

DDS Electronic Visit Verification Provider Survey

* 1. Provider Information

Full Name of Organization _____

Name of person completing survey _____

Job Title of the person completing survey _____

The following questions are designed to gather information regarding the number of direct care workers and the number of individuals whose visits will be processed through the system. Each time a person receives a different service, the EVV system is required to have the capacity to process the information effectively. To help gauge the number of visits processed through the system, survey respondents are asked to indicate the number of direct care workers/staff who are providing care and the number of individuals that receive each service listed.

2. How many direct care workers/staff in each of the following service categories received a paycheck during the calendar year 2017 by service type? Direct care worker/staff can show up in multiple service rows. For example, direct care worker/staff should be counted twice if the provide both IHS and Personal Support.
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3. How many individuals, in total, do you provide the following services?

Individual Home Support
Personal Support
Companion Services, (Adult Companion)
Peer Support
Individual Day Support
Independent Support Broker
Healthcare Coordination
Clinical Behavioral Supports
Respite Hourly, In Individual's Home, (not in CRS or CLA)
Respite daily, In Individual's Home, (not in CRS or CLA)
Senior Supports, In Individual's Home
Shared Living

Unduplicated Counts - In order to quantify training and system requirements we need to understand how many users there will actually be.

4. What is the total number of unduplicated workers/staff who received a paycheck during the calendar year 2017 for targeted services? Individual Home Support, Personal Support, Companion Services, Peer Support, Individual Day Support, Independent Support Broker, Senior Supports in- home, Healthcare Coordination, Clinical Behavioral Supports, In Home Respite daily, Shared Living.
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5. Information Technology infrastructure at the provider level is important to understand to determine what might need to be provided through the EVV system. What technology infrastructure does your agency currently use? Please check all that apply.

Existing EVV System
 Computer with Internet Access
 Mobile Internet Access
 IT Support
 If other, please specify

6. Does your agency supply any of the following for direct care staff use? Please check all that apply.
- Cell Phone
 - Smart Phone
 - Tablet
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The Department of Developmental Services is working in collaboration with the Department of Social Services, DXC Technologies and Sandata Technologies to develop and implement the DDS EVV system. Although this is an "off the shelf" product, we are able to minimally customize the system to fit in with our business model.

7. Are you currently using the Sandata EVV system to record service visits for supports funded through the Department of Social Services?
- Yes No
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8. If you are not currently providing services to individuals through DSS, do you anticipate providing services to individuals through DSS in the near future?
- Yes No
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EVV systems are required to capture time and attendance. Various approaches can be used by staff when they arrive at the service delivery location to sign-in and sign-out.

9. What system capabilities are being used in your current EVV system?
- DO NOT HAVE AN EVV SYSTEM (advance to next question)
 - Scheduling module for direct service worker/staff
 - Service plan module that would capture tasks completed
 - Ability to include service delivery note
 - Provider notification of missed or late visit with real-time alerts
 - Staff payroll administration and management
 - Interactive provider dashboards
 - Staff credentialing module- staff educational information and training record e.g. incorporating the DCW testing records database
 - Quality Assurance and quality improvement activities
 - Ability to allow individuals and families into the system
 - If other, please specify
- _____
- _____
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10. Which system elements have value for your agency?
- Service scheduling module for direct service worker
 - Module to capture tasks completed
 - Track utilization reporting for managing and monitoring
 - Ability to include service delivery note
 - Provider notification of missed or late visit with real time alerts.
 - Interactive provider dashboards and other reporting
 - If other, please specify
- _____

Providers' administrative staff will require training on the EVV system. The following questions are intended to inform administrative staff training.

11. What are the preferred modes for administrative staff training on EVV system requirements and use?

Rank the following items using numbers from 1 to 3.

- In person-multiple providers in geographic service area (GSA) _____
 - Online Live interactive Webinar _____
 - Prerecorded Webinar (to be reviewed at your leisure) _____
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12. Are there any other administrative staff training methods that you would recommend?

13. To train direct care worker on the EVV system's requirements and use, which mode of training below is preferred by your agency?

Rank the following items using numbers from 1 to 2.

- In Person 1:1 with provider _____
 - Prerecorded Webinar _____
-

14. What are the preferred modes for member/family member training on EVV system requirements and use?

Rank the following items using numbers from 1 to 2.

- In Person 1:1 with provider _____
 - Prerecorded Webinar _____
-

15. What are features that address individual specific training needs or accommodations for staff and/or service recipients in an EVV system?

- Limited English Proficiency (LEP)
- Vision Impairment
- Hearing impairment
- Physical Impairment
- If other, please specify

16. Are there other training methods you would recommend?

17. For Providers with current EVV systems: How is member/family training being provided now?

- Do not have EVV system (advance to next question)
 - In Person 1:1 with provider
 - In person-multiple providers in geographic service area (GSA)
 - Open Web-based (webinar)
 - Service-specific
 - Online interactive training
 - If other, please specify
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EVV Legacy Systems are any existing commercial off the shelf or customized systems currently operated by a provider. Collecting information on the current EVV system that providers have already implemented can help with our design effort.

18. Please provide the name of the EVV system Vendor your organization currently uses.

19. At a minimum, does the organization's EVV system collect the following information in compliance with the 21st Century Cures Act? Please check all that apply.

- authorized service individual receives
 - Individual receiving service
 - Date of Service
 - Time Service begins and ends
 - Location of service delivery
 - Individual performing the service
 - If other, please specify
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20. Indicate the features of the organization's system that address the provision of EVV in rural/urban areas where connectivity or technology infrastructure (e.g., internet access or cellular service) is limited or non-existent.

- Fixed device -Individuals identity linked, records time in/time out on unit.
 - Telephone - Land Line
 - If other, please specify
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Thank you for taking the time to complete the survey. Below is a list of the DDS proposed design elements/ideas presently on the table, please provide feedback in the comment boxes provided below each statement.

21. DDS has identified a target date of July 1, 2019 to begin the implementation of Electronic Visit Verification for individuals who receive services through agency providers. Comments welcome.

22. Initially, DDS will not be using a scheduling module that is available in the Sandata system. The scheduling module will be available for DDS to use in the future. Would a scheduling component be a helpful tool for your agency to manage direct care staff?

Yes No

Additional Comments

23. DDS has opted to capture tasks completed by service. A drop down supplying service specific tasks will be used. We intend to add a comment selection to capture specific service plan goal documentation. Do you have any other ideas that would add value to documentation?

Yes No

Additional Comments

24. There will be reports available to providers in the Sandata system, do you see utilization reports a valuable tool for managing and monitoring within your organization?

Yes No

Additional Comments
