

## Quality On-Site Provider Review: Provider Information Sheet

### What is the Quality On-Site Provider Review?

The Bureau of Quality Improvement Services is using the Quality On-Site Provider Review to ensure the quality of the home and community-based (waiver) services individuals receive. These person-centered services should empower the individual to live, love, learn, work, play and pursue their dreams.

### What is the Quality On-Site Provider Tool?

The tool is organized around the [Charting the LifeCourse domains](#) and includes indicators which will support BQIS in determining if individual outcomes are being achieved as well as provider compliance with the [HCBS Settings Rule](#). The Quality On-Site Provider Review has two sets of indicators. One set is used to assess a provider's systems to support people to have their best life. The second set of indicators is used in conversations with individuals supported by the provider. Each indicator is given a rating: disagree, met, strongly agree, not observed.

### What can we expect of the process?

To assess service delivery, the Quality On-Site Provider Review process will include a two-day, on-site review conducted by a quality reviewer. They will have conversations with individuals, support staff, supervisors and management. They'll also review key documents to ensure provider standards are being met.

### How will I know the result of the Quality On-Site Provider Review?

The review will include a wrap-up meeting to discuss the results and an opportunity for the provider to request technical assistance and training regarding any of the review. BQIS want to ensure that you have the tools you need to be successful. A final report will summarize the review.

### What if I have questions about the Quality On-Site Provider Review?

You are welcome to contact BQIS:

[BQIS.Help@fssa.IN.gov](mailto:BQIS.Help@fssa.IN.gov)

800-545-7763

