# DDRS Advisory Council

## August 19, 2020

# Welcome and Today's Agenda

- Welcome and Introductions

- COVID-19 Update on Data and Key Activities

- BQIS Provider Services Overview and Update

- Living Well Update and Next Steps

- Incident Report Deep Dive: Use of Restraints
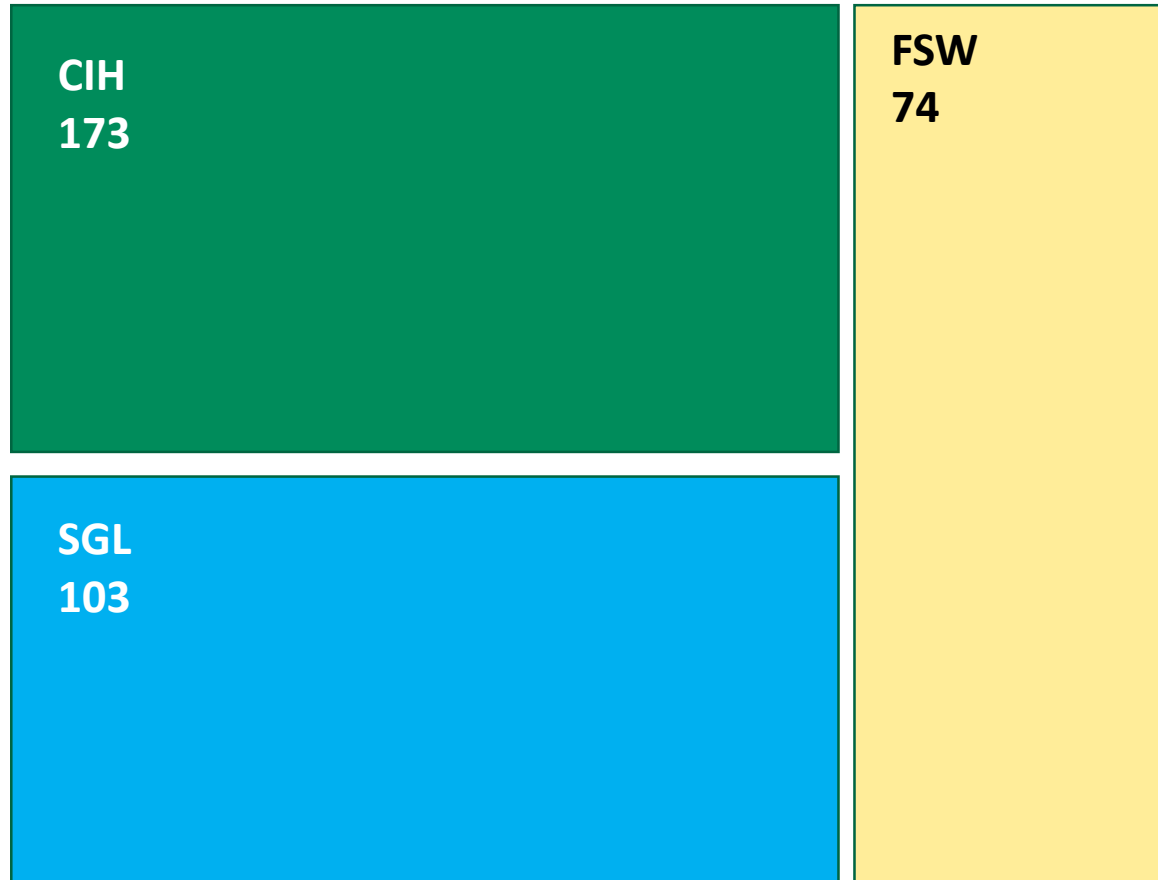
- Next Meeting: September 16th

# COVID-19 Updates on Data and Key Activities

**Kylee Hope, Director, Division of Disability and Rehabilitative Services**

**Cathy Robinson, Director, Bureau of Developmental Disabilities Services**

# COVID-19 Update on Data and Key Activities
## Age Among Unique COVID+ Cases



Age (Group)

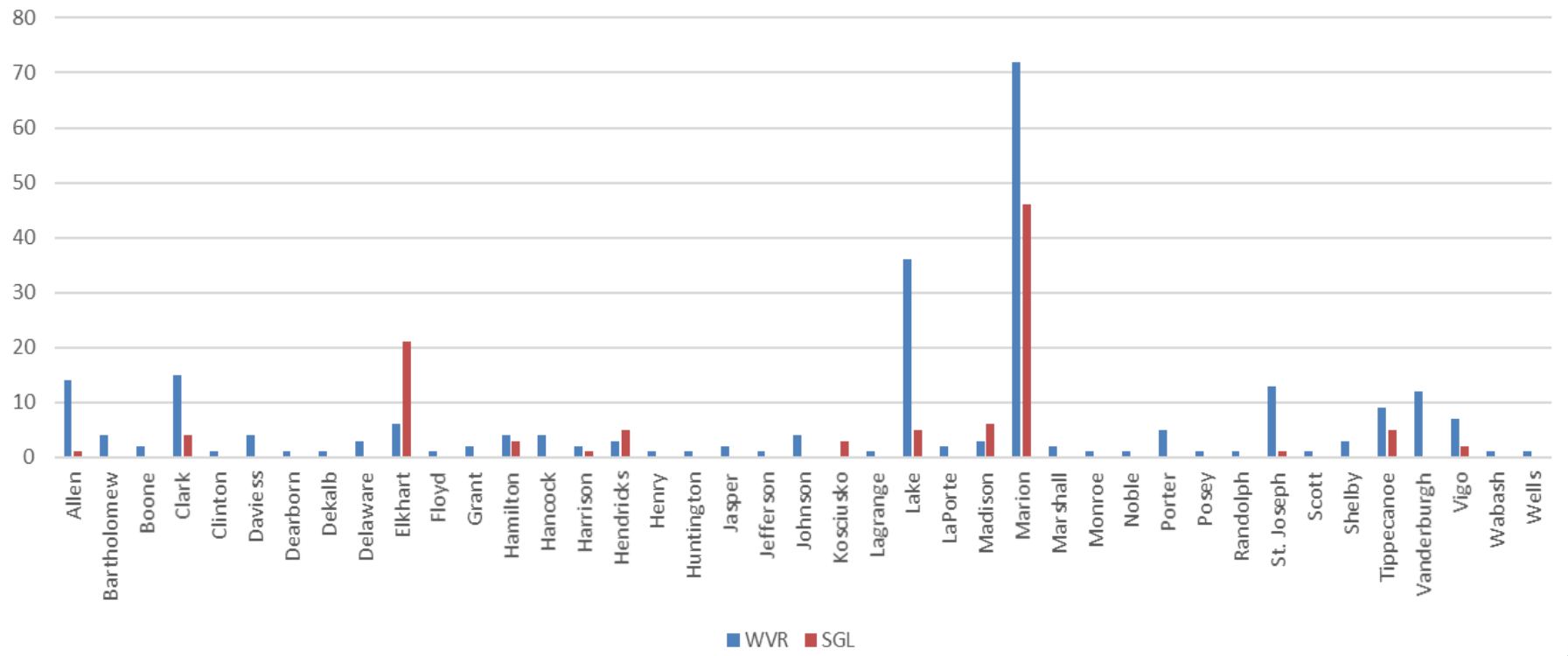| Age Group | Number of Cases |
|-----------|-----------------|
| 80+ | 7 |
| 70-79 | 19 |
| 60-69 | 54 |
| 50-59 | 57 |
| 40-49 | 63 |
| 30-39 | 51 |
| 20-29 | 69 |
| 0-19 | 32 |

Number of Cases
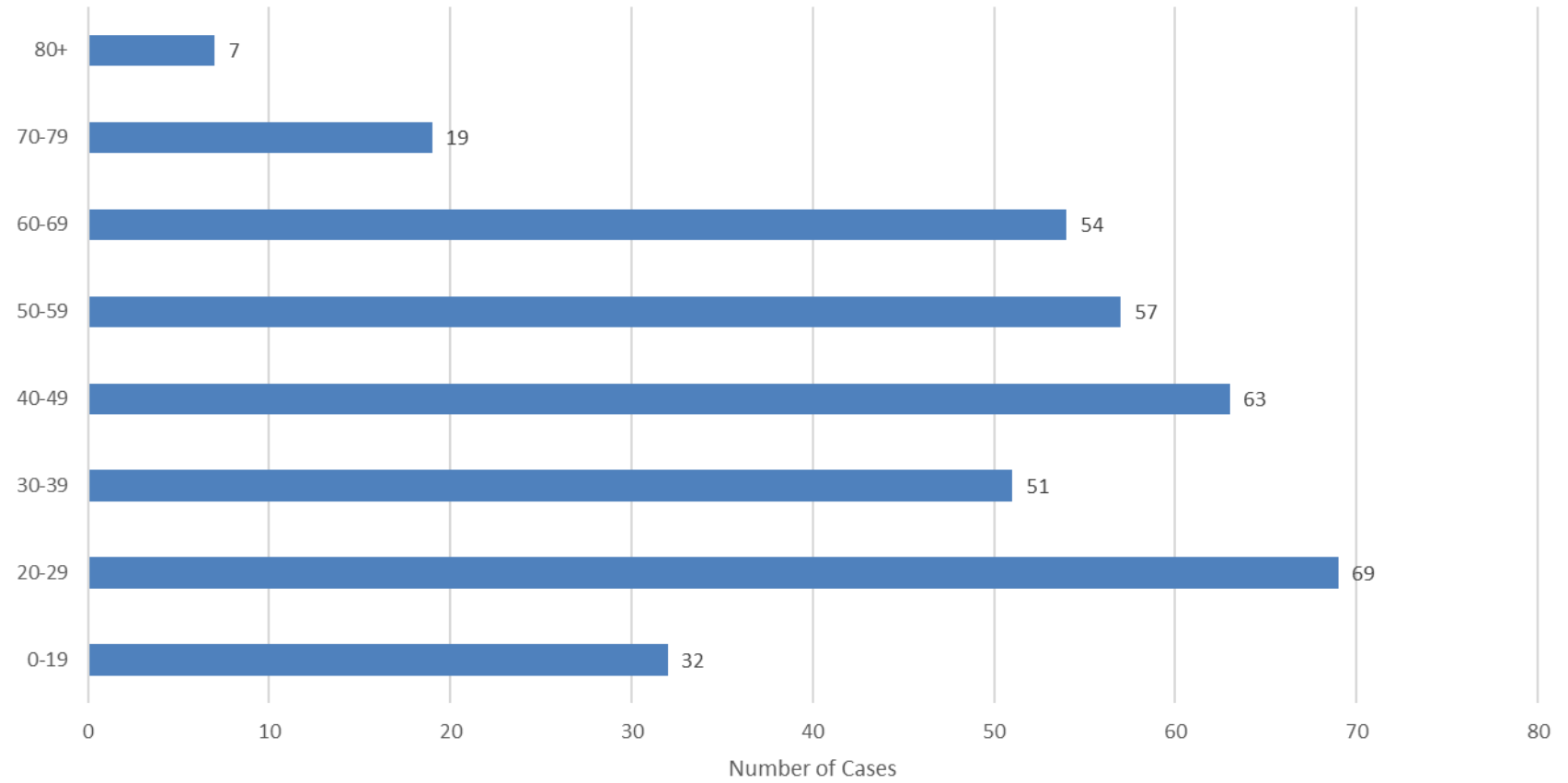
Data as of 8/16/20

# COVID-19 Update on Data and Key Activities
# Positive Cases by County & Funding Type

**Positive Individual Cases**
by County/funding Type
Total Cases = 352
Data as of 8/16/2020

**Total COVID-related deaths- 15**

# COVID-19 Update on Data and Key Activities

- Day Service Sustainability Grants
  - Third round application period ended 8/14/20
  - Final round opens 8/24/20 and closes 9/18/20

| Grant Cycle | # of Providers |
|---|---|
| First Round | 64 |
| Second Round | 64 |
| Third Round | 54 |

# COVID-19 Update on Data and Key Activities

- Appendix K – anticipated submission to CMS this week. Some changes anticipated, specific to:
  - Criminal history check language
  - Parent caregivers of minors and situation-specific language
  - Reverification process
  - Enrollment of new providers
  - Sleep staff language
  - End date proposed - 12/31/20

# BQIS Provider Services Overview and Update

Jessica Harlan-York, Director, Bureau of Quality Improvement Services

Geena Lawrence, Director, BQIS Provider Services

# BQIS Providers Services Overview & Update
## Who is Provider Services?

- Customer Service for HCBS waiver providers.

- Processes applications to become a HCBS waiver provider.

- Assists with adding counties and adding services.

- Main contact for providers when changing of ownership, sale, merger and acquisition of providers.

- Assists providers when closing a service location or when BDDS revokes a provider's status.

# BQIS Providers Services Overview & Update Provider Services Data

- Provider services adds new services or counties for 5-6 providers per week on average.

- In 2019 provider services received 29 applications averaging a little more than 2 applications per month

- Provider services currently has 11 applications on hold that were received prior to the pandemic temporary hold

- Approximately 30 inquiries for applications have been received during the temporary hold due to the Covid-19 pandemic.

# BQIS Providers Services Overview & Update New Provider Applications

- Current Status (applications paused)

- Reasons for changes
  - Ensure we are approving qualified providers
  - Compliance with HCBS final rule requirements – we want to make sure all providers fully understand and are on-board with the HCBS final rule and are committed to complying with these requirements Focus on person-centeredness
  - BDDS philosophy concerning the true purpose of waiver services
  - Constantly evaluating waiver approval process
  - The need to educate new providers and the ability and opportunity to fully articulate our values and the culture of "living your good life,"
  - Alignment with Living Well grant goals and objectives

# BQIS Providers Services Overview & Update
## New Provider Applications

- Changes
  - Letter of Intent
    - Background/Qualifications
    - Motivation for becoming an HCBS waiver provider
  - References
    - At least one reference that speaks to experience in the Intellectual/Developmental Disabilities (I/DD) community.
- What are some other potential changes we could make?

# BQIS Providers Services Overview & Update
## New Provider Applications

- Other potential future changes:
  - Training
    - Working on training options with BQIS Quality vendor, Liberty
  - Orientation
    - Offering an in-person or virtual orientation for new providers to align expectations and ensure new providers are aware of and fully understand BDDS/BQIS requirements
  - Questionnaire
    - Included in the application requirements and based on the HCBS Final Rule and Charting the LifeCourse Framework
  - Dynamic online application
    - Allow potential providers to apply online in the future, with an application that grows dynamically in order to meet applicants' needs

# BQIS Providers Services Overview & Update Other Updates

- Refining:
  - Accreditation requirements
  - Quality of services
- Training and TA
- Remote Support Providers
  - Safe in Home Remote Supports ([www.safeinhome.com/](www.safeinhome.com/))
  - THS Remote Support Services ([https://www.thsrss.com/](https://www.thsrss.com/))
  - Night Owl Support Systems, LLC ([www.nightowlsupportsystems.com](www.nightowlsupportsystems.com))

# BQIS Providers Services Overview & Update Contact BQIS – Provider Services

- Geena Lawrence, Provider Services Director

   [Geena.Lawrence@fssa.IN.gov](mailto:Geena.Lawrence@fssa.IN.gov)

- Celia Bartel, Provider Services Coordinator

   [Celia.Bartel@fssa.IN.gov](mailto:Celia.Bartel@fssa.IN.gov)
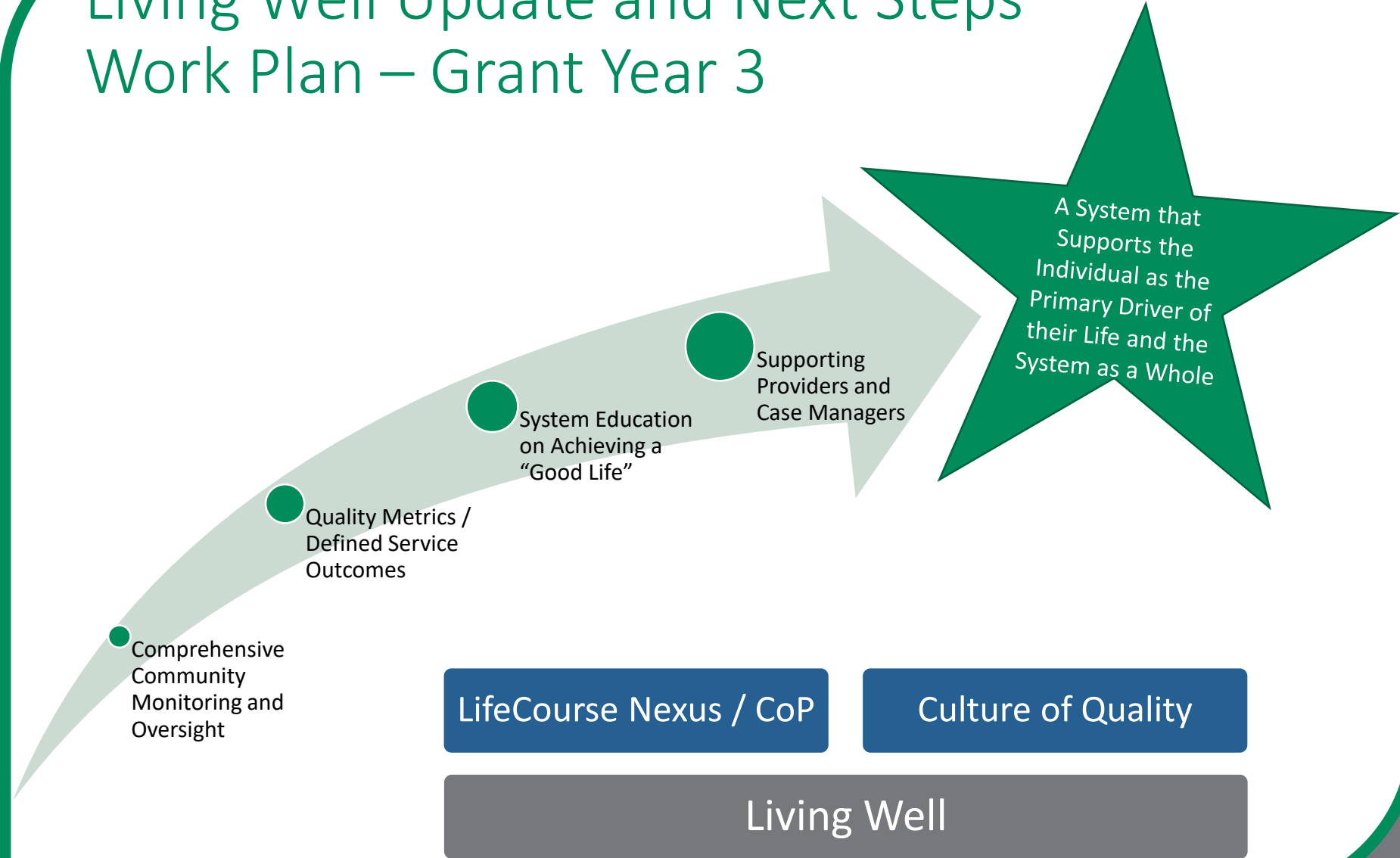
# Living Well Update and Next Steps

**Jessica Harlan-York, Director, Bureau of Quality Improvement Services**

**Kim Opsahl, Associate Director, DDRS**

**Teresa Grossi, Director of Strategic Developments, Indiana Institute on Disability and Community**

# Living Well Update and Next Steps Work Plan – Grant Year 3

| Grant Logistics | Community Monitoring | Quality Outcomes | Building Capacity | Support Provider/CM Network |
|---|---|---|---|---|
| • Evaluation<br>• Reporting<br>• Building Hub Framework | • Shift Structure to promote culture change<br>• Infuse data –based decision-making at all levels | • Identify Outcomes for three LifeDomains<br>• Test and Refine Those Outcomes | • Training resources on building self-advocacy and systems navigation<br>• Strategic Plan to Build Self-Advocate and Family Leadership Network | • Training resources around person-centered practices and to identified trends<br>• Update new provider application and re-verification<br>• Pilot and implement QOPR |

| IIDC | LifeCourse Nexus / CoP | Culture of Quality | The Arc of Indiana/SAI | Liberty of Indiana | Quillo |
|---|---|---|---|---|---|

## Living Well

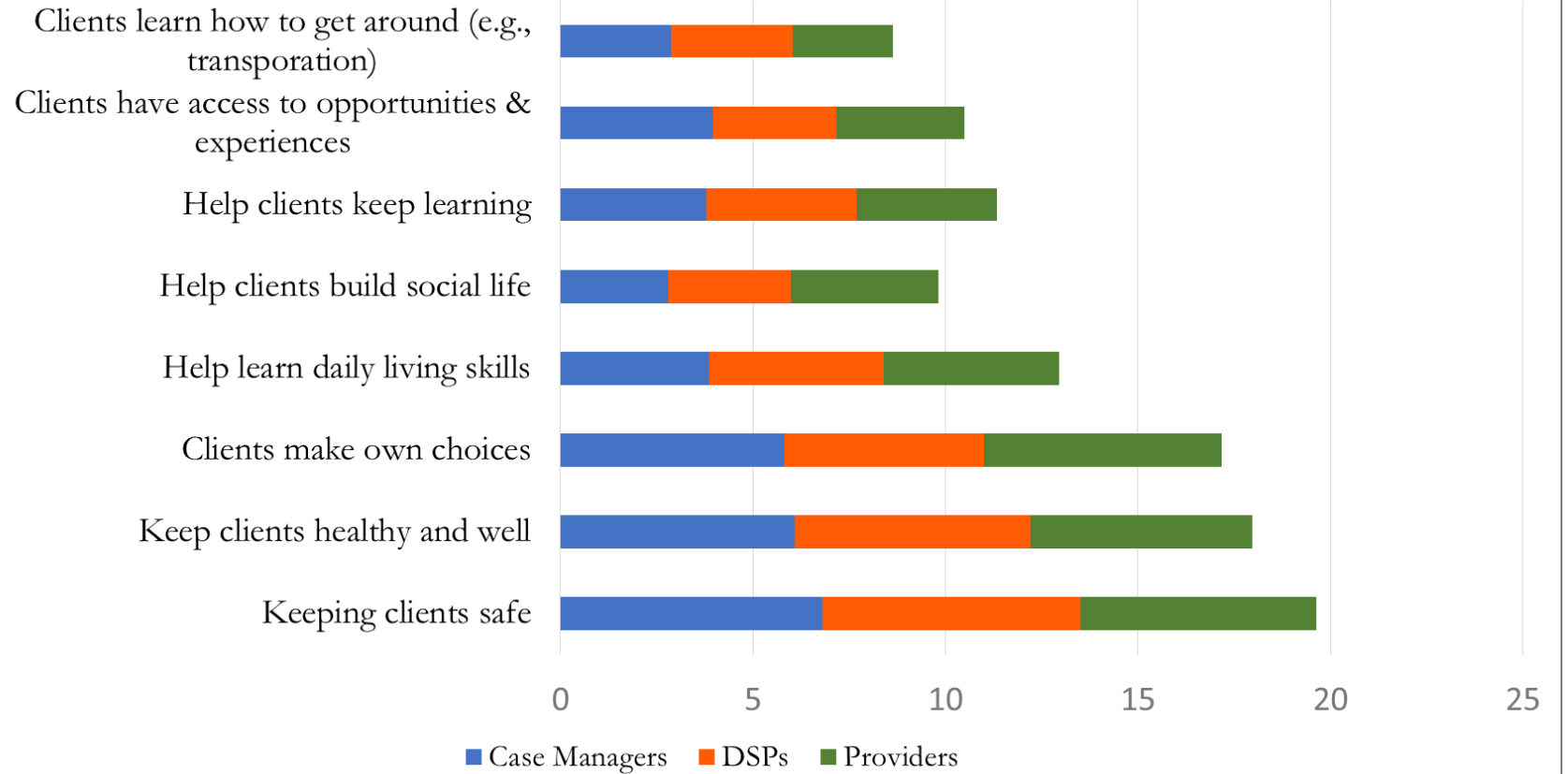# Living Well Update and Next Steps Perception Survey Results Preview

**Purpose**: To understand how BDDS/BQIS can better support organizations/DSPs in their work to meet both the life goals and the health and safety needs of individuals with intellectual and developmental disabilities.

| Audience | # of Questions | # of Respondents |
|---|---|---|
| DSPs | 13 | 1,443 |
| Case Managers | 15 | 562 |
| Providers | 16 | 416 |

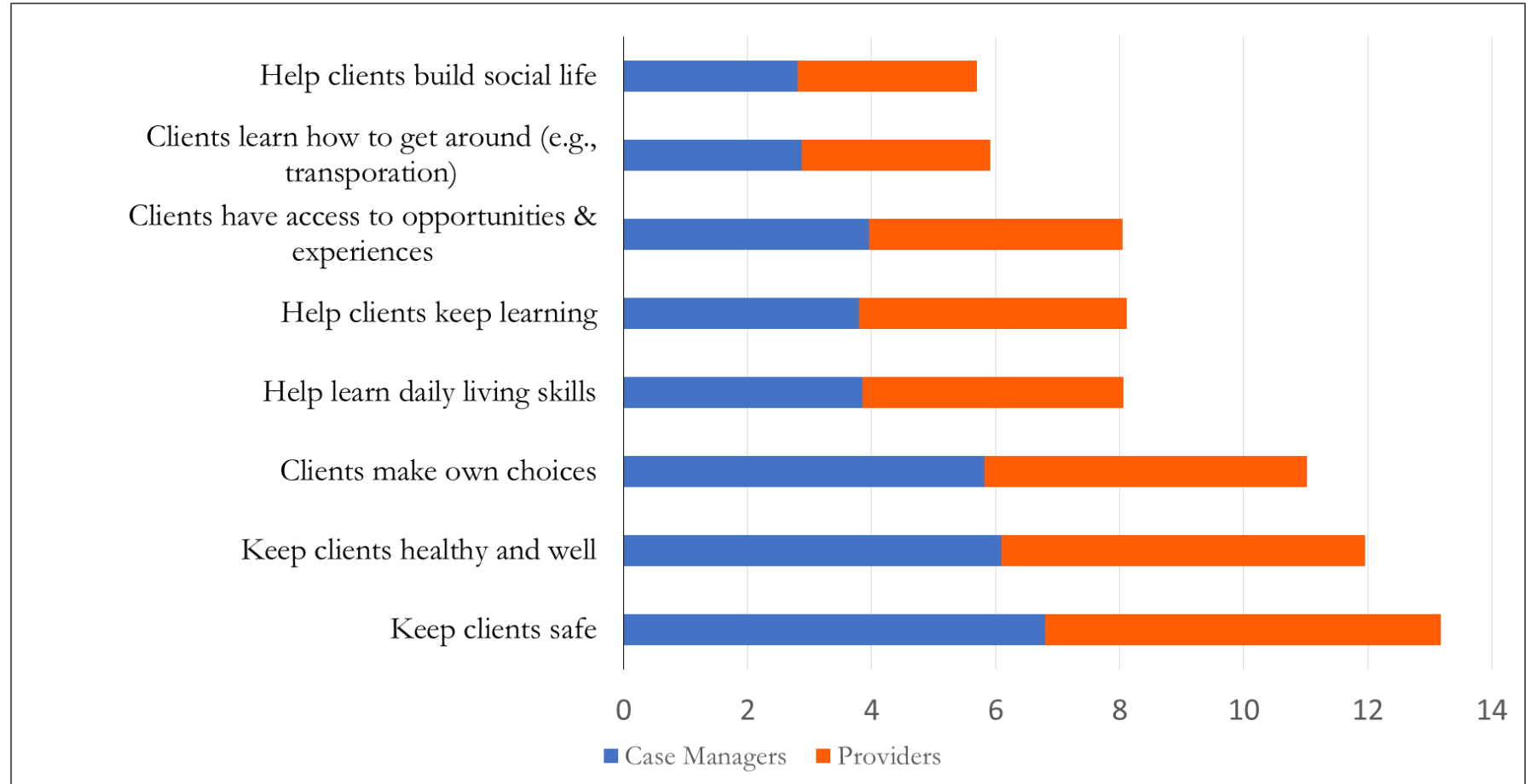# Living Well Update and Next Steps
## Agency Priority Supporting Individuals with IDD

# Living Well Update and Next Steps
## BQIS/BDDS Priorities Based on Actions/Activities

# Incident Report Deep Dive: Use of Restraints

**Shelly Thomas, Assistant Director, BQIS**
**Derek Nord, Director, Indiana Institute on Disability and Community**

# Incident Report Deep Dive: Use of Restraints How Does BQIS Review Incident Reports?

- Each quarter incident data is aggregated and analyzed.
- Trends in the data are identified.
- Negative trends are explored through further data mining.
- BQIS determines action steps (i.e. systemic quality improvement, provider-specific intervention, training, etc.).

# Incident Report Deep Dive: Use of Restraints Quarterly Incidents – Top 20

| All Funding Sources | 2019: Q3 | | | 2019: Q4 | | | 2020: Q1 | | | All Quarters | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Incident Type** | **Freq** | **%** | **Rank** | **Freq** | **%** | **Rank** | **Freq** | **%** | **Rank** | **Freq** | **%** | **Rank** |
| Medical Condition, Change in / Decline | 2,465 | 15% | 1 | 2,480 | 17% | 1 | 2472 | 17% | 1 | 37,525 | 13% | 1 |
| Aggression to housemate/peer | 1,574 | 10% | 3 | 1,294 | 9% | 3 | 1334 | 9% | 3 | 30,255 | 11% | 2 |
| Medication Error, missed medication, not given | 2,032 | 13% | 2 | 2,062 | 14% | 2 | 1911 | 13% | 2 | 27,791 | 10% | 3 |
| Fall | 1,450 | 9% | 4 | 1,177 | 8% | 4 | 1082 | 8% | 4 | 20,164 | 7% | 4 |
| Restraint, Manual / Physical Restraint Technique - Behavioral Purposes | 932 | 6% | 6 | 807 | 6% | 6 | 846 | 6% | 6 | 16,795 | 6% | 5 |
| Alleged Neglect | 1,040 | 6% | 5 | 943 | 7% | 5 | 956 | 7% | 5 | 16,570 | 6% | 6 |
| Medication Error(s), Wrong Dose | 362 | 2% | 12 | 299 | 2% | 12 | 307 | 2% | 13 | 15,058 | 5% | 7 |
| PRN Medication - Behavioral Purposes | 913 | 6% | 7 | 773 | 5% | 7 | 754 | 5% | 7 | 14,458 | 5% | 8 |
| Elopement – Evasion of required supervision as described in ISP as necessary | 789 | 5% | 8 | 513 | 4% | 8 | 547 | 4% | 8 | 11,324 | 4% | 9 |
| Injury of unknown origin | 568 | 4% | 9 | 502 | 3% | 9 | 450 | 3% | 9 | 8,395 | 3% | 10 |
| Medication refusal | 7 | 0% | 47 | 2 | <1% | 55 | 1 | <1% | 55 | 8,131 | 3% | 11 |
| Alleged Abuse, Emotional/Verbal | 375 | 2% | 11 | 337 | 2% | 11 | 382 | 3% | 10 | 7,428 | 3% | 12 |
| Seizure | 376 | 2% | 10 | 403 | 3% | 10 | 321 | 2% | 11 | 7,006 | 2% | 13 |
| Financial Concerns | 0 | 0% | 58 | 0 | 0% | 60 | 0 | 0% | 58 | 6,142 | 2% | 14 |
| Peer to peer aggression | 285 | 2% | 15 | 258 | 2% | 14 | 328 | 2% | 11 | 6,124 | 2% | 15 |
| Alleged Abuse, Physical | 287 | 2% | 14 | 261 | 2% | 13 | 220 | 2% | 17 | 5,716 | 2% | 16 |
| Self-Injurious Behavior | 269 | 2% | 16 | 229 | 2% | 16 | 221 | 2% | 16 | 4,974 | 2% | 17 |
| Alleged Exploitation, Financial | 324 | 2% | 13 | 240 | 2% | 15 | 295 | 2% | 14 | 4,896 | 2% | 18 |
| Injury of known origin | 218 | 1% | 17 | 154 | 1% | 18 | 161 | 1% | 18 | 3,554 | 1% | 19 |
| Other | 138 | 1% | 23 | 94 | 1% | 25 | 82 | 1% | 26 | 3,512 | 1% | 20 |

# Incident Report Deep Dive: Use of Restraints
## A Deeper Look at Restraints (Physical/Manual)

| Funding Source | # of Restraints (Physical/Manual) | % of Restraint IRs | # of Individuals w/ Restraint IR | % of Total population | Total Population |
|---|---|---|---|---|---|
| FS WVR (formerly SSW) | 82 | 5% | 43 | 0% | 21271 |
| CIH WVR (formerly DD) | 249 | 15% | 81 | 0% | 9213 |
| SGL | 379 | 23% | 134 | 1% | 3081 |
| LP-ICF/IDD | 940 | 57% | 48 | 0% | 55 |
| **Grand Total** | **1650** | | **306** | **1%** | **33620** |

| Funding Source | Apparent Cause | | | # of Individuals w/ Restraint IR | # of Restraints (Physical/Manual) |
|---|---|---|---|---|---|
| | Family / Guardian | Other Person, Community | Staff | | |
| FS WVR (formerly SSW) | 43 | 14 | 25 | 43 | 82 |
| CIH WVR (formerly DD) | 9 | 0 | 240 | 81 | 249 |
| SGL | 1 | 1 | 377 | 134 | 379 |
| LP ICF/IDD | 0 | 0 | 940 | 48 | 940 |
| **Grand Total** | **53** | **15** | **1582** | **306** | **1650** |

Timeframe: 1/1/20-6/30/20

# Incident Report Deep Dive: Use of Restraints A Deeper Look at PRN Medication: Behavioral Purpose

| Funding Source | # of PRN-Behavioral | % of PRN IRs | # of Individuals w/ PRN IR | % of Total population | Total Population |
|---|---|---|---|---|---|
| FS WVR (formerly SSW) | 171 | 12% | 59 | 0% | 21271 |
| CIH WVR (formerly DD) | 596 | 41% | 144 | 1% | 9213 |
| SGL | 218 | 15% | 48 | 0% | 3081 |
| LP-ICF/IDD | 455 | 32% | 43 | 0% | 55 |
| **Grand Total** | **1440** | | **294** | **1%** | **33620** |

Timeframe: 1/1/20-6/30/20

# Incident Report Deep Dive: Use of Restraints
# Additional Data on Restraints & PRNs
# National Core Indicators

- BDDS participates in the National Core Indicator In-Person survey.
- The survey is administered face-to-face with individuals on the FSW and CIH.

**NCI**®

1. **What proportion have recorded behaviors by waiver?**

Waiver

CIH — Yes (44.0%)

FSW — Yes (26.4%)
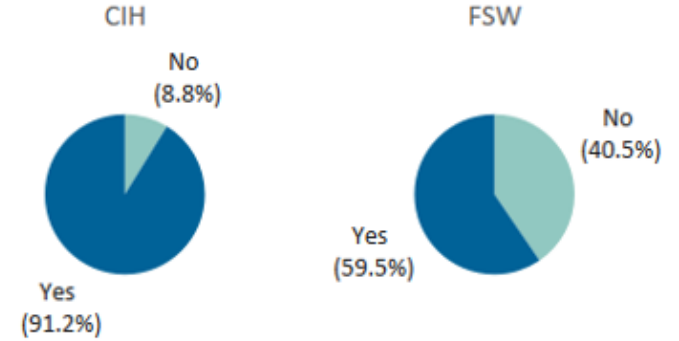
### The Intersection of Waiver Program and Behavior

**Data used**: Indiana's 2018-2019 National Core Indicators (NCI) In-Person Survey. This survey allows Indiana to assess the outcomes of services provided to people access services and supports via the Bureau of Developmental Disabilities Services.

**Sampling procedures**: The sample surveyed was stratefied by waiver and then randomly selected.
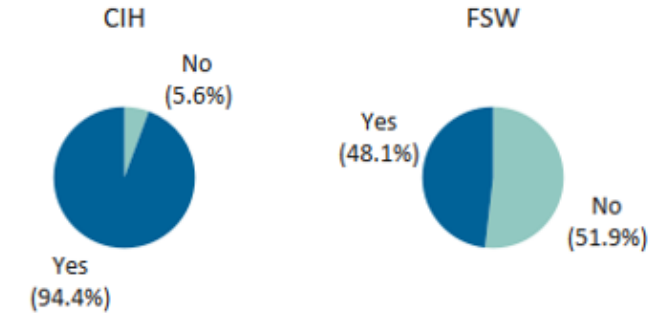
**Sample**: Total 742 of waiver recipients 18 years or older, made up of Community Integration and Habilitation (CIH) waiver = 370; Family Support waiver (FSW) = 372.

*Derek Nord, PhD, and Allison Howland, PhD, Indiana Institute on Disability and Community at Indiana University*
*August 7th, 2020*

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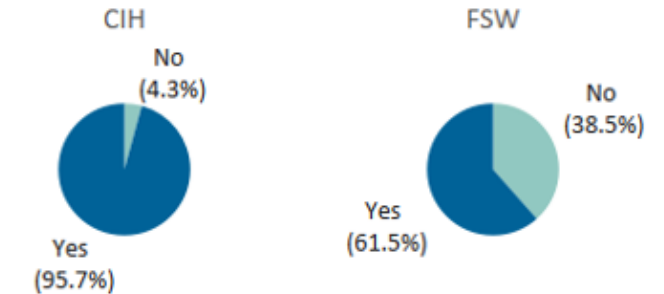*August 7th, 2020*

2. **Do those with disruptive behavior have behavior plans?**

CIH
No (8.8%)
Yes (91.2%)

FSW
No (40.5%)
Yes (59.5%)

3. **Do those that self-injure have a behavior plan?**

CIH
No (5.6%)
Yes (94.4%)

FSW
Yes (48.1%)
No (51.9%)

4. **Do those with destructive behavior have a behavior plan?**

CIH
No (4.3%)
Yes (95.7%)

FSW
No (38.5%)
Yes (61.5%)

The Intersection of Waiver Program and Behavior

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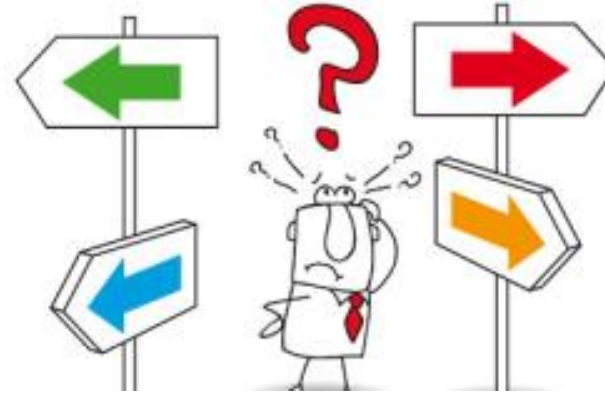
*Derek Nord, PhD, and Allison Howland, PhD, Indiana Institute on Disability and Community at Indiana University*
*August 7th, 2020*

## 5. Do those with behaviors make fewer choices?
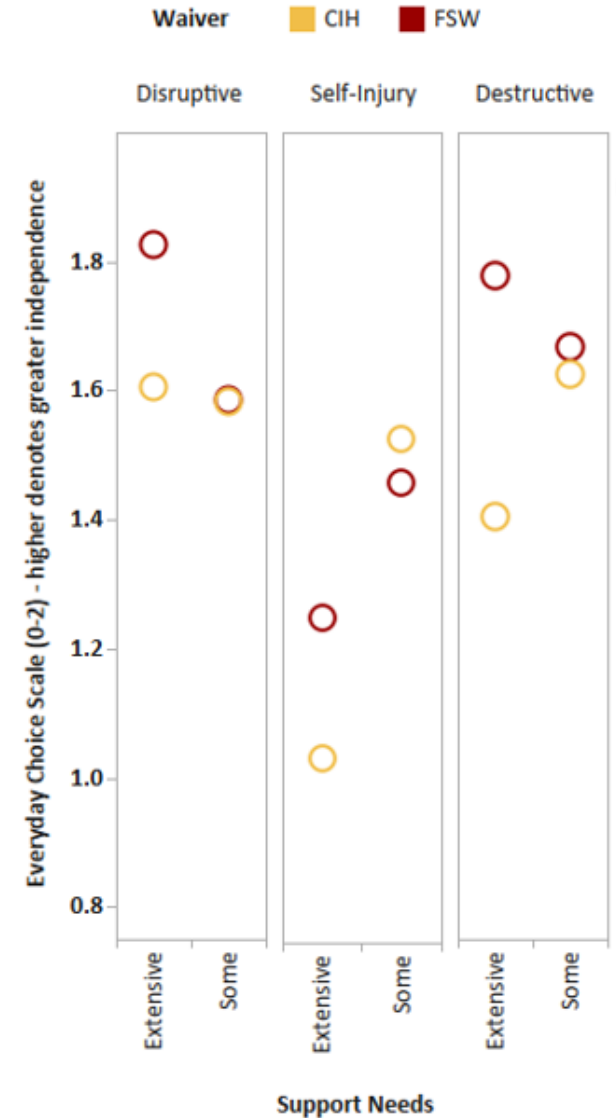
# Where do we go from here?



- *Are there areas that indicate we need to improve?*
- *What does that mean to you?*
- *How could the Council assist with addressing the issue?*
- *What could BDDS do to address the issue?*

# DDRS Advisory Council Next Meeting

- Next Meeting:
  - Wednesday, September 16th
  - 10 am – Noon
  - Location: TBD