



## Quality Assurance Plan

*Updated 2020 Plan*

Policy Area: Quality Assurance Plan

### Performance Goal:

The Aging & Disability Resource Center of Eagle Country provides quality service and incorporates the principle of continuous quality improvement in its operation.

### Requirement:

ADRC of Eagle Country submits this written quality assurance plan as a requirement of contract Section IV.K.2. The following plan is designed to ensure and improve outcomes for its customers. The plan will be reviewed and updated on an annual basis to ensure the effectiveness of the outcomes. It is the Regional Directors responsibility to ensure all the aspects of this quality plan are completed.

Person responsible for specific area of plan: **R.D. = Regional Director**  
**O.D/M = Office Director/Manager**  
**R.Q.C. = Regional Quality Coordinator**

### Topics for Inclusion in Quality Assurance Plan:

- ✓ **Activites to ensure that staff are knowledgeable and skilled**
- ✓ Offices will use the "Scope of Services" Section V. Organizational Procedural Standards, subsection F. Staff Qualifications and Training as their guide for hiring ADRC staff in conjunction with any local hiring standards. **(O.D/M)(R.D.)**
- ✓ New Information and Assistance Staff will be trained by using the Office of Resource Center Development (ORCD) developed "ADRC Staff Orientation Plan" – This will include peer mentoring within offices as well another office in the region. **(O.D/M)(R.D.)**
- ✓ All Information and Assistance Specialists must complete the Adult Long Term Care Functional Screen Training Course and complete the test to become a

- Certified Screener within the six months of employment. Screener certification will be maintained through Continuing Skills Testing (CST) *(O.D/M)*
- ✓ ADRC staff that will be performing options counseling as part of their job duties are required to successfully complete the options counseling certification exam before they are able to independently perform options counseling.
  - ✓ At least one Information and Assistance Specialist in each office will be trained in Alliance of Information and Referral Systems and (AIRS). *(O.D/M)*
  - ✓ The Regional Director will facilitate a quarterly regional meetings for Information and Assistance Specialists to create standardized consistent quality practices across the region. *(R.D.)*
  - ✓ Information and Assistance Specialists will attend trainings offered by Office of Resource Center Development. (ORCD) *(O.D/M)*
  - ✓ All Benefit Specialists will complete mandatory state trainings and participate in ongoing trainings when offered. *(O.D/M)*
  - ✓ Regional Director will coordinate needed trainings within the region *(R.D.)*
  - ✓ Office Director/Managers will schedule a monthly staff meeting whereas the Regional Director will review policies and procedures, address and support office issues and provide ongoing training and support. *(O.M, R.D.)*
- ✓ **Activities to ensure quality information and assistance and options counseling**
- ✓ Once a staff person has successfully completed their certification for options counseling, a director or supervisor will complete two observations and one record review using ORCD created review tools.
  - ✓ The Regional Director will observe every Information and Assistance Specialist using the In-Person Feedback and Documentation Review Tool ( I & A/Options Counseling or Enrollment Counseling or Disenrollment Counseling) annually. The Regional Director assesses for strengths throughout the region to encourage peer support and staff orientation. The Regional Director will maintain documentation these standards have been met. If further support or training is necessary, the Regional Director will develop an individualized plan with the Office Director/Manager to reach the needed skills to attain the level of expected quality. *(R.D.)(O.D/M)*
  - ✓ Each Information and Assistance Specialist will observe and be observed using the In-Person Feedback and Documentation Review Tool (I & A/Options Counseling or Enrollment Counseling or Disenrollment Counseling) annually. Office

Director/Manager will maintain documentation these standards have been met.  
(O.D/M)

- ✓ The Regional Quality Coordinator will review one week of Time Reporting and the corresponding SAMS notes to ensure correct processes, documentation, and timeline expectations. This will happen two times per year for each I&A (R.Q.C.)
- ✓ Offices will maintain and keep local resource guides updated. Regional Quality Coordinator is available to assist local offices if needed and will maintain up to date resource guides on the regional website. (O.D/M) (R.Q.C.)
- ✓ Offices will ensure prompt customer service. ADRC staff shall respond to initial inquiries and requests for information and assistance within 24 hours or by the end of the next business day of receiving the request. If necessary, the initial response may be to acknowledge the request and schedule an appointment. Appointments shall be conducted within 10 business days following the customer's request or at another time preferred by the customer. After hours phone messages from customers will be responded to by the end of the next business day. E-mail contacts from customers shall be responded to by the end of the next business day after receipt of the email. If an office feels it is unable to maintain these timelines the office manager will contact the regional director to notify the Regional Quality Specialist for compliance concerns and possible corrective actions. (O.D/M/RQS)
- ✓ All staff will continue skill development in Motivational Interviewing(MI). The Regional Office has training tools on MI available. Agendas at office visits and regional meetings include opportunity to discuss MI. (O.D/M, R.D.)
- ✓ All staff will be trained and annually review "*Accessing Public Programs and Benefits Policy*". (R.M)
- ✓ All staff will be trained and annually review "*Complaints and Appeals Policy*". (R.D.)
- ✓ All staff will be trained and annually review "*Confidentiality Policy*". (R.D.)
- ✓ All staff will be trained and annually review "*Follow up Policy*". (R.D.)
- ✓ All staff will be trained and annually review "*Short Term Case Management Policy*". (R.D.)
- ✓ See procedure in Regional Policy Manual for policy review. (R.D.)
- ✓ **Activities to ensure quality enrollment counseling**
- ✓ New Information and Assistance Specialists will be trained by using current materials developed by the Office of Resource Center Development.(O.D/M)

- ✓ See B \* above utilizing: In-Person Feedback and Documentation Review Tool (R.D.) (O.M)
- ✓ New Information and Assistance Specialists will view Office of Resource Center Development webcasts and webinars related to enrollment counseling. (O.D/M)
- ✓ Information and Assistance Specialists will use the single consistent, ORCD approved enrollment packet that is provided by the Regional Office. (R.D.)
- ✓ Information and Assistance Specialists will be trained and annually review the most up to date ORCD enrollment plan document. (R.D.)
- ✓ Information and Assistance Specialists will be trained and annually review *Conflict of Interest, Bias & Inappropriate Influence Policy* and sign *"Acknowledgment of ADRC Conflict of Interest Policy"*. (R.D.)
- ✓ The Regional Information and Assistance quarterly meeting will have a standing agenda item: Challenging Cases, Ethical Issues for peer and Regional Director support (R.D.)
- ✓ **Activities to ensure that the long term care functional screen is applied accurately and consistently:** (Note: This may be submitted as a separate policy or you may choose to incorporate it into the overall QA plan.)
- ✓ Please see attached Functional Screen Quality Policy/**Liaison Policy**
- ✓ The Regional Information and Assistance quarterly meeting will have a standing agenda item: Functional Screen.
- ✓ **Activities to ensure that quality Disability Benefit Specialist (DBS) services are provided:**
- ✓ Office Director/Managers will partner with the Disability Benefit Specialist program attorney to monitor the effectiveness of the DBS program. The DBS program attorney will provide technical assistance, substantive case oversight, and mandatory trainings. (O.D/M)
- ✓ Disability Benefits Specialists will participate in the Annual Onsite Program Attorney Review. (O.D/M)
- ✓ The Program Attorney will discuss the outcome of the Annual Onsite Program Attorney Review with the Benefit Specialist and Office Director/Manager. The Office Director/Manager will provide the documented outcomes of the review to the Regional Director. Any corrective action(s) required will be completed by the Disability Benefit Specialist in the time frame required by the Program Attorney. The Office Director/Manager will ensure these corrective actions are completed timely and with quality. (O. M.)

- ✓ Benefit Specialists will follow process statewide process to refer their customers to the disability benefit specialist employed by the Office for the Deaf and Hard of Hearing to serve individuals who use sign language as their primary means of communication. (O.D/M)
- ✓ All Disability Benefit Specialists have private office space to provide confidential interactions with customers. (O.D/M)
- ✓ Disability Benefit Specialist caseloads will be monitored and managed through routine monthly (minimally) meetings with Office Director/Managers. Caseload sizes are guided by Program Attorneys recommendation. Disability Benefit Specialists may find they are working just below or above the recommended caseload size based on complexities of open cases. If caseloads become too high not allowing the Benefit Specialist the ability to provide quality services, the Office Director/Manager will discuss strategies to address the issue. Complex cases and support needed by the Disability Benefit Specialist will be discussed at these meetings. However, all Office Director/Managers have an open door policy for ongoing support.
- ✓ New Disability Benefit Specialists will be trained by Disability Rights of Wisconsin and Office for Resource Center Development using the Disability Benefit Specialist Program Orientation Manual, ERI Webcasts and the scope of services. Located on the DBS sharepoint. Office Managers will *be responsible for ensuring new BS has access to the required training for their program.* (O.D/M)
- ✓ Disability Benefit Specialists will review the training calendar, attend mandatory trainings, view ERI webcasts, other trainings and attend as appropriate. (O.D/M)
- ✓ Disability Benefits Specialists will attend the regional function team meetings. The Program Attorney may attend these meetings either in person or via teleconference. (R.D.)
- ✓ The function team will invite professionals to do trainings/presentations. (R.D.)
- ✓ The function team will have a standing agenda item to discuss complex cases which allows peer support and continuity in service across the region. (R.D.)
- ✓ **Collecting and reviewing data to assess the quality of ADRC operations:**
- ✓ The Regional Office will produce a monthly report called a “Dashboard Report”. The charts and graphs are set up to compare the previous year’s activity to the current year. Individual office dashboard reports can be tailored to include any information requested by the Office Director/Manager. (R.Q.C.)
- ✓ The Regional Quality Coordinator and Client Tracking Lead will provide support

and training on data entry in Client Tracking to ensure the dashboard reports are valid. The Information and Assistance Specialist quarterly meeting will have a standing agenda item “Client Tracking Training” .

- ✓ All staff will be trained on the Regional Complaints and Appeal Policy. The process includes reviewing and proposing policy or procedures changes to improve service delivery. *(R.D.)*
- ✓ Office Director/Managers will ensure all complaints are reported in the complaint database. This may be accomplished by the Office Director/Manager entering the information in the database or collaborating with the Regional Director to enter. *(O.D/M)(R.D.)*
- ✓ The Regional Management Team meeting will have Complaints and Appeals along with Conflict of Interest as standing agenda items to evaluate trends and quality issues. *(R.D.)*
- ✓ Annually, at a minimum, the Governing Board reviews complaints and appeals to discuss issues that may relate to quality of ADRC services provided, policy and procedure changes, and unmet needs. *(R.D.)*

**G. Regional ADRCs: Describe the activities you will implement in your ADRC to ensure quality across the region:**

- ✓ The ADRC of Eagle Country will continue to adopt the Aiming for Excellence model of process improvement. The regional office will have all the projects available with either a 5 x 5 or a summary. This model will create a process that documents continuous quality improvement. These projects and their outcomes will be shared with the Governing Board. *(R.D.)*
- ✓ Upon reviewing the Scope of Service updates each year (this review will take place at a regional management meeting upon receiving changes from ORCD) any items out of compliance will be added to this quality assurance plan. *(R.D.)*
- ✓ The Regional Director will meet with MCOs and ICAs regularly to discuss concerns, issues and changes and take action as needed. *(R.D.)*
- ✓ The Regional Director, an Information and Assistance Specialist and Elder Benefit Specialist will meet with every skilled nursing facility and hospital in the region bi-annually or when there are staff changes. These conversations have proven to improve communication and referral processes between the ADRC and such agencies. *(R.D.) (O.D/M)*
- ✓ The Regional Office will order regional marketing items with input from all staff

when funding is available. *(R.D.)*

- ✓ The Regional Office will create many standardized tools for staff to use such as: power of attorney for health care packets, memory screening packets, SSI-E manuals and supporting forms, policy and procedure manuals. Packets such as POA H/F and memory screening staff have cues or short scripts built in to assist them in messaging. Other materials that the Regional Office has developed are posters that combine basics principles of Motivational Interviews (MI); Options Counseling; Mediation; and customers' most important quality indicators. *(R.Q.C.)*
- ✓ Offices will have office space/conference rooms for confidential interviews with customers. *(O.D/M)*
- ✓ Performance evaluations: all ADRC staff will have a performance evaluation completed annually. *(O.D/M)*
- ✓ Office Director/Managers will use their own internal documentation tools and notify regional director of all conversations with employees that require corrective action or exceptional performance.
- ✓ Regional Director's monthly meeting will have a standing agenda item "Employee Performance" for peer support on difficult situations. *(R.D.)*
- ✓ Regional Director will be made aware of all employee performance issues for possible involvement in corrective action plan. *(O.D/M, R.D.)*

**For additional information:**

**Related Policies & Procedures:**

- ✓ Most recent dashboard report
- ✓ Functional Screen Policy
- ✓ Nursing home and hospital visit conversations
- ✓ Quality Assurance Plan tracking tool