

Wood County Board of Developmental Disabilities

PROCEDURE

Procedure #: 02-ALL-ALL-0881 (AD) Subject: Individual Service Plan Quality Support Reviews
Effective Date: 12-14-17 Last Revision:
Person Responsible: Director of Health Supports & Provider Relations
Approvals/Date: Brent Urban 12-22-17 Joanne Hayward 12/20/17
Superintendent, WCBDD Date Department Director Date

The following definitions will apply:

ISP – Individual Service Plan, a written description of the services, supports, and activities to be provided to an individual

SSA – Service and support administrators who are certified in accordance with ODDD's OAC 5123:2-5-02, who provide functions of service and support administration. Also called Service Coordinators.

PRS – Provider Relation Specialist who is certified in accordance with ODDD's OAC 5123:2-5-02, who provides functions of quality assurance.

1. PRS will conduct Quality Support Reviews. The feedback information will be presented in a consultative, educational and guiding manner.
2. Each quarter, at least one ISP from each SSA will be reviewed.
3. ISPs will be identified approximately 120 days prior to the annual ISP meeting date from the list supplied by the SSA Administrative Assistant III.
4. The PRS will send a Quality Support Review Notice to the selected SSAs and SSA Coordinators via e-mail at the beginning of each month.
5. The PRS will review the current ISP, Discovery, and supporting information/documentation from the Individual's SSA file.
6. The review will include all supplemental information such as supporting TCM notes, Essential Health data, Discovery documentation including the Discovery tools used for the current ISP under review.
7. Feedback of the current ISP will be shared with the SSA 90-days prior to the upcoming annual ISP meeting date in a face-to-face meeting at a mutually agreed upon time and date.
8. The SSA will participate in the face-to-face feedback meeting. This process is to support/assist the SSA with the person-centered planning and outcome development. The SSA will then apply the review feedback information discussed to the plan development processes for the ISP due in 90 days.
9. The PRS will review the new ISP after it is completed to identify if the feedback was indeed put into practice. This information will also be shared with the SSA and the SSA management team as needed.
10. At the end of each quarter, the PRS will identify trends and patterns and discuss any findings with the SSA management team.
11. Trainings will be developed related to the systemic themes identified through this process.

References: OAC 5123:2-5-02
OAC 5123:2-1-11

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