

Quality Assurance and Performance Management Administration (QAPMA)



LIFE. YOUR WAY.
Department on
Disability Services

MCIS Issues Analysis

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Issue Review Process



QAPMA/QIU assesses issues for individuals and providers for systemic improvements by reviewing key concerns, analyzing, and tracking findings.

- **Person issue** – Performance deficiency specific to one person.
 - Issue reflects an **unmet need** for the person.
- **Provider issue** – there is a pattern or systemic concerns of deficiencies for **multiple people**; provider training; a provider’s performance; policy and procedures.
- Issues are classified in MCIS by “**Domain** and **Sub-Domain**”.
- Each issue is assigned a due date based on the urgency and complexity (5 days, 10 days, 15 days, 30 days, 45 days, or 60 days etc.) of the issue.
- Issues are assigned to the appropriate **DDS personnel** for review, follow-up, resolution, and then closure.

Sources of Issues Reported



Issues are entered by various sources:

- Service Planning and Coordination Division (**SPCD**) – Home & Community-Based Services (**HCBS**), Residential & Day Monitoring Tools
- Health and Wellness (**H&W**) - Health Care Review Summary Day and Residential Tools
- Incident Management and Enforcement Unit (**IMEU**) - Incident Recommendations
- Behavior Support Plan (**BSP**) tool, Restrictive Controls Review Committee (**RCRC**), and Mortality recommendations
- Quality Resource Specialist (**QRS**) - Environmental Review Tool, Community Integration Plan (**CIP**) Improvement, Training, etc.
- DDS Staff Manual Issue entries by
 - DDS Court Reps
 - Investigators, DDA Clinical Team, Health and Wellness Nurses/Consultants, Waiver Specialists, Financial Compliance Auditor, Compliance Specialists, Quality Resource Specialists, Rights and Advocacy Specialists, Mortality Review Coordinator, Supervisors etc.
- Financial Audits
- External Monitoring (e.g., Department of Health (**DOH**) and Department of Health Care Finance (**DHCF**), Quality Trust.)
- Provider Certification Review team (**PCR**)
- Many more... (Adaptive Equipment, DDA/Court Monitor, Individual Support Plan (**ISP**)-Intermediate Care Facility (**ICF**) Checklist, ISP-Waiver Checklist, Waiver Finance Tools), etc.

FY23 Issues Analysis

Person Issues by Source



Person Issues by Source	Total
HW Residential	5460
Residential Monitoring Tool	3969
BSP Pre-Review	1306
Service Coordination Division	1113
ISP-Summary of Recommendations	836
Other	555
Day Monitoring Tool	400
Natural Home	361
SC Monitoring Tool	339
RCRC Recommendations	256
QMD Host Home	202
45 Day Temporary BSP Approval	175
Incident Recommendation	161
ISP-Setting Rules and Restrictions	153
Annual HCBS Residential Assessment	129
PCR Reviewer	87
Semi Annual Tool	77
Quality Resource Specialist	50
CRISP Data Reconciliation	46
QMD In-Home Support	45
IFP	22
Incorrect Acuity Document	21
Incident Management & Enforcement Quality Check	17
Human Rights Committee	15

QAPMA	14
HW In-Home Support Tool	11
QMD Annual Day Review	10
QMD Annual Corporate Review	7
Day Facility Based Review Tool	6
QAPMA/Financial Auditor	6
RCRC	5
Health and Wellness SAFETY ASSESSMENT	4
Environmental Review Tool	4
Waiver Unit/Financial Documents	3
DOH/HRLA	2
PRC	2
University Legal Services	2
Quality Trust	1
Centers for Medicaid And Medical Services	1
PCR/Service Coordinator	1
Incorrect Supporting Document	1
BSP-RCRC Issue	1
QMD Supported Living	1
Incident Corrective Action	1
Mealtime Observation	1
Grand Total	15,879

FY23 Issues Analysis

Provider Issues by Source



Provider Issues by Source	Total
Environmental Review Tool	1339
Incorrect Supporting Document	686
Quality Resource Specialist	348
PCR Reviewer	346
Mortality Review Committee	236
Quality Management Training Audit Checklist	168
Incident Corrective Action	115
CRISP Data Reconciliation	115
QAPMA	103
QAPMA/Financial Auditor	88
Other	81
Incident Management & Enforcement Quality Check	76
QMD Annual Corporate Review	74
Service Coordination Divison	48

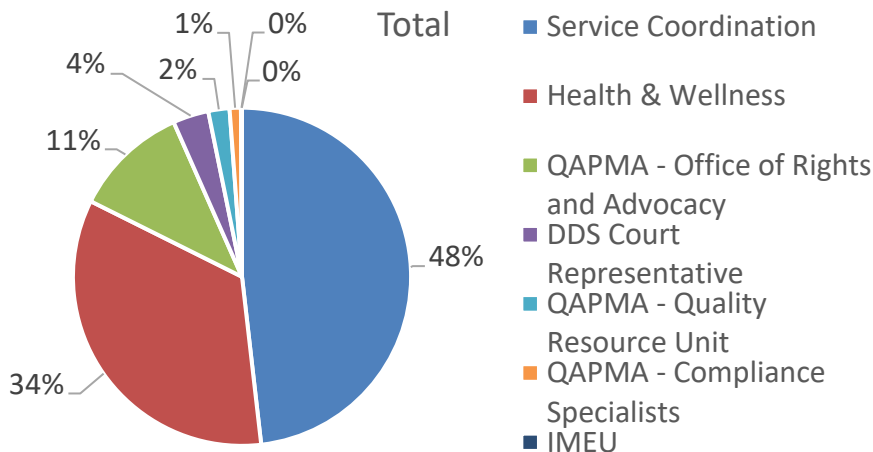
SC Monitoring Tool	20
Quality Management Checklist	19
HW Residential	8
Residential Monitoring Tool	5
Semi Annual Tool	3
DOH/HRLA	2
QACM Provider Review	2
Natural Home	2
RCRC Recommendations	1
Waiver Unit/Financial Documents	1
Human Rights Committee	1
PRC	1
45 Day Temporary BSP Approval	1
PCR/Service Coordinator	1
Grand Total	3,890

FY23 Issues Analysis



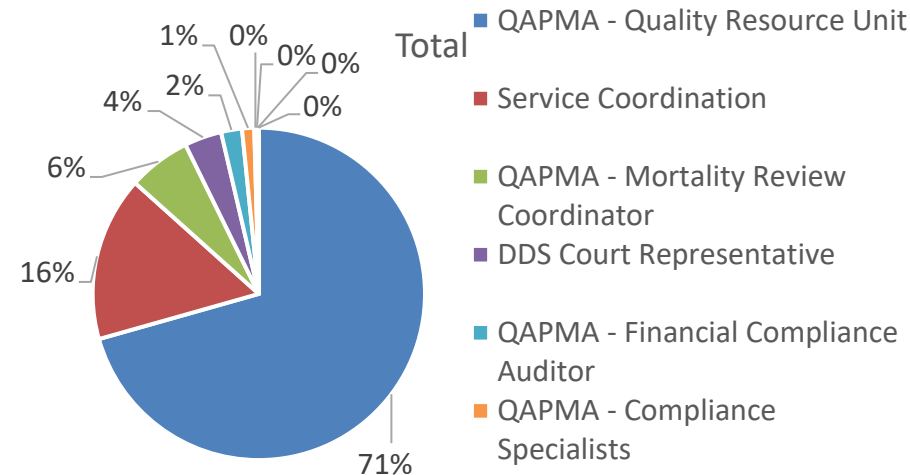
Person

Person Issues Assigned to	Total
Service Coordination	7651
Health & Wellness	5428
QAPMA - Office of Rights and Advocacy	1748
DDS Court Representative	543
QAPMA - Quality Resource Unit	322
QAPMA - Compliance Specialists	171
IMEU	15
QAPMA - Financial Compliance Auditor	1
Grand Total	15,879



Provider

Provider Issues Assigned to	Total
QAPMA - Quality Resource Unit	2747
Service Coordination	623
QAPMA - Mortality Review Coordinator	237
DDS Court Representative	141
QAPMA - Financial Compliance Auditor	79
QAPMA - Compliance Specialists	46
Health & Wellness	8
QAPMA - Office of Rights and Advocacy	4
IMEU	4
Waiver	1
Grand Total	3,890



FY23 Person Issues by Domain & Subdomain



Service Planning and Delivery	6999
documentation	5795
Support & Services	246
HCBS Services/Supports	194
HCMP	180
Other Service Planning and Delivery	118
Policies/Procedures	106
staff training	100
Individual Support Plan (ISP)	68
environmental	55
Adaptive Equipment	53
Court Reports	48
(blank)	21
Court Training	13
ISP - HRMP(to be deleted)	1
Transportation	1

Health	5292
documentation	2010
HCMP	786
Other Health	777
Health Passport	748
Intervention - Medical	310
Medication	263
staff training	170
Diet/Nutrition	118
Policies/Procedures	60
Intervention - Dental	35
environmental	13
Universal Precautions/Infection Control	1
Personal Hygiene(to be deleted)	1

Rights & Dignity	2202
documentation	990
Behavior Support Plan	951
staff training	125
Other Rights & dignity	61
Consumer Rights	33
Psychotropic Medications	26
Personal Possessions	6
Psychiatric Plan	5
Advocacy/guardianship	3
Communication/Adaptive Equipment	2

FY23 Person Issues by Domain & Subdomain



Oversight Agency	815
documentation	712
Agency Practice/Operations	49
staff training	26
Basic Assurances	17
environmental	7
Other Oversight Agency	2
Policies/Procedures	1
Quality Improvement	1

Safety and Security	455
documentation	365
Safeguarding Consumer Funds, Benefits, and Entitlements	84
Policies/Procedures	3
staff training	2
environmental	1

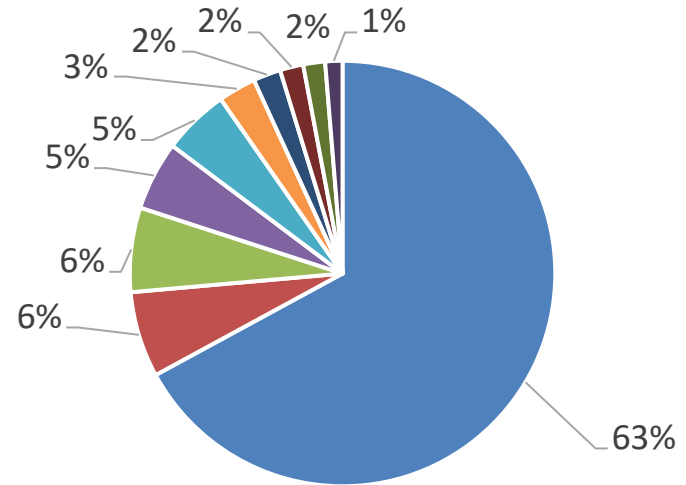
Satisfaction	66
documentation	60
environmental	3
Policies/Procedures	2
staff training	1

Community Inclusion	49
Community Participation	28
documentation	11
Other Community Inclusion	9
staff training	1

Choice and Decision Making	1
documentation	1

FY23 Top 10 Person Issues by Subdomain

Person Issues generated by Sub Domain	Total
Documentation	9944
HCMP	966
Behavior Support Plan	951
Other Health	777
Health Passport	748
staff training	425
Intervention - Medical	310
Medication	263
Support & Services	246
HCBS Services/Supports	194
Total (Out of 15,879)	14,824



- Documentation
- HCMP
- Behavior Support Plan
- Other Health
- Health Passport
- staff training
- Intervention - Medical
- Medication

FY23 Provider Issues by Domain & Subdomain



Oversight Agency	3177
Environmental	1485
documentation	715
Agency Practice/Operations	496
staff training	262
Basic Assurances	102
Policies/Procedures	57
Quality Improvement	37
Other Oversight Agency	23

Service Planning and Delivery	633
documentation	570
Support & Services	17
environmental	15
Adaptive Equipment	12
HCBS Services/Supports	7
Court Reports	6
Other Service Planning and Delivery	3
staff training	2
HCMP	1

Safety and Security	57
Safeguarding Consumer Funds, Benefits, and Entitlements	48
documentation	9

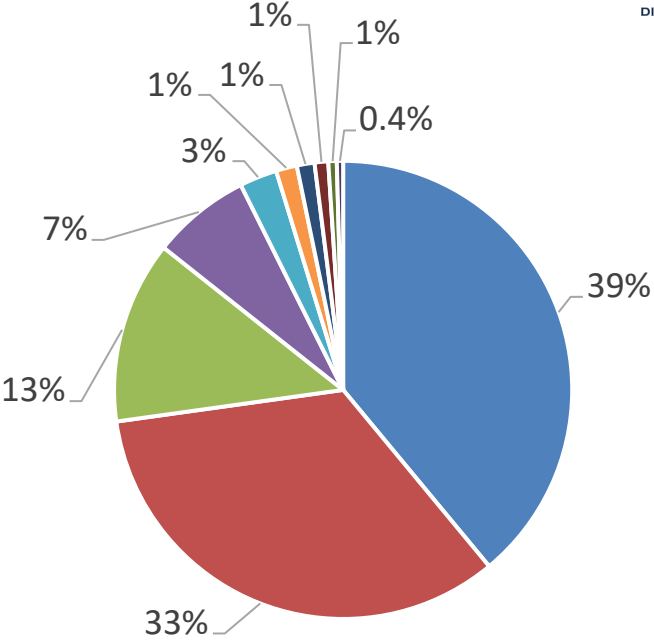
Rights & Dignity	13
Behavior Support Plan	7
documentation	4
staff training	2

Health	8
documentation	3
environmental	1
HCMP	2
staff training	2

Relationships	1
environmental	1
Satisfaction	1
documentation	1

FY23 Top 10 Provider Issues by Subdomain

Provider Issues by Subdomain	Total
Environmental	1502
Documentation	1302
Agency Practice/Operations	496
Staff training	268
Basic Assurances	102
Policies/Procedures	57
Safeguarding Consumer Funds, Benefits, and Entitlements	48
Quality Improvement	37
Other Oversight Agency	23
Support & Services	17
Total (Out of 3,890)	3,852



- Environmental
- Documentation
- Agency Practice/Operations
- staff training
- Basic Assurances
- Policies/Procedures
- Safeguarding Consumer Funds, Benefits, and Entitlements
- Quality Improvement
- Other Oversight Agency
- Support & Services

FY23 Issues Analysis

Issues Performance



FY23 Issues Analysis

Person Issues Closure

Person Issues Closure	total	%
On time	14047	87%
Late	2072	13%
Grand Total	16119	

Person Issues Close Late	Total	%
Documents uploaded late	1270	61%
Documents uploaded prior due date	802	39%
Grand Total	2072	

FY23 Issues Analysis

Provider Issues Closure

Provider Issues Closure	total	%
On time	3144	82%
Late	675	18%
Grand Total	3819	

Provider Issues Close Late	Total	%
Documents uploaded late	382	57%
Documents uploaded prior due date	293	43%
Grand Total	675	



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