Tips For a Successful Crisis Stabilization Quality Review

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Objectives

- Understand the purpose of Crisis Stabilization Quality Review (CSUQR).
- Understand the collaborative nature of CSUQR process.
- Provide tips for preparation for CSU review.
- Understand how to best utilize the findings of your CSU review.
- Decrease stress and increase knowledge of what to expect during a CSUQR.
Crisis Stabilization Unit Quality Reviews

1. The purpose of the CSUQR review process is to ensure adherence to DBHDD standards as outlined in the provider manual.

2. To assess the quality of care currently provided and to assist the CSU provider with increasing quality in areas of need.

3. To highlight strengths and areas of excellence.
CSUQR Overall Scores

Overall Score
FY16: 83%
FY17: 86%
FY18: 88%

Focused Outcome Areas
FY16: 88%
FY17: 91%
FY18: 91%

Service Guidelines
FY16: 82%
FY17: 87%
FY18: 91%

Individual Record Review
FY16: 79%
FY17: 80%
FY18: 83%

FY 2016 N  =  19
FY 2017 N  =  23
FY 2018 N  =  21
N = # of reviews
“The process was a positive experience, reviewers provided supportive constructive feedback.”

“It was beneficial because my staff got first hand experience with the auditors. Finally, the feedback came directly from someone else’ mouth instead of my managers mouth.”

“The reviewers answered lots of questions, gave feedback on problems that were found as we went through review rather than just at exit conference.”

“The processes were helpful to our agency because we had a chance ask questions and receive positive feedback from quality reviewers.”
Every organization has a mission statement which often uses a great many words to make one simple statement, “We want to provide the best care possible”.

The Georgia Collaborative wants the same thing, and it is our hope that our review process can help by:

• Showcasing your strengths, and
• Assisting you with improving upon areas of need.

It is our hope that this presentation can assist you in doing both.
Preparing For Your CSUQR
The Review Process

Preparation: before the review begins

On-site review

Post review activity
The lead assessor will email notification two weeks prior to a regularly-scheduled CSUQR.

Please respond to the review notification as soon as possible; up to two business days.

In your response, provide the information requested.
CEOs and owners are often primary contacts (notifications)

Involve those who will be primary contacts for review right away!

UM’s, CD’s, QI Mgr., Nursing Mgr., etc., generally manage review process
Before the Review
First steps in preparation before the review

Review the CSUQR Tool, as well as the Provider Handbook, which may be found at:

www.georgiacollaborative.com

Look over past review results (especially helpful in the event of management changes)
Practical Considerations Before the Review

Expect at least three Quality Assessors to be on-site during the Review and ensure adequate space, preferably at the CSU.

Establish a “point person” who is familiar with your records inside and out.

Develop a plan for how documents will be copied or printed.

Be prepared with surge protector extension cords when there are few electrical outlets in the review room.
If using EMR/EHR, ensure your IT department is prepared to grant access to your records.

This is a good time to conduct a “trial run” making sure that all records can be viewed by assessors.

If you have questions regarding the review process, ask! A successful review is a collaborative process and the lead review’s responsibility is to make sure you, the provider, understand our processes fully.
Further Considerations

Utilize your staff!

- The various disciplines at your CSU have valuable insight into the workings of your unit.
  - Maintenance can provide information regarding environmental issues that can be corrected.
  - Direct care staff can give management a “heads up” to issues on the unit that need attention.
Conduct a walk through of your CSU.

- What are obvious maintenance, housekeeping, and safety issues?
- What times are most quiet/most hectic?
- Assessors want to visit your CSU at the most convenient and least disruptive time.
- Assessors are interested in noting the areas of strength on your unit.
The lead assessor will reach out to the CSU contact a week before the review begins. Any questions that you have will be answered and a general outline of the timing of the tour and interviews should be agreed upon.

Reviewers will work around your schedule so to present as little disruption to your staff and individuals as possible.

This is a great time to begin thinking about which staff might be good interviewees; generally, direct care staff with enough experience to explain the day-to-day workings of your CSU.

Remember to notify your CSU staff that a review will be held!
Focus on Quality

During the Review
Timing During the Review

Once the names of individuals whose records will be reviewed have been given, you have two hours to grant access to all onsite records and policies:

- Electronic
- Paper
- Older volumes
- Off-site records must be delivered by 4PM first day
- Any record (paper or electronic) not submitted within two hours will be considered to have not been delivered and will be scored as such.
Timing During the Review continued

Please bring anything the reviewers may need to in assessing your quality of care.

- Spreadsheets
- Fifteen-minute safety checks
- Written records kept on the CSU unit
- Minutes of committee meetings
- Logbooks that document follow-up care
- Essentially, anything that might be a part of an individual’s record should be brought in during the two-hour window.
The Review Process consists of four areas

The Individual Record Review will consist of 15 records.

CSU Compliance Guidelines/Program Offerings

The tour of your CSU

Staff and Individual interviews
The Individual Record Review
## The IRR Consists of Three Scored Areas

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<thead>
<tr>
<th>IRR</th>
<th>CSG</th>
<th>FOA</th>
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</table>
| • The Individual Record Review focuses on assessment and treatment planning, etc. | • Compliance with Service Guidelines focuses on policy and procedural aspects of the CSU | • Focused Outcome Areas address:  
  • Whole health,  
  • Safety,  
  • Rights,  
  • Choice,  
  • Person-centered,  
  • Community, |
Compliance with Service Guidelines
Program Offerings/Staff Training
The Program Offerings portion consists of two major sections:

- Staffing Requirements: staff ratios (which change based upon need)
- Adherence to the CSU policies and procedures.
P&P: Area of difficulty for many providers. Preparation prior to review is key.

Present documentation that supports your P&P are being followed.

Example: if your Medication Error Policy states that errors are reported to your Quality Management Committee, have those minutes available for review.
This portion of the review is concerned with Physician availability and specialization. Please have any documentation of areas of specific expertise available, for example:

- Specialization in children and adolescents
- Experience in addictive disorders
- Any credentials that you would like to showcase
Touring the CSU
Tips for a Stress Free CSU Tour

Assessors will tour the CSU at the convenience of your staff and individuals being served.

Assessors do not want to disrupt the flow of activity on your unit, but do want to see you in action.

Showcase your strengths! A well-run group activity, touring your recreation and day areas, and talking with your staff and the individuals you serve can be highlights of the review.

Remember to make both your staff and the individuals served aware of the reason for the “visitors” on your unit.
Tour lasts around 30 minutes. Will wish to view your medication room, day areas, outdoor areas, individuals’ beds and bathrooms, kitchen, and dining facilities.

Maintenance and life safety issues will be included on the final report so your pre-review preparation and walk through can make a great impact on the findings of the assessors.

Any areas or staff members of which you are particularly proud should be brought to our attention.

Remember, SHOWCASE YOUR STRENGTHS!
Interviews: Ways to Shine
Assessors will plan to interview five staff members and five individuals.

Interviews of individuals and staff are face-to-face; want as little disruption as possible.

Choose individuals and staff who demonstrate an interest in being interviewed.

The goal is to gather information about normal, day-to-day workings of the CSU.
After the Review
At conclusion of the review, findings and scores are reported and technical assistance will be offered.

Results and scores are tentative. The lead assessor will notify you of any score changes prior to the posting of the final.

No surprises as the lead will keep you apprised of findings during the review process.
During the Exit

The exit is a great opportunity to involve staff from various disciplines. Attendance should include direct care staff.

This is a chance to increase your staff's “buy in” to improving your quality of care.

Encourage staff to ask questions after the exit. “Floor staff” will see issues that may be not noticed by management.
After the Review

- Please complete the Provider Survey by relaying things you appreciated about the process and/or suggestions for ways to improve our process.
  - [https://www.surveymonkey.com/r/GAprovidersatisfaction](https://www.surveymonkey.com/r/GAprovidersatisfaction)

- Your feedback is appreciated, and is helpful in making changes to increase the value of the review process.

"I know I'm not a monkey but I play one on tv."
The Final Assessment Report

- Expect notification of a Final Report to be emailed to you within 30 calendar days. These are posted at:

  ![You've Got Mail](image)

  - [http://georgiacollaborative.com/providers/prv-BHreports.html](http://georgiacollaborative.com/providers/prv-BHreports.html)

- Review appeals must be submitted within ten business days from the date the Final Assessment Report is posted to the ASO site.

  - [http://georgiacollaborative.com/providers/prv-BH.html](http://georgiacollaborative.com/providers/prv-BH.html)
Technical assistance is provided in the Exit which may be used to develop staff training.

Using the Final Assessment, determine your areas for growth.
The Review Detail shows how each record was scored in detail. Use this to “drill down” into specific areas of need.

Share information with your staff and use their expertise, often staff members “on the floor” can help to come up with solutions that are not readily apparent to management.
## Review Detail

<table>
<thead>
<tr>
<th>Individual</th>
<th>Category</th>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>Individual Record</td>
<td>Assessment &amp; Planning: Individual meets Admission Criteria for CSU</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Assessment &amp; Planning: Current medical screening present</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Assessment &amp; Planning: Interventions/objectives are goal-linked</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Assessment &amp; Planning: Co-occurring health conditions are included in the IRP or NCP</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Assessment &amp; Planning: Discharge plan defines criteria</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Assessment &amp; Planning: Order for admission to CSU present</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Assessment &amp; Planning: Order for withdrawal management regimen present</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Admission/Initial Evaluation: Comprehensive Nursing Assessment present upon admission</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Admission/Initial Evaluation: Bio-psychosocial assessment present within 72 hours</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: Individual evaluated by physician/physician extender within 24 hours</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: All verbal orders signed within 24 hours</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: IRP/NCP is individualized in personalized language</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: IRP/NCP addresses safety issues</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: IRP/NCP incorporates medical updates as indicated</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: Plan of Care discussed every 72 hours</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: Individual had opportunity/was present for plan of care discussion</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Planning: IRP/NCP is reviewed following seclusion or restraint</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Course of Stay: Individual participated in training/therapy</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Course of Stay: Individual is offered groups as needed</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>CSU Course of Stay: Co-occurring disorders as assessed and addressed simultaneously</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Record</td>
<td>Documentation: Medical progress notes document progress toward goals/objectives on IRP/NCP</td>
<td>Yes</td>
</tr>
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The Quality Management Annual Report details data and scoring from all CSUQRs conducted by the GA Collaborative:


Annual Reports are presented by fiscal year.
State-wide averages are listed in your Exit Conferences and Final Assessment Reports.

Compare the scores on your CSUQR to state-wide averages to gauge how you are performing compared to others in the network.

<table>
<thead>
<tr>
<th></th>
<th>Overall</th>
<th>IRR</th>
<th>Service Guidelines</th>
<th>FOA</th>
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</thead>
<tbody>
<tr>
<td>FY18 Statewide Average</td>
<td>88%</td>
<td>83%</td>
<td>91%</td>
<td>91%</td>
</tr>
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</table>
Resources

- Quality Assessors are available for Technical Assistance via phone or email
- Contact list for all Quality Staff is posted on the ASO site:

http://www.georgiacollaborative.com/providers/quality/Quality-Department-Contact-List.pdf
For Further Assistance

Assessors are happy to provide assistance during and after the review. Please feel free to contact us!

Remember to utilize the knowledge and expertise of other CSU providers. Trading information prevents you from “reinventing the wheel.”
Questions and Feedback

Question & Answer

The Georgia Collaborative ASO
Thank you

For Georgia Collaborative ASO general inquiry or questions please email: GACollaborative@beaconhealthoptions.com