



DISTRICT OF COLUMBIA
DEPARTMENT
on
DISABILITY SERVICES

Quality Improvement Committee (QIC)

Follow-Up To Questions Submitted

March 5, 2019

Answers to Questions from February 5

What role do provider nurses play in deciding if something is an incident?

“DDA requires nurses to monitor health which includes medical and to an extent, behavioral concerns. Provider nurses have the same responsibility to report incidents as staff.” - Winslow Woodland, Deputy Director, DDA

Answers to Questions from February 5

If someone is living on their own, how does a provider get an indication to follow-up if the person is hospitalized?

“The person/family/guardian, would need to notify the provider if in-home or other provider staff is not involved.”

- Greg Coffman, Supervisory Investigator, IMEU

Would like more details on the high number of neglect incidents reported and the 110 unplanned or emergency hospitalizations.

“More detailed information will be included in the next quarterly report (Q2).” - Dianne Jackson, Supervisory Quality Improvement Specialist

Answers to Questions from February 5

Is it possible to get data broken down as to the cause of the unplanned/ER visits? Would help to understand if there is a trend of people getting sick, what seasons are higher than others for certain illnesses, what went undiagnosed to the point of hospitalization.

“More detailed information will be included in the next quarterly report (Q2).” - Dianne Jackson, Supervisory Quality Improvement Specialist

Answers to Questions from February 5

When an investigation is underway, what are the protections for the person remaining in the home when they are working with staff that may have been close to the staff removed during the investigation?

“The investigator completes a health and wellness visit within 72 hours of assignment of the SRI. The investigator ensures that all pertinent staff are immediately removed from contact with all persons served by DDA.” - Greg Coffman, Supervisory Investigator, IMEU

Answers to Questions from February 5

Is there a quick reference sheet given to provider staff responsible for entering an investigation into MCIS?

“After consulting with IMEU and QAPMA staff, there is no quick reference guide for RI/SRI entry in MCIS.” - Greg Coffman, Supervisory Investigator, IMEU

How do QIDPs monitor DSPs in a person’s house and how is that data captured? Similarly, do monitors visit houses unannounced to check on provider staff performance?

“Provider policies and procedures govern the QIDP monitoring of staff.” - Greg Coffman, Supervisory Investigator, IMEU

Answers to Questions from February 5

Can people have a one-page quick reference sheet with all definitions (i.e., substantiated, comply) and key concepts (i.e., when to report and what to report) that will be used frequently during a discussion?

Information on incident reporting, the After Hours Reporting Duty Officer, and 311 can be found at <https://dds.dc.gov/service/reporting-incidents-dda>.

The definitions for incident reporting can be found at <https://dds.dc.gov/book/dda-policy-manual/dds-definitions-appendix>.

Answers to Questions from February 5

Can the data track people who admit themselves into the hospital? A recommendation that it should be tracked so follow up and ensure that this is not an indication of an issue at the group home.

“Currently, DDS tracks hospitalizations through the incident reporting system. Unless a person or their circle of support informs DDS directly, the provider, or the Service Coordinator of the hospitalization, and an incident report is generated; DDS would not have that data available.”-

Corey Neils, Program Specialist, PMU

Answers to Questions from February 5

When should people make recommendations during the meeting?

“Members are free to ask questions and make recommendations during and after the presentation of information if time allows. Members can send additional questions or recommendations to Corey Neils, QIC Facilitator or Erin Leveton, Deputy Director, QAPMA” – Corey Neils, QIC Facilitator