

# District of Columbia Provider Certification Reviews



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# Qlarant's Approach

Working collaboratively with DDS and providers to help ensure people receive quality supports and services.



# Report Changes

## Receipt of the Report/ CAP Instructions

PCR

Within 3  
business days  
of the Exit

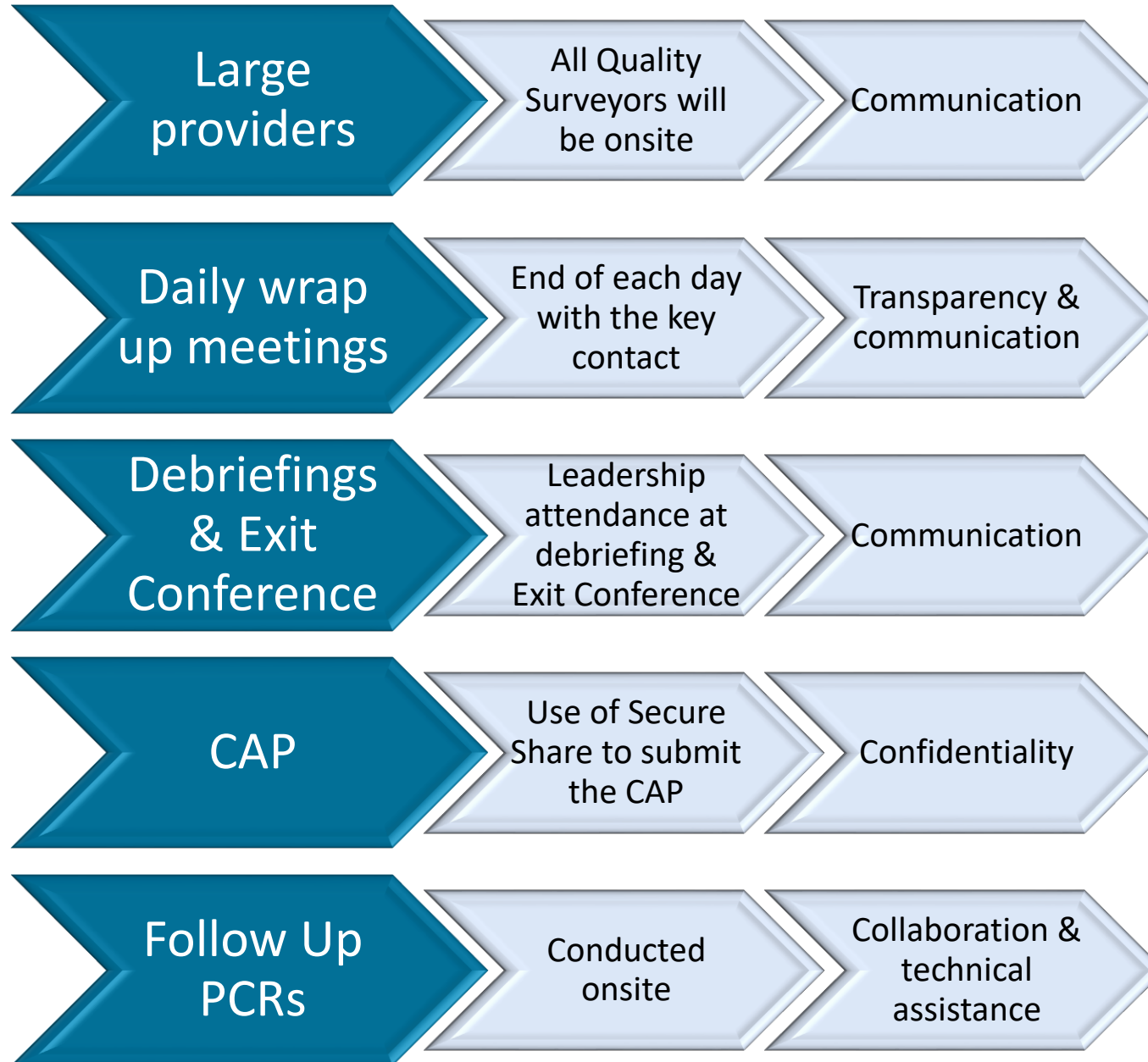
CAP

Instruction in  
the CAP  
Report

**Please complete this form and submit to the Lead Surveyor within 5 business days of receipt of this form.**

# Process Updates

# Process Updates



## REMINDER: PCR Process Changes

### Entrance

- Conducted Remotely
- Samples emailed
- Travel onsite

### Record Submission

- Deadline is 2:00 for offsite records

### Exit

- If score at Excellent or Satisfactory, can be conducted remotely

# Findings from the Field: Technical Assistance

PRELIMINARY/ANECDOTAL



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Phase | Ensure all components are completed including testing

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Incident Management

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Quality of Life

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## Phase II

Have standing monthly training for Phase II (day/time set up monthly) for any updates needed

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Ensure training is applicable to the person served

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Ensure the required training components are fully completed (if using a template, make sure it is completed in its entirety)

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## Dual Roles: Owner Operator, Program Manager, QIDP

- Ensure program manager training is completed

## Grievances and PEPP



### Grievance Procedures

- During the annual ISP meeting, have the person sign a form showing the provider's grievance procedure was reviewed at least annually



### Personal Emergency Preparedness Plan

- If the person receives day or residential services, ensure a PEPP is completed and reviewed with the person quarterly

## Organizational Outcomes - HRC

- Review the membership requirements to ensure the members meet the requirements
- Ensure initial and annual training is occurring and is documented:
  - Document what training was provided and who participated in the training.
  - Suggest scheduling one specific meeting to cover all training in that one meeting and set that as your annual training time.



# Quarterly Reports and Progress Notes



## Quarterly Reports

- Set up a schedule to ensure the QIDP is completing and uploading the quarterly report on time
- Maintain documentation demonstrating the report is being distributed to the team



## Progress Notes

- Conduct some additional training for staff on how to document progress notes
- To support staff with documenting on progress on goals, ensure the goals and objectives are included on the progress note template
- Describe other activities the person participated in if the person did not work on goals

## General Technical Assistance

- Review a sample of person's records quarterly to ensure staff are documenting what is needed and required documentation is maintained
- Review of a sample of staff records to ensure training required is received and documentation supports this
  - Create a form that is used annually to document all of the required training and other documentation (e.g., annual evaluations, supervision plans (for DSPs only), TB test) required at orientation and annually thereafter
  - Place this form at the beginning of each staff record and include date of completion, time frames, trainer (or responsible party) and topic of training, as needed

# Questions

*Thank  
you*

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