

QUALITY ENHANCEMENT

3.020 - SERVICE MONITORING

Philosophy: All individuals receiving paid services contracted through the Department of Mental Health/Division of Developmental Disabilities will receive a uniform quality of service.

Summary: Service monitoring is an ongoing review process that is part of the Targeted Case Management services which monitors and assesses the quality and effectiveness of services and supports individuals receive.

FAQ's

How do we know if the person needs to have Service Monitoring completed? If there is an authorized service through the Regional Office or Senate Bill 40 Board Service Monitoring will be completed.

What will we be looking for? The first concern is always individual based and we will want to know if the person feels that the service is working for him or her. Other items that will need to be looked for will be in Division Directive 3.020 - Service Monitoring .

How often will this need to be done? Timelines are specified division directive above but will be done more frequently if continued problems arise.

Whom within the provider agency do I notify if there is an issue to be addressed? The agency authorized to provide the individual services is responsible for the quality of the services. At the very least, the QDDP of the agency will need to be notified every time an issue is found that is below the normal standard of care.

If I am a support coordinator (formally known as service coordinator) for a Senate Bill 40 Board, Whom do I notify in regard to issue and positive outcomes? For Support coordinators with the SB40 board, you will need to have your supervisor review the form. The form, if there are any issues, should then be sent to the Support Coordinator at the Regional Office. The Support Coordinator will then give the form to the Quality Enhancement Team for entry into the APTS system.

Whom within the Regional Office will I need to notify if a problem is found? The Service Monitoring Directive outlines communication of the issues identified. The Quality Enhancement Team will be the eventual recipient for service monitoring notes with any issues (positive or otherwise) but each Regional Office may have a different method in which they would like the paperwork to be routed.

What if no issues are found? Support coordinators will still need to document that the service monitoring had been completed. These documents will not be put into the APTS system but some Regional Offices may wish to see these documents to assure that service monitoring is being completed.

Can I do a Service Monitoring note per facility rather than per person? Each service is authorized per individual rather than per facility so service monitoring will need to be documented per individual.

What if a person receives more than one service that needs to be monitored? Service Monitoring will need to be completed at the least, in the timelines set forth by directive 3.020. In the directive, it sets forth that service monitoring will need to be completed per person per month, quarter, or yearly (unless an issue appears that will need to be addressed). When a person is in placement, they will not have to have service monitoring for residential services on a month that service monitoring is completed for another service. For instance, if a person receives ISL placement services as well as supported employment, on the month that service monitoring is completed for supported employment, it will not need to be done for ISL services

Can I use a checklist to complete service monitoring? A support coordinator may choose to use a checklist, but the checklist will not take the place of the proper documentation. A checklist should only be used as a guide for the areas to be reviewed. If issues are identified then it may be necessary to expand the monitoring or refer to Quality Enhancement for additional monitoring.

Do I send a copy of the service monitoring note to the provider? Although the directive does not currently require this, it is a good practice to send a provider at least a summary of the completed monitoring.

Do I need to include the resolution date, Incident Domain, Issue Category and Issue Type for each issue? Yes. These items are all entered into APTS and are required to help determine provider, regional and statewide trends. If the issue is not resolved by the time the service monitoring form is submitted, the support coordinator needs to follow up with Quality Enhancement when the issue is resolved.

What if I am witness to abuse/neglect while completing service monitoring? First the support coordinator is to assure that the person is safe before addressing the upcoming paperwork. This will need to be reported to the Regional Office immediately according to 9 CSR 10-5.200. After the situation is over, the support coordinator will need to complete an event form as well as the service monitoring.

What if I view a situation that is unsafe for the person to be in? The support coordinator will remain on site until the situation has been addressed and the situation is safe. A supervisor must approve the support coordinator's departure from the premises after the situation has been addressed and is safe.

Do I complete service monitoring for individuals that receive case management only? No. Only people that receive services contracted through the division or Senate Bill 40 Board will need service monitoring.

How does the process work start to finish? The support coordinator will complete his or her service monitoring visit, typically unannounced unless there is a situation that makes it necessary to make an appointment such as individuals that are in the community every day, work schedules that change where the person will be working, etc.

During the visit, the five indicators will be addressed. These are Environment/Safety, Health, Services/Staff, Money, and Rights. Details of what needs to be looked at are within the division directive.

The support coordinator will then complete the service monitoring form which includes this information, the individual's name, the date which service monitoring was completed, the site where the service monitoring was completed, the name of the company which service monitoring was completed for, and the name of the person completing the service monitoring. This completed form must be turned into the Regional Office and logged within 5 working days of the visit.

Support coordinators will also need to include on the service monitoring form if assistance is requested from the Quality Enhancement team. If it is noted that there is a recurring theme where an issue is coming up every month, the support coordinator needs to request assistance for the issue. If there is a problem with the person's safety or rights, QE assistance also needs to be requested.

If I do this one time, am I done for that person for the month? Not necessarily. If a situation arises which it is apparent there is a problem within one or more of the five indicators, another service monitoring form will need to be filled out.

Do I actually have to see the person to fill out a service monitoring form? Not necessarily. If the person is not at home and a housemate is present at his/her residence during the visit, service monitoring may be completed. For other services monitored, the individual receiving the services should be present. Also, if the support coordinator receives information that one of the five indicators is not being met, a service monitoring form should be filled out.

You keep talking about a service monitoring form. Is there a standard format? There is a standardized Service Monitoring Guide.

What do I do if I can't find the person? For a person that doesn't have placement paid for by the department, it needs to be documented that the support coordinator made repeated attempts to contact the individual to complete service monitoring. After 30 days a letter will be sent to the person/guardian or parent giving him or her different times that the support coordinator is available that also includes an offer of assistance. If there is not a response to this letter, a letter indicating that the individual will be discharged in 30 days without a response will be sent. If the

support coordinator is aware of any extenuating circumstances that is preventing contact, professional judgment may be used in deciding whether or not to discharge.

Is Service Monitoring a way to police the providers? No. Service Monitoring is in place to ensure that the individuals we serve are getting the services that the Division pays for. Support coordinators work in partnership with providers in order to assure that quality services are being provided and to help providers in areas they may have overlooked.

May I report instances of positive practices and favorable outcomes when I observe them? Absolutely, people need to know when they are doing a good job and giving praise whenever possible will enhance the support coordinator's working relationship with the providers. Positive Outcomes are also entered into the APTS system. It is important to remember that with each positive outcome checked on the form, a statement needs to be included as to how that outcome is being achieved.

It is also important to document only when you see something that goes above and beyond the normal standard of care.

Do I need to write two separate notes to show what else happened while I was there? No. When writing a log note for the service monitoring, it is permissible to include information about other happenings related to the treatment, in that log note.