



## *BVC BLAST*

September 14, 2022

### Procedures Regarding Monitoring and Documentation

In light of the recent increase of MUIs and results of provider compliance reviews, BVC will now be implementing the following measures to not only ensure the health & safety of the people we support, but that providers are in line with DODD requirements.

- Monitoring will increase and be more in-depth.
  - Be prepared to see your SSA more frequently and expect that they will be asking more questions/looking at documentation.
  - Monitoring will be face-to-face and will occur at varied times throughout the day, including evenings.
- Documentation is to be kept in the person's home.
  - This not only ensures that it is present for monitoring, but that staff know what they are supposed to be doing and are able to document as identified in the ISP.
  - If there is reason that the documentation is not being kept in the home, this must be relayed to the SSA and produced when requested.
- Med certifications will be included in hospitalization MUIs.
  - Look to make this a routine submission to the IAs whenever you have a hospitalization MUI.
- A timeframe will be given when paperwork is requested. There are DODD rules that outline when a provider is to turn in documentation to the county board – this will be enforced as staff are waiting an exorbitant amount of time and having to make numerous requests (i.e. behavior documentation/UIRs/UI Logs/MUI Analysis/prevention plans). It is imperative to have the information in a timely manner as it directly results in the needs and supports for people along with a look at any trends and patterns. We will be contacting OSASS for any provider that refuses to submit any documentation that the county board requests.

It is important to note that the SSA, according to rule, is the:

(F) Primary point of coordination

(1) A county board shall identify a service and support administrator for each individual receiving service and support administration who shall be the primary point of coordination for the individual.

With that being said, the SSA will also:

(j) Provide ongoing individual service plan coordination to ensure services and supports are provided in accordance with the individual service plan and to the benefit and satisfaction of the individual. Ongoing individual service plan coordination shall:

- (i) Occur with the active participation of the individual and members of the team;
- (ii) Focus on achievement of the desired outcomes of the individual;
- (iii) Balance what is important to the individual and what is important for the individual;
- (iv) Examine service satisfaction (i.e., what is working for the individual and what is not working); and
- (v) Use the individual service plan as the fundamental tool to ensure the health and welfare of the individual.

Please feel free to reach out to Denise DeVault, Quality Services Director, [ddevault@blanchardvalley.org](mailto:ddevault@blanchardvalley.org) at any time if you are in need of support in order to maintain your compliance and documentation.