

COMMUNITY PROVIDERS
PRACTICE GUIDE
Notification of Adverse Action Against a Provider

Quality-of-Care Concerns

Activities -

In the case of licensing or programmatic concerns regarding the quality of care by a DCF-licensed or -contracted provider, the Department may initiate a number of activities. These include but are not limited to:

1. Social Workers with children on their caseloads who are clients of the involved provider may be asked to increase the frequency of visits to ensure that appropriate levels of care are being maintained.
2. The provider may be asked to place a voluntary limitation on admissions.
3. DCF staff may choose to review all new referrals for appropriateness.
4. The DCF Commissioner may "freeze" DCF admissions to a particular provider. **Note:** This does not preclude the provider from admitting children who are not DCF clients.
5. The Licensing Unit or Program Evaluation and Development may require a corrective action plan or program improvement plan; and monitoring.
6. In severe cases, the suspension or revocation of the DCF license or the cancellation of the DCF contract may be considered with the permission of the Commissioner.

The decision to take such action shall be communicated in writing to the Commissioner, Deputy Commissioners, all Regional Administrators, the Central Office Administrators, all relevant Central Office Division Directors, the DCF Chief Fiscal Officer and the Connecticut Behavioral Health Partnership by the Division Director who has authorized the action within two hours of the decision. The approval of the Commissioner or designee is required before any legal activity, such as the revocation of a facility license or the cancellation of a contract, is undertaken.

If facility concerns are so extensive that the proposed action includes freezing admissions, suspending or revoking the license or cancelling the contract, representatives of the Commissioner's Office, relevant Central Office Divisions, and relevant Regional Office staff should hold a meeting as quickly as possible to review the evidence and make a specific decision about the type of action that should be taken.

In extreme cases when children may need to be removed from a facility, a team meeting should be held between Value Options staff and relevant DCF Central Office and Regional staff. The details of the removal of children shall be discussed and a joint plan developed, coordinating the efforts of the Regional Offices, Central Office and the Behavioral Health Partnership.