



Eric Holcomb, Governor
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Division of Disability and Rehabilitative Services
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To: Bureau of Developmental Disabilities Services providers, case managers, self-advocates and families
From: Jessica Harlan-York, Director, Bureau of Quality Improvement Services
Re: BQIS webinar: The Quality On-Site Provider Review Process
Date: July 26, 2021

The Bureau of Developmental Disabilities Services and the Bureau of Quality Improvement Services believe that a true person-centered system measures a service or program by its ability to achieve quality, person-centered outcomes for the individuals being supported. We also recognize that providers play a key role in helping individuals achieve their good life by facilitating choice, control and integration for the individuals receiving services.

To better ensure the quality of home-and community-based services individuals are receiving, the state has created the Quality On-Site Provider Review process. This new process includes an on-site review and evaluation of the quality of services being delivered to individuals receiving HCBS. While BQIS will continue to review compliance with key regulatory requirements that are part of the assurances to the Centers for Medicare and Medicaid Services (e.g., qualified provider, employee background checks and training), additional insight will be captured through inclusion of a person-centered review to include conversations with individuals and their families, observations, and review of outcome data. This will also provide an opportunity for BQIS to identify best practice models among HCBS providers and to provide technical assistance where opportunities for growth are identified.

We will be holding two sessions to learn more about the QOPR, one tailored to providers/stakeholders and another tailored to individuals and families. Each will have specific information geared toward that audience.

Individuals and family/guardians are invited to attend on **August 24, 2021, from 8 - 9 a.m. EDT.**
Please register [HERE](#).

Providers and other stakeholders are invited to attend on **August 27, 2021, from 10 - 11 a.m. EDT.**
Please register [HERE](#).

The webinar will be recorded and made available for later viewing. If you have any questions, or need accommodations to participate in the live event, please contact BQIS at bqis.help@fssa.in.gov.

We look forward to continuing to educate and inspire individuals to live, love, learn, work, play and pursue their dreams!

