

State of Connecticut ~ Department of Developmental Services

Quality Service Review

April 11, 2022

To All Quality Service Review Web Based Data Application Users,

Please be aware that due to a change in the Centers for Medicare and Medicaid Services (CMS) waiver reporting requirements for all DDS waivers, some “Required for Follow-Up” designations in the web based “My QSR” data application will be changing ***effective April 11, 2022***.

As Users are aware, there are currently a total of 21 indicators in the QSR system, when found “Not Met”, automatically require the service provider or DDS Case Manager to enter a Corrective Action Plan into the web based “My QSR” data application. When the above specified changes go into effect, there will be a **total of 19** indicators in the QSR system that will automatically require a “Corrective Action Plan (CAP)”. These changes to the “Required for Follow-Up” indicators ***do not change*** any of the current requirements regarding QSR Action Planning. All “Not Met” findings shall continue to be addressed by the service provider via the DDS Continuous Quality Improvement Plan (CQIP) and the service provider’s own quality assurance system(s). Any indicators that have been rated “Not Met” and have been designated as “Required for Follow-Up” will continue to require action planning within the web based “My QSR” data application. For “Not Mets” determined to be ongoing systemic issues or significant health or safety risks to the individual being reviewed, Users will continue to utilize the manual CAP process.

In an effort to maintain a reasonable Corrective Action Planning workload for service providers and DDS QSR business Users, please note that many of the current “Required for Follow-Up” indicators have been replaced rather than adding to what is currently in place.

A DDS Quality and Systems Improvement representative will be attending the upcoming Provider Leadership Forums in each of the regions and will be available for questions and discussions by the groups. It would be most helpful if each provider’s “QSR expert” could attend or forward any questions to the provider representative.

Any additional questions may be addressed by contacting the Quality and Systems Improvement division. Contact information is also available via the above DDS website.

Required For Follow-Up Indicators

Effective April 11, 2022

			CMS Reporting Indicator?	DDS Responsible?	Required for Follow-Up?
1.	D 1	The individual's Person Centered Plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	Yes	Always	Yes
2.	D 1a	The individual's Person Centered Plan clearly documents all efforts to include the individual and their representatives in the planning process.	Yes	Always	Yes
3.	D 2	The Person Centered Plan is developed and implemented on a timely basis.	Yes	Always	Yes
4.	D 4	The individual's preferences and personal goals are identified in his or her plan.	Yes	Always	Yes
5.	D 5a	The individual's record contains necessary and current health, safety and programmatic assessments, screenings, evaluations, reports and/or profiles.	Yes	Conditional	Yes
6.	D 9	The individual's Person Centered Plan identifies behavioral issues and strategies, as applicable.	Yes	Always	Yes
7.	D 10	The individual's Person Centered Plan identifies any supports that require coordination across settings.	Yes	Always	Yes
8.	D 43b	After the PCP development, providers obtain needed assessments, screenings, evaluations, reports and/or profiles and/or follow-up on recommendations.	Yes	No	Yes
9.	D 44	The individual's Person Centered Plan identifies health and safety issues and strategies.	Yes	Always	Yes
10.	D 33	The Person Centered Plan documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	Yes	Always	Yes
11.	D 15	Individual Progress Reviews identify that the provision of needed supports and services is documented and progress is reviewed.	Yes	No	Yes
12.	D 23	The individual's record contains necessary notifications, including information shared with the individual and their representatives.	Yes	Always	Yes
13.	D 46	The individual's record shows policies and procedures were followed, and follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	Yes	Conditional	Yes
14.	D 7a	The individual receives necessary oral and dental care including assessment, treatment and follow-up.	Yes	Conditional	Yes
15.	D 35	Support person training regarding the individual's health, safety, and plan is documented.	Yes	No	Yes
16.	D 37	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	Yes	No	Yes
17.	D 38	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	Yes	No	Yes
18.	D 55	The support person has documented training regarding individual rights.	Yes	No	Yes
19.	D 56	The support person has documented training regarding abuse and neglect reporting and prevention.	Yes	No	Yes