

WEBVTT

1 "Leslie DeGroat" (3386913536)

00:00:00.985 --> 00:00:15.535

And as cat said, please put your questions comments, anything in the chat, we're going to gather that at the Andrew review, and then post a question and answers document along with this webinar.

2 "Leslie DeGroat" (3386913536)

00:00:15.745 --> 00:00:19.615

So what we welcome any questions. And hopefully with this.

3 "Leslie DeGroat" (3386913536)

00:00:20.000 --> 00:00:31.365

Patient will be able to answer a lot of those ongoing questions and different things, and hopefully ease a little bit of the anxiety of starting this new process. I am Leslie to grow.

4 "Leslie DeGroat" (3386913536)

00:00:31.545 --> 00:00:39.795

I'm the divisions statewide clinical coordinator, and this 1, our webinar 1 hour. 1 hour webinar will focus on them.

5 "Leslie DeGroat" (3386913536)

00:00:40.000 --> 00:00:54.065

Free division of developmental disabilities through screening, or hers process in information for transitioning from implementation phase 1 to implement implementation phase 2, or the statewide go live,

6 "Leslie DeGroat" (3386913536)

00:00:54.095 --> 00:00:59.975

which is on May 1st of 2023. this webinar will highlight the process enhancement. highlight the process enhancement

7 "Leslie DeGroat" (3386913536)

00:01:00.445 --> 00:01:14.965

Resulting from provider participation during phase 1, we will also review some frequently asked questions during this webinar. We do have a colleague who will be joining us. If she hasn't already she is from intellect's ability.

8 "Leslie DeGroat" (3386913536)

00:01:15.295 --> 00:01:19.975

And her name is Smith. She's here to just sort of be.

9 "Leslie DeGroat" (3386913536)

00:01:20.000 --> 00:01:23.235

Yep, support supportive, positive presence.

10 "Leslie DeGroat" (3386913536)

00:01:24.135 --> 00:01:35.505

She is a registered nurse and is the director of client services for electability and just electability is the name of the company that created the health risk screening tool.

11 "Leslie DeGroat" (3386913536)
00:01:35.880 --> 00:01:46.890
You'd likely, or will likely get to know her to her. And her team working very closely with Missouri to provide support for this process.

12 "Leslie DeGroat" (3386913536)
00:01:50.575 --> 00:02:04.045
So, the Missouri health risk screening process, or hers process phase, 2, implementation is designed to incorporate the utilization of the health risk screening tool, or Hearst and standardized electronic health risk,

13 "Leslie DeGroat" (3386913536)
00:02:04.045 --> 00:02:08.935
support plans or you may hear him called templates and the.

14 "Leslie DeGroat" (3386913536)
00:02:10.220 --> 00:02:18.225
System the intent is to support the individual and their support team through the early detection of health risks and destabilization,

15 "Leslie DeGroat" (3386913536)
00:02:18.465 --> 00:02:27.405
and then the identification of implementation strategies to mitigate to mitigate those identified areas of health risks and approve health outcomes.

16 "Leslie DeGroat" (3386913536)
00:02:28.375 --> 00:02:38.545
The completion of the Hearst in any applicable helper support plans will align with the individuals, individual support planner, ISP process, information,

17 "Leslie DeGroat" (3386913536)
00:02:38.545 --> 00:02:47.575
entered into the and electability system will be accessible electronically to all identify team members, providing a more efficient and effective system.

18 "Leslie DeGroat" (3386913536)
00:02:47.720 --> 00:02:55.905
For Andrew disciplinary team member, communication and direct accessibility to identified health risk planning and service information,

19 "Leslie DeGroat" (3386913536)
00:02:56.295 --> 00:03:04.485
this access will provide a more efficient and effective process for ongoing monitoring to ensure individual waiver participant, health and welfare.

20 "Leslie DeGroat" (3386913536)
00:03:07.015 --> 00:03:09.835
So, who does the hearse process impact?

21 "Leslie DeGroat" (3386913536)

00:03:10.015 --> 00:03:23.905

Well, the process is designed to have the individual to their fullest extent possible and their identified interdisciplinary support team, um, as in, like, family friends, paid, support, staff,

22 "Leslie DeGroat" (3386913536)

00:03:23.935 --> 00:03:26.545

support coordinator, you know, that, you know.

23 "Leslie DeGroat" (3386913536)

00:03:26.660 --> 00:03:38.175

The team collectively, they will complete the Hearst this the 1st is to be completed during the month prior to the scheduled ISP meeting month.

24 "Leslie DeGroat" (3386913536)

00:03:38.235 --> 00:03:46.575

And this is a revision from phase 1, something we learned and were able to do and that's to assist with the identification and completion.

25 "Leslie DeGroat" (3386913536)

00:03:46.660 --> 00:03:50.670

Applicable health or support plans during the month of the meeting.

26 "Leslie DeGroat" (3386913536)

00:03:51.415 --> 00:03:52.765

And we'll get more into that later, too.

27 "Leslie DeGroat" (3386913536)

00:03:53.665 --> 00:04:07.525

The health support plan process may serve to identify individual supports and service needs completed healthcare, support plans, serve as a component of the healthy living section of the ISP for individuals receiving waiver,

28 "Leslie DeGroat" (3386913536)

00:04:07.675 --> 00:04:10.645

non residential services and supports the support.

29 "Leslie DeGroat" (3386913536)

00:04:10.670 --> 00:04:22.140

Coordinator will serve as the Hurst rater for individuals receiving waiver, residential services and supports the residential or in providing oversight will serve as the Hurst rater.

30 "Leslie DeGroat" (3386913536)

00:04:22.855 --> 00:04:30.294

So, implement phase 2 implementation will be initiated May 1st, 2023 for division waiver participants during phase 2,

31 "Leslie DeGroat" (3386913536)

00:04:30.294 --> 00:04:41.845

all division contracted residential service providers and targeted case management agencies will begin the health risk screening or hearse process for individuals. They. process for individuals they

32 "Leslie DeGroat" (3386913536)

00:04:42.525 --> 00:04:51.945

Aligning with the individuals, ISP process all waiver participants are not required to have their initial health risk screen completed May of 2023.

33 "Leslie DeGroat" (3386913536)

00:04:51.945 --> 00:05:00.255

the process is to have full implementation of all waiver participants by May of 2024. by may of two thousand and twenty four

34 "Leslie DeGroat" (3386913536)

00:05:04.224 --> 00:05:15.594

The health risk screening tool is a questionnaire, and it's designed not to not require clinician or person with a clinical background to be the Hurst rater for individuals receiving waiver,

35 "Leslie DeGroat" (3386913536)

00:05:15.594 --> 00:05:22.434

residential services that are in providing the monthly oversight has been designated as the Hearst rater to support the.

36 "Leslie DeGroat" (3386913536)

00:05:23.744 --> 00:05:37.754

To be a part of the identification and planning process, and to be aware of the important information identified through the completion of the Hearst and applicable health risk support plans this enables the are providing that oversight to address,

37 "Leslie DeGroat" (3386913536)

00:05:37.754 --> 00:05:42.524

identified areas of risk and work closely with the individual on their direct support professionals.

38 "Leslie DeGroat" (3386913536)

00:05:42.874 --> 00:05:49.654

As a component of that monthly, residential or an oversight service, for non residential waiver participants,

39 "Leslie DeGroat" (3386913536)

00:05:49.834 --> 00:06:01.684

the support coordinator is the designated rater in order to facilitate that discussion for the healthy living section of the ISP and have more tools to be able to assist with support needs for individuals.

40 "Leslie DeGroat" (3386913536)

00:06:02.549 --> 00:06:08.879

They may not have otherwise been aware of individuals, family or caregivers, or whomever is applicable.

41 "Leslie DeGroat" (3386913536)

00:06:12.054 --> 00:06:24.504

So, we are currently in implementation phase 1 of the Hearst process and implementation phase. 1 of the process is between March of 2021 through April 30th of 2023 during this phase division, contracted residential service providers and targeted case.

42 "Leslie DeGroat" (3386913536)

00:06:24.504 --> 00:06:28.764

phase division contracted residential service providers and targeted case

43 "Leslie DeGroat" (3386913536)

00:06:28.904 --> 00:06:43.724

Management agencies were able to initiate participation in the Missouri hearse process with individuals, receiving division waiver services. During this phase as of yesterday, the 26 117 agencies have begun screening with a total of 932, individual screened phase.

44 "Leslie DeGroat" (3386913536)

00:06:43.724 --> 00:06:48.854

1, provided the opportunity. two individual screened phase one provided the opportunity

45 "Leslie DeGroat" (3386913536)

00:06:48.879 --> 00:07:01.799

For agencies to initiate the process and provide the division feedback as it pertains to the process. So thank you to all of you who have gone forth appreciate that. We, we love that feedback.

46 "Leslie DeGroat" (3386913536)

00:07:01.799 --> 00:07:14.219

And so, during phase 1, we were able to take the feedback from provider agencies and make enhancements for implementation phase 2 of the process timelines in regard to completing the Hearst in its components.

47 "Leslie DeGroat" (3386913536)

00:07:14.219 --> 00:07:16.194

Prior to individual support, plan,

48 "Leslie DeGroat" (3386913536)

00:07:16.194 --> 00:07:31.194

implementation with something that was brought to our attention as something that was needing additional evaluation other input from support coordinator specifically was how to proceed when a non residential waiver participant or guardian perhaps does not want

49 "Leslie DeGroat" (3386913536)

00:07:31.344 --> 00:07:33.924

to participate in the Hearst process. At this time.

50 "Leslie DeGroat" (3386913536)

00:07:34.219 --> 00:07:43.079

Um, that would make it very difficult to screen for any health risks without their valuable input. Um, and this was taken back for further consideration.

51 "Leslie DeGroat" (3386913536)

00:07:46.074 --> 00:07:59.874

Implementation phase 2 or statewide go live will be initiated, as I said, may 1st 2023 for division waiver participants during phase 2 all division contracted residential residential service providers. Targeted case.

52 "Leslie DeGroat" (3386913536)

00:07:59.874 --> 00:08:04.314

Management agencies will begin the health risk. begin the health risk

53 "Leslie DeGroat" (3386913536)

00:08:04.759 --> 00:08:08.969

Or her's process as outlined on the next slide.

54 "Leslie DeGroat" (3386913536)

00:08:09.294 --> 00:08:23.844

The Missouri process is to have full implementation of all waiver participants by May of 2024 and the division has defined implementation as the initiation of the process by the designated Hurst Raider. the designated hurst raider

55 "Leslie DeGroat" (3386913536)

00:08:28.254 --> 00:08:42.654

So, in these next slides, I'll discuss the key takeaways from phase 1 where the division was able to make enhancements based on feedback from provider agencies who have already initiated the process. These enhancements will begin in May 2023 and will be for statewide implementation.

56 "Leslie DeGroat" (3386913536)

00:08:42.654 --> 00:08:44.664

be for statewide implementation

57 "Leslie DeGroat" (3386913536)

00:08:49.584 --> 00:09:04.554

This slide isn't overwhelming, there's a lot on there, but it's really important and we will have this posted posted for your reference. This phase 2 enhancement based on that valuable feedback from phase 1 will begin on. May 1st of 2023.

58 "Leslie DeGroat" (3386913536)

00:09:04.554 --> 00:09:07.764

this phase 2 change provides an. two change provides an

59 "Leslie DeGroat" (3386913536)

00:09:08.059 --> 00:09:13.244

You know, month to support the process completion prior to the annual ISP implementation month,

60 "Leslie DeGroat" (3386913536)

00:09:13.634 --> 00:09:26.924

which may include a clinical review to occur when applicable the hers process aligns with the individual support plan or ISP meeting and ISP implementation date. It also gives time for the health risk support plans, or.

61 "Leslie DeGroat" (3386913536)

00:09:28.059 --> 00:09:30.839

To be included in with the individual's ISP.

62 "Leslie DeGroat" (3386913536)

00:09:31.194 --> 00:09:42.504

So to align with the ISP, the hearse is to be completed 4 months before the ISP implementation month, this is a change from phase 1, which was 90 days prior to ISP,

63 "Leslie DeGroat" (3386913536)

00:09:42.504 --> 00:09:50.814

implementation month information from the Hearst and applicable health or support plans, support that healthy living section of the individuals ISP.

64 "Leslie DeGroat" (3386913536)

00:09:51.404 --> 00:10:05.654

This allows time for the screen, the Hearst clinical review if the healthcare level is 3 or higher applicable health support plans, and identified service plan authorizations to be completed prior to the ISP implementation month.

65 "Leslie DeGroat" (3386913536)

00:10:06.324 --> 00:10:14.274

So, this slide as it nicely lined out as to what month to start with, in order to align with the ISP implementation month.

66 "Leslie DeGroat" (3386913536)

00:10:14.634 --> 00:10:25.584

For example, for an ISP implementation month of October 2023, the rater would start preparations in May for the upcoming screen discontinued reaching out to the waiver. out to the waiver

67 "Leslie DeGroat" (3386913536)

00:10:25.969 --> 00:10:33.539

And any applicable team members, gathering information, hearing medications and diagnosis. If available.

68 "Leslie DeGroat" (3386913536)

00:10:34.944 --> 00:10:49.344

See, the next month or June, in this example, the radar would complete the health risk screening tool with the applicable team members the following month or July. In this example, the rater would complete needed health risks, support plans. Mm. Hmm.

69 "Leslie DeGroat" (3386913536)

00:10:49.649 --> 00:10:58.169

And that is also the month of the ISP meeting that will give the support coordinator time to complete what is needed prior to ISP implementation.

70 "Leslie DeGroat" (3386913536)

00:11:02.909 --> 00:11:15.954

So, another enhancement based on feedback from phase 1 is if upon support coordinator, communication, and review of the Missouri hearse process with the individual family member, if applicable,

71 "Leslie DeGroat" (3386913536)

00:11:16.134 --> 00:11:22.884

if they refuse to participate the designated support coordinator, her straighter will attest.

72 "Leslie DeGroat" (3386913536)

00:11:22.909 --> 00:11:35.009

In electability system, the individuals, and then family member, if, you know, if they're applicable and their declination to participate and the completion of the Missouri health risk screening process at this time.

73 "Leslie DeGroat" (3386913536)

00:11:36.204 --> 00:11:48.774

With the declamation, the support coordinator rater will not be facilitating the completion of the health risk screen in any subsequent healthcare support plans as a component of the individual support plan or ISP process.

74 "Leslie DeGroat" (3386913536)

00:11:49.044 --> 00:11:54.924

The support coordinator will meet with the individual and family member, if applicable and obtain information to address.

75 "Leslie DeGroat" (3386913536)

00:11:55.009 --> 00:12:04.274

A healthy living section of the ISP noting in the healthy living section of the ISP that the individuals the individual has declined,

76 "Leslie DeGroat" (3386913536)

00:12:04.274 --> 00:12:14.924

or their declinations to participate in the Hearst process at this time and please note the individual and family member. If applicable may any time throughout the ISP.

77 "Leslie DeGroat" (3386913536)

00:12:15.424 --> 00:12:25.114

Request to participate in the Missouri process upon their request, the support coordinator would initiate the completion of the hearse in any applicable health or support plans.

78 "Leslie DeGroat" (3386913536)

00:12:25.444 --> 00:12:30.574

And then subsequent amendment to ensure information is included in the ISP.

79 "Leslie DeGroat" (3386913536)
00:12:30.899 --> 00:12:40.289
The individual subsequent hers completion would align with the Missouri Hearst process. An ISP, the support coordinator rater.

80 "Leslie DeGroat" (3386913536)
00:12:40.289 --> 00:12:52.229
Will be provided resources pertaining to the process to share with the individual and family member when applicable as well as a discussion guide document to assist them, which is in the final phase for implementing.

81 "Leslie DeGroat" (3386913536)
00:12:52.229 --> 00:12:57.714
For individuals receiving residential services, if they refuse to participate in the process,

82 "Leslie DeGroat" (3386913536)
00:12:57.894 --> 00:13:12.054
their residential services team facilitated by the residential are familiar enough with that individual served and would still be able to complete the Hearst. The declination component of the her system will be finalized it in the.

83 "Leslie DeGroat" (3386913536)
00:13:12.229 --> 00:13:16.319
System and ready for use on May 5th of 2023.

84 "Leslie DeGroat" (3386913536)
00:13:20.604 --> 00:13:35.514
Okay, this may be a slide that you've seen before and it's in regard to the transition timeline from the health identification and planning systems or hips process to the health risk screening process. After April 30th of 2023 individuals receiving residential waivers.

85 "Leslie DeGroat" (3386913536)
00:13:35.514 --> 00:13:39.264
three individuals receiving residential waivers

86 "Leslie DeGroat" (3386913536)
00:13:39.349 --> 00:13:52.724
Services will no longer have health inventories completed all open hips documentation in the Seymour system will be closed effect of October 1st, 2023 allowing time for health inventories of 30 or higher conducted prior to May.

87 "Leslie DeGroat" (3386913536)
00:13:53.294 --> 00:13:58.994
1st, it will allow for time to ensure any resolution of any findings. resolution of any findings

88 "Leslie DeGroat" (3386913536)
00:14:02.279 --> 00:14:13.409

Now, we can talk about a little bit about training, um, training for support coordinator. Raters are the MO, DD, her support coordinator.

89 "Leslie DeGroat" (3386913536)

00:14:13.704 --> 00:14:24.804

Training which is approximately 1 hour and 50 minutes in length rater training, which is approximately 5 hours in length, and the fatal 5+for misery users, which is about 41 minutes long.

90 "Leslie DeGroat" (3386913536)

00:14:24.804 --> 00:14:32.964

There has been feedback in regard to the length of the 5 hour rater training component. And it taking longer than what is. than what is

91 "Leslie DeGroat" (3386913536)

00:14:33.409 --> 00:14:45.689

The rater training concept is designed for the user to be engaged with the training and complete knowledge checks or drills in order to assess comprehension before moving forward in the training.

92 "Leslie DeGroat" (3386913536)

00:14:45.689 --> 00:14:55.679

The training and intellect ability, or her system are to build the users foundation to be able to move forward with an understanding of how to complete this screening.

93 "Leslie DeGroat" (3386913536)

00:14:56.724 --> 00:15:10.854

The recommendation for the user is to set aside time in order to be able to focus on the training and not engage in multitasking. This will assist the rater to not be required to go back and conduct additional review of the training, which adds additional time.

94 "Leslie DeGroat" (3386913536)

00:15:11.574 --> 00:15:15.654

The rater training can be completed at the user's pace and we'll pick up where the.

95 "Leslie DeGroat" (3386913536)

00:15:15.679 --> 00:15:28.379

Left off, also included in the overall reader training are supporting documents that, that the raiders will be able to review that will help them with building their foundation for this role.

96 "Leslie DeGroat" (3386913536)

00:15:29.184 --> 00:15:41.904

They are titled her security description, roles and scope for Missouri users. 1st, expanded clinicals or expanded scoring descriptors 1st rating checklist best practices for updating the Hearst a guide.

97 "Leslie DeGroat" (3386913536)

00:15:41.904 --> 00:15:48.294

You're responding to clinical reviews from Missouri raters hers considerations, defined and discussion guide for this.

98 "Leslie DeGroat" (3386913536)
00:15:48.379 --> 00:15:53.054
Support coordinator, communicating with individuals about the Missouri
hearse process.

99 "Leslie DeGroat" (3386913536)
00:15:53.384 --> 00:16:04.393
The document resources are typically 1 to 2 pages in length and it's the
responsibility of the rater to review the content of these documents and
utilize as ongoing resources.

100 "Leslie DeGroat" (3386913536)
00:16:04.619 --> 00:16:15.689
They will the documents and training will remain in their raters training
library once they're assigned and all tradings will will be there for the
duration for reference and review at any time.

101 "Leslie DeGroat" (3386913536)
00:16:18.864 --> 00:16:29.784
Training for residential RN raters is the same as the writer support
coordinator training with the exception of a residential RN specific
module title, Missouri D. D.

102 "Leslie DeGroat" (3386913536)
00:16:29.784 --> 00:16:37.764
D training, which is approximately 1 hour and 15 minutes in length in
details that are and oversight documentation.

103 "Leslie DeGroat" (3386913536)
00:16:37.789 --> 00:16:45.209
Module the delegation of nursing tasks module and the monthly oversight
pertaining to health risk, support plans.

104 "Leslie DeGroat" (3386913536)
00:16:49.284 --> 00:17:01.794
Frequently asked questions and this will keep growing and we'll keep
adding to our website as we get questions more on that. But here are some
questions that we've been receiving recently that I'd like to answer now.

105 "Leslie DeGroat" (3386913536)
00:17:02.244 --> 00:17:06.444
So, the 1st question is, where do I find information about the Hearst
residential.

106 "Leslie DeGroat" (3386913536)
00:17:06.554 --> 00:17:17.894
Are in your request for additional hours in amendment I'll show you this
also on the website but our website has a direct link to the process in a
separate link to the form.

107 "Leslie DeGroat" (3386913536)
00:17:18.194 --> 00:17:26.264

This is a request for those additional hours needed for the residential RnD oversight service. And hers process for each person served the.

108 "Leslie DeGroat" (3386913536)
00:17:26.529 --> 00:17:37.529

And we'll start using the hours during the current plan you're in preparation for the upcoming process ISP implementation. This will require an ISP amendment pertaining to the additional hours.

109 "Leslie DeGroat" (3386913536)
00:17:37.529 --> 00:17:51.149

The form will support the rationale for the request and subsequent amendment the form is filled out by the residential service provider for each individual as their Hurst process or ISP planning is approaching as scheduled.

110 "Leslie DeGroat" (3386913536)
00:17:52.614 --> 00:18:03.324

The residential service provider gives the form to the assigned support coordinator. The support coordinator includes the form with a request to the committee for review in subsequent approval.

111 "Leslie DeGroat" (3386913536)
00:18:04.014 --> 00:18:10.824

Another question is in regard to the value based payment or V. P incentive for completed her.

112 "Leslie DeGroat" (3386913536)
00:18:11.149 --> 00:18:11.939
Planes.

113 "Leslie DeGroat" (3386913536)
00:18:12.984 --> 00:18:25.644

This incentive is applicable for state, fiscal year, 23, which is July 1st, 2022 through June 30th 2023. there is a 1 time payment of 72 dollars and 20 cents to the provider for each individual initial hers that provider completes.

114 "Leslie DeGroat" (3386913536)
00:18:25.854 --> 00:18:31.854

to the provider for each individual initial hers that provider completes

115 "Leslie DeGroat" (3386913536)
00:18:31.939 --> 00:18:35.849

Prior to the end of state, fiscal year 2023.

116 "Leslie DeGroat" (3386913536)
00:18:37.314 --> 00:18:48.894

All her screens are not required to be completed by May 1st, to be applicable for the incentive screens completed up through June. 30th of 2023 will be eligible for BBP payment.

117 "Leslie DeGroat" (3386913536)
00:18:48.894 --> 00:18:55.824

You'll need to utilize the website and submit your agency. website and submit your agency

118 "Leslie DeGroat" (3386913536)

00:18:55.849 --> 00:19:00.929

These information in red cap to attest to her completion and request the incentive.

119 "Leslie DeGroat" (3386913536)

00:19:03.474 --> 00:19:11.124

Okay, the next question what, if an individual has had support need changes prior to their ISP planning time,

120 "Leslie DeGroat" (3386913536)

00:19:11.874 --> 00:19:20.724

if the agency identifies that an individual would benefit from initiating the hearse process ahead of their annual schedule per ISP, the initial.

121 "Leslie DeGroat" (3386913536)

00:19:20.954 --> 00:19:33.614

May be completed in any applicable health risk support plans, this may require a plan amendment to include applicable information from completed health risk support plans and know any identified service and support needs.

122 "Leslie DeGroat" (3386913536)

00:19:33.884 --> 00:19:40.514

And the Hearst process would still be expected to align with the person's annual ISP schedule, moving forward.

123 "Leslie DeGroat" (3386913536)

00:19:43.884 --> 00:19:52.194

The next question as a residential RN reader, when do I begin documenting in the monthly are an oversight module and is it required?

124 "Leslie DeGroat" (3386913536)

00:19:52.824 --> 00:20:01.314

The expectation is the residential rater will begin documenting in the monthly our documentation module the month following the completion.

125 "Leslie DeGroat" (3386913536)

00:20:01.339 --> 00:20:03.764

Have any applicable health, risk, support plans.

126 "Leslie DeGroat" (3386913536)

00:20:04.214 --> 00:20:17.324

Electability system is designed to auto populate any help or support plan goals into the residential oversight are in monthly module to support ongoing monitoring and implementation to address identified areas.

127 "Leslie DeGroat" (3386913536)

00:20:17.639 --> 00:20:23.339

However, the Orient can't initiate using that module for all individuals at any time.

128 "Leslie DeGroat" (3386913536)
00:20:24.264 --> 00:20:38.904

It is an expectation that the monthly documentation will be in this system as a standardized documentation to ensure that there is adequate that is adequate to support the waiver assurance of health and welfare for the individuals receiving services

129 "Leslie DeGroat" (3386913536)
00:20:39.534 --> 00:20:42.954

agencies may reach out to the division through the hearse DD mailbox.

130 "Leslie DeGroat" (3386913536)
00:20:43.339 --> 00:20:56.429

Request a meeting to discuss current agency documentation systems and possible workflow solutions to ensure that the residential are and monthly documentation is available in the intellect ability system.

131 "Leslie DeGroat" (3386913536)
00:21:01.194 --> 00:21:14.484

Um, we will be posting the policy and procedure documents in regard to the residential RN rater role. The support coordinator rater, role agency, gatekeeper role in rater support role on the divisions website.

132 "Leslie DeGroat" (3386913536)
00:21:16.109 --> 00:21:25.589

A direct link will also be provided under each applicable agency ribbon on the DD hearse web page and I am going to.

133 "Leslie DeGroat" (3386913536)
00:21:25.589 --> 00:21:29.879

Show you the webpage now just a 2nd.

134 "Leslie DeGroat" (3386913536)
00:21:32.069 --> 00:21:36.239

Oops, oops.

135 "Leslie DeGroat" (3386913536)
00:21:37.649 --> 00:21:42.899

And I'm just sorry about that. I had it ready. There we go. Um.

136 "Leslie DeGroat" (3386913536)
00:21:42.899 --> 00:21:48.809

All right, so I'm going to show you our Web page, and I will drop this link in chat.

137 "Leslie DeGroat" (3386913536)
00:21:48.809 --> 00:22:02.459

Here we have that email project at dot Gov you can click here and email at any time. And I'll post that on a slide later. But what I was really wanted to kind of show you is.

138 "Leslie DeGroat" (3386913536)
00:22:02.459 --> 00:22:16.049

Frequently asked questions, we are currently updating this document to only be 1 document. This one's a little bit older, but I hope to have that posted by the end of this week and we will, um.

139 "Leslie DeGroat" (3386913536)

00:22:16.049 --> 00:22:29.069

So it will be we're currently it's 8 pages long. So, it, it'll be a little bit longer, but we, we appreciate your feedback in questions and just want to be able to have that out there for your for your review and to answer some things and help make things easier.

140 "Leslie DeGroat" (3386913536)

00:22:29.069 --> 00:22:38.189

Um, right here in this, I guess they're called ribbons. I always want to say tabs, but under this ribbon, it's information for individuals and families.

141 "Leslie DeGroat" (3386913536)

00:22:39.054 --> 00:22:42.864

Here we have. This is a brief video. It's very brief.

142 "Leslie DeGroat" (3386913536)

00:22:42.864 --> 00:22:57.324

It's how individuals, family members and others can help insure accurate scoring of the Hearst and families, or anyone can actually watch the individuals can watch that to kind of help get an understanding of what, you know, what this is all about this right here.

143 "Leslie DeGroat" (3386913536)

00:22:57.324 --> 00:22:57.984

This is this.

144 "Leslie DeGroat" (3386913536)

00:22:58.189 --> 00:23:08.714

For screening tool is a link, and it takes you to the intellect ability website and it gives all kinds of information about the health risk screening tool and just in case, you didn't know it's used by 26 other states.

145 "Leslie DeGroat" (3386913536)

00:23:08.714 --> 00:23:18.164

It's been proven and had peer reviews completed on it and just about how effective it is for identifying those risks so that we can better support people. people

146 "Leslie DeGroat" (3386913536)

00:23:18.189 --> 00:23:24.449

So, if you want to look more look at that information, a little bit more closely, you can click on that link.

147 "Leslie DeGroat" (3386913536)

00:23:25.854 --> 00:23:39.744

Right here residential service provider agency information right? This link right here says 1st onboarding process we do have it just pop it up real quick but we have a process flow diagram, which sounds wild.

148 "Leslie DeGroat" (3386913536)

00:23:40.044 --> 00:23:45.534

You don't just push a button to get access. There's a, there's a information that you need prior to.

149 "Leslie DeGroat" (3386913536)

00:23:45.704 --> 00:23:55.904

Know what to expect, and just to really know what you're getting into. So this outlines it for your reference. You know, we, we got that feedback from the field as people were onboarding.

150 "Leslie DeGroat" (3386913536)

00:23:55.904 --> 00:24:01.214

And so I thought, you know, well, we can, we can definitely make a process flow diagram to help with that.

151 "Leslie DeGroat" (3386913536)

00:24:02.249 --> 00:24:08.849

So, if you have questions about on boarding, you can always go to our, um, email.

152 "Leslie DeGroat" (3386913536)

00:24:08.849 --> 00:24:23.484

Address and ask and and we will direct you to the right spot. However, if you just want to go to our webpage, which I'll drop that link and chat, you'll go to this link right here. It's a recorded webinar and it gives an overview of the process.

153 "Leslie DeGroat" (3386913536)

00:24:23.484 --> 00:24:28.674

And kind of what to expect, and things of that nature, then you'll fill out.

154 "Leslie DeGroat" (3386913536)

00:24:28.849 --> 00:24:39.824

Here survey questions, which is just how your agencies name appears in Seymour who the contact is and then who, what, what staff personnel for your agency do you want to be?

155 "Leslie DeGroat" (3386913536)

00:24:39.824 --> 00:24:48.824

What's called the gatekeepers and the gatekeeper controls access either requesting accounts for team members or requesting to deactivate.

156 "Leslie DeGroat" (3386913536)

00:24:48.849 --> 00:25:00.359

Accounts, depending on if a person may leave employment or what have you and so they're in charge of requesting and assigning those things. And each agency needs 1. I'm actually the backup for the division.

157 "Leslie DeGroat" (3386913536)

00:25:01.704 --> 00:25:12.474

Just for our, you know, the division employees. So let's see right here is detecting health risks. That's a document that talks about this tool.

158 "Leslie DeGroat" (3386913536)

00:25:12.924 --> 00:25:18.204

Here are the webinar or the recording presentation slides.

159 "Leslie DeGroat" (3386913536)

00:25:18.984 --> 00:25:28.164

So, after the agency representative builds out the survey questions, they'll a test to the gatekeeper and team members will be able to watch, you know,

160 "Leslie DeGroat" (3386913536)

00:25:28.164 --> 00:25:38.424

the different videos that will be automatically sent to to that person that filled out the survey. And it talks about what to expect when.

161 "Leslie DeGroat" (3386913536)

00:25:38.834 --> 00:25:50.564

You know, getting access and trainings and all that, and also it has a little video really short recording. So I apologize. It's me starting. And I'm so bear with us anyway.

162 "Leslie DeGroat" (3386913536)

00:25:50.684 --> 00:25:58.214

It'll have information about the residential RN you our request nice the implementation process and kind of.

163 "Leslie DeGroat" (3386913536)

00:25:58.479 --> 00:25:59.789

It goes through that.

164 "Leslie DeGroat" (3386913536)

00:25:59.789 --> 00:26:13.889

And then, as you can see, right here, we have linked the process. So it tells about, you know, how, how do we go about requesting what's expectation things of that nature? And then here's the form itself to fill out.

165 "Leslie DeGroat" (3386913536)

00:26:17.064 --> 00:26:26.664

And then go down to support coordinator, and it's essentially the same as the residential service provider as far as onboarding.

166 "Leslie DeGroat" (3386913536)

00:26:26.934 --> 00:26:33.684

The recorded webinars are geared, though, for, like, for residential service providers are geared for them for that under.

167 "Leslie DeGroat" (3386913536)

00:26:33.914 --> 00:26:47.534

Ribbon and then the support coordinator 1 is geared for support coordinators and, um, they have similar the detecting health risk document. There. There's the slides and then these, these, hers webinar Q and documents.

168 "Leslie DeGroat" (3386913536)

00:26:47.534 --> 00:26:53.864

I believe we're going to review those and then likely take those out and.

169 "Leslie DeGroat" (3386913536)

00:26:53.889 --> 00:27:00.154

And update it, but we're going to add them to the main the main frequently asked questions are Q, and a document, like,

170 "Leslie DeGroat" (3386913536)

00:27:00.304 --> 00:27:13.744

we're just going to combine all that into 1 to make sure it's all up to date information because as the process evolves and we make enhancements different things will just need to be updated and it'll just be easier to have that 11 stop. So it's not so. so

171 "Leslie DeGroat" (3386913536)

00:27:13.889 --> 00:27:14.879

The.

172 "Leslie DeGroat" (3386913536)

00:27:16.194 --> 00:27:30.264

So, there is also a ribbon for employment service provider agency, and it's quite similar to the other 2, except that recorded webinar is geared for for their, their service provided.

173 "Leslie DeGroat" (3386913536)

00:27:30.504 --> 00:27:34.704

So hopefully that will be helpful. We will be adding more in.

174 "Leslie DeGroat" (3386913536)

00:27:34.879 --> 00:27:41.729

Announcements to it as time goes by and help as things change.

175 "Leslie DeGroat" (3386913536)

00:27:41.729 --> 00:27:47.759

So, I'm going to let me check my notes, make sure he's told everything I wanted to.

176 "Leslie DeGroat" (3386913536)

00:27:48.174 --> 00:28:00.384

Oh, just after, um, whenever you fill out that survey, after you test that, you know, the certain people watch the videos for their information.

177 "Leslie DeGroat" (3386913536)

00:28:00.384 --> 00:28:05.214

So they know what to expect that sends an alert to my, my team and myself.

178 "Leslie DeGroat" (3386913536)
00:28:05.549 --> 00:28:09.144
And so my team will request your gatekeepers access.

179 "Leslie DeGroat" (3386913536)
00:28:09.444 --> 00:28:20.574
And what that looks like, is they will get an email from it says, 1st,
online, it's from electability and it's like a welcome email, and it'll
have the app,

180 "Leslie DeGroat" (3386913536)
00:28:20.634 --> 00:28:25.464
the link to get to there and how to log in and create a password and
things of that nature so then.

181 "Leslie DeGroat" (3386913536)
00:28:25.549 --> 00:28:30.839
That gatekeeper can go ahead and log in. They'll automatically have a
training that pops up and it's.

182 "Leslie DeGroat" (3386913536)
00:28:30.839 --> 00:28:36.714
The gatekeeper training, and it's only about 5 minutes long, and it gets
right to the point it tells you how to do,

183 "Leslie DeGroat" (3386913536)
00:28:36.744 --> 00:28:50.604
how do your role and then so that gatekeeper will then request their team
members access and then they'll subsequently received their emails and
then their trainings once they log in the trainings, just kind of pop up
and automatically.

184 "Leslie DeGroat" (3386913536)
00:28:50.839 --> 00:29:00.119
Part, we do have list of trainings that is in, on that frequently
frequently asked questions document on the website.

185 "Leslie DeGroat" (3386913536)
00:29:00.954 --> 00:29:15.774
It's on page 5, I believe, but it has it. I'm getting ready to update it
to make it look better and add another couple of roles on there, but it
has the role and then the list of training. So, that way, you can kind of
monitor as you go, which, you know, okay, I got that 1 done.

186 "Leslie DeGroat" (3386913536)
00:29:16.104 --> 00:29:18.384
So hopefully that will be helpful for you.

187 "Leslie DeGroat" (3386913536)
00:29:19.769 --> 00:29:24.179
When I pull back up, see.

188 "Leslie DeGroat" (3386913536)

00:29:25.679 --> 00:29:36.989

Hang on, let me catch up here. Sorry if I'm making anyone dizzy.

189 "Leslie DeGroat" (3386913536)

00:29:40.019 --> 00:29:43.319

Okay, I'm going to look at my notes and make sure I said everything.

190 "Leslie DeGroat" (3386913536)

00:29:44.634 --> 00:29:58.464

Oh, a discussion guide to is this support coordinators with initiating the conversation with individuals and families regarding the whole process will be available as a training resource and electability system. Um.

191 "Leslie DeGroat" (3386913536)

00:29:59.544 --> 00:30:14.034

Can see, the division will be hosting a statewide webinar in mid May to highlight enhancements to the residential oversight, or in vacancy notification process and orientation process for new residential oversight. Our ends.

192 "Leslie DeGroat" (3386913536)

00:30:14.424 --> 00:30:18.714

These enhancements will include a notification feature. If the residential service.

193 "Leslie DeGroat" (3386913536)

00:30:18.799 --> 00:30:31.619

Provider is unable to conduct the Missouri hearse process during an identified residential RN vacancy. So please be looking for that upcoming division email blast, which will highlight this webinars date and time.

194 "Leslie DeGroat" (3386913536)

00:30:32.759 --> 00:30:41.159

Okay.

195 "Leslie DeGroat" (3386913536)

00:30:43.319 --> 00:30:55.169

So, we have 3 emails for your use for any questions, comments, feedback, support, needs. We're here for you for the duration for ever. So.

196 "Leslie DeGroat" (3386913536)

00:30:55.169 --> 00:31:07.164

And so reach out definitely electability has an assigned team for Missouri. Central office has an assigned team for you all. Um, so the 1st 1 listed here yeah.

197 "Leslie DeGroat" (3386913536)

00:31:08.964 --> 00:31:14.994

Mo, DD Hearst project at dot dot. Gov. And that's from Missouri.

198 "Leslie DeGroat" (3386913536)

00:31:15.169 --> 00:31:18.149

Bd specific process questions.

199 "Leslie DeGroat" (3386913536)
00:31:19.044 --> 00:31:33.474

I'm sorry, my phone's going off in the background. I can't find it. Um, so anyway, re, it doesn't just have to be just anything hers, like reach out. And if I need to forward you to maybe technical support my team, I need to forward you there or what have you, we will get you in the right spot.

200 "Leslie DeGroat" (3386913536)
00:31:33.864 --> 00:31:37.974

Um, so Mo, support replacing risk dot com.

201 "Leslie DeGroat" (3386913536)
00:31:38.149 --> 00:31:48.374

That's available for technical assistance with a system, and if it happens to be something, that's more Missouri specific, um, they will reach it to us. So don't worry.

202 "Leslie DeGroat" (3386913536)
00:31:48.374 --> 00:31:58.064

We work hand in hand, but you can reach out to them, like, say, you log in and something's actually walking in the system. You just reach out to that most support and they're.

203 "Leslie DeGroat" (3386913536)
00:31:58.149 --> 00:32:06.809

It's awesome to work with. I can't tell you how kind nice they are. Like I'm like, how are you guys? So, just so sweet to work with and I think they just love what they do.

204 "Leslie DeGroat" (3386913536)
00:32:06.809 --> 00:32:18.029

Um, we have this 3rd email mclynn, assistant, replacing dot com and that's available for questions specific to the, her screening tool. Um.

205 "Leslie DeGroat" (3386913536)
00:32:18.029 --> 00:32:30.894

The these emails are available, as I said forever. So please reach out anytime now or in the future. Um, as I said, we have an eligibility team assigned a Missouri.

206 "Leslie DeGroat" (3386913536)
00:32:31.014 --> 00:32:37.884

So we're, we're here to support you and help you get through this. So, anything that you've got going on questions, concerns, feedback.

207 "Leslie DeGroat" (3386913536)
00:32:38.029 --> 00:32:39.359

Please definitely.

208 "Leslie DeGroat" (3386913536)
00:32:39.359 --> 00:32:43.799

Excuse me, uh, reach out to us. We're here for you.

209 "Leslie DeGroat" (3386913536)

00:32:46.284 --> 00:32:51.114

And I want to thank you all for participating today. Really appreciate it.

210 "Leslie DeGroat" (3386913536)

00:32:51.414 --> 00:33:03.774

And, um, as a reminder, any questions that you put in the chat, if we'll gather those review them, and we'll address them with a Q and a document that will be posted with this webinar along with the PowerPoint slides.

211 "Leslie DeGroat" (3386913536)

00:33:03.799 --> 00:33:15.689

Um, thank you so much for your participation and have a great day. I see that people are putting questions in chat. So, um.

212 "Leslie DeGroat" (3386913536)

00:33:16.799 --> 00:33:20.759

I just want to say, thank you, though, reach out if you need anything.