random sample of individuals receiving services under the Agreement, to include individuals: – Receiving DD waiver licensed services and supports;
- Face-to-face surveys of individuals; surveys of family members; surveys of providers/professionals;
- Service record reviews; and
- Administrative policy, procedure, and employment training record reviews.

DBHDS has contracted with the Health Services Advisory Group (HSAG). Providers are expected to fully participate and respond to QSR requests in a timely manner. The surveys conducted by HSAG include

Person Centered Reviews (PCR) and Provider Quality Reviews (PQR). The PCR is focused on the individual served and the services the individual receives. The PQR focuses on the services provided by the provider to individuals served. Everyone selected through the random sample process may participate in the interview. If someone needs support with understanding and/or answering questions or has limited expressive communication, he may still participate. A family member or another person chosen by the individual may be present during the interview to assist and support the individual or answer questions as a proxy. Alternative communication methods may also be used (communication boards, sign language interpreters, pointing and/or facial or body language). To the maximum extent possible, this assistance should be provided by someone other than a paid provider of service.

DMAS and DBHDS will use the results of these surveys to help Virginia evaluate and improve service quality and identify priorities for regional and state quality improvement initiatives. Your participation in supporting the work of HSAG in this important activity is appreciated and a required element of the DOJ Settlement Agreement. QSRs are on-going, although the reporting requirements may slightly differ in any given review period.

If you have any questions about QSRs, please visit <http://www.dbhds.virginia.gov/developmental-services> or contact DBHDS_QSR@dbhds.virginia.gov.