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Department on  
Disability Services

# Provider Leadership Meeting

## Performance Overview

*July 2023*

# CMS Performance Overview



## Background and Context

- As a method of quality assurance, DDS submits performance data to DHCF for subsequent submission to CMS
- For all performance measures that are below the established level of compliance, DDS works with DHCF and CMS to remediate these areas on a monthly and quarterly basis.
- For the second quarter of the current waiver year, there are measures relating to certain Assurance areas where remediation is required.



# CMS Performance Overview

## CMS Assurances



Assurance Number	Assurance Title
1	Administrative Authority
2	Level of Care (LOC)/Evaluation of Need
3	Qualified Providers
4	Participant-Centered Planning and Service Delivery
5	Health and Welfare/Participant Safeguards
6	Fiscal Accountability



# CMS Performance Overview

## Quarterly Data

Assurance Category	Measure Title	Waiver Year 1 Q2 (Jan. – Mar.)
Administrative Authority	Percentage of providers that met oversight compliance	60% (9/15)

- In total, six providers were found out of compliance regarding staff training.
- Compliance areas included reviewing documented evidence of service provision with, ensure staffing ratios are maintained and ensure unique provision (no overlap of timing) of waiver services.

# CMS Performance Overview

## Quarterly Data

Assurance Category	Measure Title	Waiver Year 1 Q2 (Jan. – Mar.)
Administrative Authority	Provider's correct identified deficiencies cited during certification reviews.	81% (51/63)

- The deficiencies that did not close on time centered on staff training (4), health promotion activities (2), and quarterly reports (3).
- Additionally, other deficiencies included facilitating choice, protection of rights, and staff understanding their role, which is typically based on adequate and appropriate documentation as evidence.

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## Quarterly Data

Assurance Category	Measure Title	Waiver Year 1 Q2 (Jan. – Mar.)
Qualified Providers	Certified providers train staff according to DDS policies and procedures.	65% (13/20)

- The training deficiencies specifically focus on Phase I-IV training for staff and primarily on the presence of documentation or a system to document evidence of the training(s).

# CMS Performance Overview



## Continuous Performance Review

- DDS remains in collaboration with DHCF, the PCR team and the provider community to align provider oversight within existing quality assurance practices
- Providers must remain mindful of policies and procedures that govern existing work processes
- As there are changes to policies and procedures, providers will receive notification from DDS
- Assigned QRS will continue to work with you on various work processes including timely issue closure, monitoring reviews and PPRs

