

# Clinical Quality Assurance, Quality Improvement



## Notification and QA preparation

- ▶ Agencies will be notified via email 45 days prior to the review date.
- ▶ The notification will give details on documentation that will need to be submitted in advance including agency policies, randomly selected consumer charts and employee-related materials.
- ▶ Agencies that use DARMHA will be provided a list of DMHA-selected consumers when the initial notification goes out.
- ▶ Agencies who do not utilize DARMHA will have seven days to provide the QA team with a list of consumers who started treatment within the most recent certification period.
- ▶ For remote reviews, the agency will have the option of providing EMR access for reviewers or to upload consumer charts using a secure link.
- ▶ DMHA determines whether reviews will be conducted remote or in-person.



## The review and post-review

- ▶ For client chart review, reviewers focus on intakes, treatment plans, discharges, services provided, consumer safety and consumer rights documents. However, we will need access to the consumer's entire chart.
- ▶ From year to year, DMHA may focus on other areas of Indiana Administrative Code.
- ▶ Following the review, either in-person or virtual, there is a follow-up meeting to discuss our findings and answer any immediate questions.
- ▶ Within 30 days of the review, the agency will receive a detailed report that includes the agency strengths, areas requiring corrective action, a review summary and, if required, guidance on how DMHA may provide technical assistance.
- ▶ DMHA determines if site visits and employee/resident interviews will occur.



## Post-Quality Assurance review

- ▶ Within 30 days of receiving the report the agency will submit a corrective action plan. This plan should document the changes being made in the agency and the timeline for correction.
- ▶ The QA team can provide a template for the CAP if needed.
- ▶ After receiving the CAP, the QA team may request follow-up documents, make recommendations or approve the agency's approaches.
- ▶ The QA team is also available for support during this process
- ▶ The QA review process is a separate process from certification. Each agency will continue to submit requested documents to the certification team as usual.
- ▶ When submitting your CAP response, attach all applicable documentation to provide examples, verification, and support of your plans.