



Welcome!

As a 2009 Community Practice Review (CPR) Reviewer you are joining a select and specialized team. We are excited to have you as a part of this process and hope that this guide will help you understand your roles and responsibilities as a CPR Reviewer. In addition, this guide is intended to summarize some of the tasks and timelines that we collectively know need to happen in order for the 2009 Review to be completed accurately and timely.

Please review this carefully and bring a copy of this guide to training and to each review.

Community Monitor's Contact Information:

Lyn Rucker

rpaltd@aol.com

Office: 785-258-2214 (If she is not in, please leave your information with David or Paula.)

As Soon As Possible

- Please review the schedule below and let Donna Storey, DOH Community Practice Review Coordinator, know what reviews you can do **As Soon As Possible!** You can see by the sample numbers how many reviewers will be needed for each review.

The projected sample numbers for each region are listed below:

Region	Sample Number	Number of Reviewers
Metro	50	12 (For each of 2 reviews)
Northeast	17	8
Southwest	18	9
Southeast	16	8
Northwest	11	6
Total	112	

- Review Dates**

Reviews are scheduled to take place over a two-week period. The schedule follows:

September 9 & 10	Training – Albuquerque
September 14 to 18 September 21 to 25	Metro#1 Early Bird Metro #1 On Site Review
October 19 to 23	Northeast Early Bird

October 26 to 30	Northeast On Site Review
December 1 to 4 December 7 to 11	Southwest Early Bird Southwest On Site Review
January 25 to 29 February 1 to 5	Metro #2 Early Bird Metro #2 On Site Review
March 1 to 5 March 8 to 12	Southeast Early Bird Southeast On Site Review
April 5 to 9 April 12 to 16	Northwest Early Bird Northwest On Site Review

- Reviewer Profile:** In order to match you well, the DOH CPR Coordinator needs to know:
 - If you have review site preferences, that is, are there cities you like to stay close to and review in. Remember, you can NOT review in your own region if you are a DDSD staff person.
 - If you have review sites or providers you do NOT want to review.
 - If you speak a language other than English or communicate using sign language, please let us know; and
 - If you are a tribal member, please indicate if you are willing or unwilling to review class members selected from your tribe.

Please let the DOH CPR Coordinator know the answers to these questions **As Soon As Possible**.

Equipment Needed

- If you have access to one, *please bring your laptop!* We plan to have all of the individual write-ups, including individual findings and recommendations, printed and ready to be handed out Friday of the on-site review week.
- It is critical that you be able to transmit files electronically or through a *portable drive*.

30 days prior to the Review

- DDSD staff will begin to arrange interviews and set schedules for the reviewers.

Assignment of Reviewers and Case Judges

- The appropriate Regional Staff Manager and Donna Storey, DOH, will discuss each person in the sample. Based on the needs of the class members, Ms. Storey will assign reviewers.
 - If you have submitted Reviewer Profile Information, every effort will be made to honor your preferences. The primary goal is to match the reviewer to the needs of the class member and his/her family so the most accurate and complete information can be gathered.
- Once the Reviewers have been assigned, the Community Monitor will assign Case Judges.
- Once all assignments have been made, the Community Monitor will send a list to the Regional Staff Manager, DDSD Regional Office Director, reviewers, and case judges confirming and documenting the assignments.

One week prior to the beginning of the Early Bird Review week

Review of documents

The case managers record is considered the "individual's primary record". Consequently, you should look to the information contained in the case managers file to be the primary **but not the only** source of documentation for the review.

One week prior to the beginning of the Early Bird Review week you should begin to review the file. You **MUST** have the entire file reviewed BEFORE the Review begins. The entire file should have been provided to you at least one week in advance of the CPR Early Bird Review start date for the review. If you are not doing an Early Bird review, you should receive the materials 7 days in advance of the on-site review.

A blank, bound protocol book should accompany each of your files. A copy can also be printed from the Community Practice Review website at www.jacksoncommunityreview.org.

If you have not received the required documents by the Monday preceding the beginning of the Early Bird/on-site review week, contact the appropriate Regional Staff Manager immediately.

It is important that you review the materials provided to you by the Wednesday preceding the early bird or on site review date. If you are missing needed materials let the regional lead know by no later than the Wednesday before your review begins so they can attempt to secure missing items.

Documents you should receive from the Regional Office:

A. On the cover sheet of the file, the regional office has been instructed to indicate:

- √ The type of communication support, if any, the person needs. Need to indicate if interpretation support is needed and if so what type. For example, if the person/guardian speaks only Spanish, Navajo, etc., or if the person uses sign language please note that for the reviewer.

Note: Regional Office will need to make arrangements for needed interpretation if a reviewer who speaks the language or who signs cannot be matched with the individual/family.

Note: Please provide the phone numbers of the therapists working with this individual and the nurse who knows the person best.

B. Individual Support Plan

The following matrix identifies WHERE identified documents can be found. These documents are being requested in advance and should be included in the reviewer's packet. The location of the document is a guide to the Region in terms of who is now responsible for having a copy of the identified document. YOU continue to fill out the Document Request Form and give it to the Case Manager if documents are missing from your files. However, you can and should ask the appropriate provider/therapist for documents missing from them. **YOU MUST** note, on the Document Request Form WHO you asked, WHEN and FOR WHAT. If the missing information/documents are provided to you within 24 hours from when you provided the Case

Manager the request on Document Request Form, treat that information as if it's always been available to you in the file.

✓when provided	Document to be Provided	Case Mgm't Agency Ind. Case File	Com Living Home & Adult Hab AT SITE	Com Living Agency File AT AGENCY
	Long Term Care Assessment Abstract (LOC—MAD 378)	X		
	Waiver Review form (MAD 046)— Budget(s)	X		
	Last 2 ISPs (The most current Annual and the previous years ISP). Please verify completeness and that we have the most current one.	X	Current Complete Annual ISP	Current Complete Annual ISP
	Outcomes, Strategies and Action Plans	X	Teaching and Support Strategies	Teaching and Support Strategies
	ISP Signature Page	X		
	IDT Meeting Minutes	X		
	Individual Specific Training Requirements (Part of the ISP)	X		
	Individual Transition Plan, as applicable for any change in service and/or provider in the past year.	X		
	Day Habilitation Schedule for the person – what the class member is doing during the day and when (approximate time) for the past four months.		X	
	Residential Schedule for the person – what the class member is doing during nights and weekends or when the person is at home for the past four months.		X	
	Progress notes/Data Collection/Data Tracking (i.e. outcomes/objectives/ action steps for the past four months.		X	X
	Supported Employment Annual Assessment/profiles; (Will be contained within the ISP as an update to the VAP, unless another independent VAP was requested)	X		X
	Supported Employment Vocational Assessment Profile	X		X
	Career Development Plan (May be contained within the Work/Learn Action Plan of the ISP rather than a separate document)	X		X

✓when provided	Document to be Provided	Case Mgm't Agency Ind. Case File	Com Living Home & Adult Hab AT SITE	Com Living Agency File AT AGENCY
	Supported Employment Quarterly Progress Report for current & prior ISP Year.	X		X
	Personal Definition of a Meaningful Day (Should be in ISP)	X		
	Signed Primary Freedom of Choice	X		
	Signed Secondary Freedom of Choice	X		
	Case Manager's Contact Notes and Monthly Face-to-Face Site Visit forms from the past year.	X		
	Guardianship/Power of Attorney Paperwork (type of guardianship, expiration date, etc.)	X		
	Case Manager Quarterly Day Habilitation <u>AND</u> Residential Aspiration Reviews. (Unless individual is already participating in the pilot phase of the Aspiration Risk Management Protocol, in which case this is replaced by activities in the individualized monitoring plan.)	X	X if participating in pilot phase	X if participating in pilot phase
	Case Manager Mealtime Observation Reports.(Unless individual is already participating in the pilot phase of the Aspiration Risk Management Protocol, in which case this is replaced by activities in the individualized monitoring plan.)	X	X if participating in pilot phase	X if participating in pilot phase
	Comprehensive Individual Assessment (CIA)	X		
	Psychological Evaluation	X		X
	Most recent Dental Exam	X		X
	ACT Report and related implementation documents.	X	X	X
	Most current Auditory/Hearing	X		X
	Positive Behavior Supports Annual Assessment	X		X
	Positive Behavior Supports Plan	X	X	X
	Behavior Crisis Plan, as needed	X	X	X
	Behavior Support Consultant Progress Notes/Quarterly Report	X		X
	Behavior Prevention/intervention Plan (Must have if: physical restraint is being used; Law-Enforcement has been used)	X	X	

✓when provided	Document to be Provided	Case Mgm't Agency Ind. Case File	Com Living Home & Adult Hab AT SITE	Com Living Agency File AT AGENCY
	Relevant Human Rights Committee Minutes	X		X
	Annual Speech Therapy Assessment	X		X
	Annual Speech Therapy Treatment Plan	X	X	X
	SLP Semi-Annual Progress Report	X		
	Occupational therapy Annual Assessment	X		X
	Annual OT Treatment Plan	X	X	X
	OT Semi-Annual Progress Report	X		
	Physical therapy Annual Assessment	X		X
	Annual PT Treatment Plan	X	X	X
	PT Semi-Annual Progress Report	X		
	Therapy Closing Reports	X		
	Psychiatric Evaluation	X		
	Psychiatric Visit Reports		X	X

C. Health and Wellness

✓when provided	Document to be Provided	Case Mgm't Agency Ind. Case File	Com Living Home & Adult Hab AT SITE	Com Living Agency File AT AGENCY
	History and Physical and Doctor's notes	X for H&P	Current Doctor's orders	Doctor's orders and correspondence
	Medical Assistance Worker Form (MAW) DLH 052	X		
	Most Current Vision Exam	X		X
	Quarterly Reports from Nurses on individuals with a score of a 4, 5 or 6 on the HAT from the past year.	X		X
	Copy of most recent completed and signed MAR (Medication Administration Record) from all applicable providers.		X	X
	Health Assessment Tool (HAT)	X		X
	Medication Administration Assessment (MAAT; effective 11-1-06)	but result will be recorded in ISP		X
	Nutritional Evaluations/Reports for the past year.	X	X	X
	Results of Lab Work completed during the past year.			X
	Most current Neurological Evaluation	X		X
	Seizure Tracking		X	X
	TD Screening			X

✓when provided	Document to be Provided	Case Mgm't Agency Ind. Case File	Com Living Home & Adult Hab AT SITE	Com Living Agency File AT AGENCY
	If applicable to the person, information regarding a living will, advance directives and DNR orders.	X	X	X
	Current written consent from individual/guardian/surrogate health decision maker for assistance with medication delivery by staff	X		X
	Current written consent from the individual's physician for assistance with medication delivery by staff	X		X
	Medical Crisis Prevention/Intervention Plan (Must have if medical conditions exist that may be life threatening) May also be called Medical Emergency Response Plan	X	X	X
	Healthcare Plan – required for HAT 4-6; addresses day to day management of chronic conditions &/or health goals	X	X	X
	Special health Care Needs (I.e. Mealtime Plan (MTP)	X	X	X

D. Other

✓when provided	Document to be Provided	Case Mgm't Agency Ind. Case File	Com Living, Int. Home & Adult Hab AT SITE	Com Living, Int., Agency File AT AGENCY
	ICAP/Vineland (ADLs) and/or ABS	X		
	CAIR Reports/Follow up Determinations.			X
	Incident Reports completed on the person which have occurred during the past 13 months.	X		X
	If the person has been hospitalized and/or had emergency room visits, provide DDSD post hospitalization tracking document/information including dates, cause per incident and discharge summaries per incident.	X		X
	Completed Regional Request for Intervention Forms submitted on behalf of this individual or issues affecting this individual (if action has been taken be sure to include the follow up information.	X		X if submitted by provider versus CM
	Completed Decision Justification Forms.	X		
	Follow up to most recent Community Practice Review indicating what was done on each finding (for people in the 2009 CPR Sample).	X		

Interviews: Overview

Case File Review: You will conduct a review of the case file at the case manager's office first thing in the morning of the review day. This review enables you to look at the entire case manager's file to be sure you have seen everything. ***If you cannot find something that you require, YOU MUST note it on the Document Request Form and ASK THE CASE MANAGER to provide you with that information.*** NOTE ON THE FORM the time and date that you made the request. The Case Manager has 24 hours to provide the missing documentation. Remember, old information which may directly influence your findings may not be in the current records so the case manager may have to go to archived files **or to other providers.**

Case Manager Interview: You will interview the case manager assigned to the class member(s) you are reviewing. If the case manager is new (30 days or less) the supervisor may sit in but your questions should be directed to and answered by the case manager. The supervisor may NOT answer questions for the case manager; however, the supervisor may offer additional information AFTER the case manager has answered the question asked. You should record the answers of the case manager separately from the answers from the supervisor so you know and have documented who said what.

Class Member Interview: You will be scheduled to observe the class member wherever he/she receives day and residential service supports. The class member should be present in BOTH settings... it serves little purpose to observe where the class member works or where the class member lives if he/she is not

there. If the class member receives a combination of day services it would be good to **observe them both**. If the class member works and if a visit is acceptable to the class member and to his/her employer, you will observe the class member at work. If it is not acceptable to the class member and/or his/her employer then you will not be scheduled to visit the work site. If the class member is unable or unwilling to respond to your questions NOTE that on the interview section of the protocol document. You can use that section to note your observations.

An interview with the Guardian. You may interview the Guardian of the class member in person or on the phone IF the Guardian is NOT a provider of Family Living Services. If the Guardian is also a provider of Family Living Services you MUST interview the guardian in the class member's home. Some guardians live out of town or out of state so phone calls are the only way to ensure an interview.

Direct Support Staff Interview. You should interview the direct support staff who work with the class member the most for both day and residential services. Be sure to ask the person whom you interview if they are the person ASSIGNED to work with the class member DAILY. PROVIDERS SHOULD HAVE BEEN INFORMED DURING SCHEDULING THAT THE INTERVIEW MUST TAKE PLACE WITH THE DIRECT CARE STAFF. If the direct care staff is new (30 days or less) the supervisor may sit in but questions will be directed to the direct care staff. The supervisor may NOT answer questions for the direct care staff, however, they may offer additional information AFTER the direct care staff person has answered the questions. Be sure to note answers from the direct support staff vs. answers from supervisors or others. If the person who works most closely with the class member is not present for the interview **FIND OUT and record WHY in the protocol book.** Conduct the interview with the person the provider has assigned, find out who they are, how often they work with the class member DIRECTLY and then let the Community Monitor know. Please inform the provider that the results of the interview will be recorded but may not be considered as a part of the review report. If there are questions, the provider can call the Community Monitor.

If there are two day services (employment and community membership, for example) the reviewer may have to interview two direct support day staff. If that is the case, the reviewer should fill out two separate day interview sections and indicate who was interviewed. The scores for day may also be different depending on what is discovered during the two interviews. The Community Monitor will have extra day sections of the protocol book that can be filled out by the reviewer and stapled into the original protocol book. Please ask for these additional sections if you need them. PLEASE be sure to staple the additional interview and scoring sections in the appropriate place in your protocol book.

Therapists/Ancillary Services providers: DDSD Staff should have included a time on the Reviewer's schedule for meeting the class member's ancillary providers, whether in person or by conference call from a location identified on the schedule. This is not a formal interview and it is not mandatory for therapists or nurses to participate. Any questions that the reviewer has for these service providers should be prepared in advance of this time.

Information from others: You may find that you need information from others as a result of interviews and/or record reviews. If you need to visit directly with other IDT members in order to clarify questions/issues **PLEASE DO SO.** With the addition of an Early Bird week, there should be more time to pursue information to ensure accuracy. If you believe documents, assessments or recommendations are missing, note it on the Document Request Form and ASK FOR THEM. Ask the case manager, residential or day provider.

Class Members with Immediate and Special Needs

- Class Members identified as "*needing immediate attention*" are persons for whom urgent health, safety, environment and/or abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion. If you believe that someone you are reviewing may fall into this category CALL THE **COMMUNITY MONITOR AS SOON AS POSSIBLE** but not later than the day you discover these issues and provide the information and concerns you have. Some issues may require that you NOT LEAVE the situation until it is addressed. For individuals found to have immediate needs **where abuse, neglect or exploitation is suspected**, you **will** be asked to complete an incident report with DOH in addition to highlighting the class member's circumstances in the individual findings and recommendations.
- Class Members identified as "*needing special attention*" are individuals for whom issues have been identified that, if not addressed, are likely to become an urgent health and safety concern. If you believe that someone you are reviewing may fall into this category notify the Community Monitor as soon as possible but not later than 24 hours from when you discover these issues and provide the information and concerns you have. The circumstances of individuals with special needs will be highlighted in the individual finding and recommendations for follow up by the appropriate Regional Office staff.

Early Bird Week

- If you review during early bird week you should complete at least half of your reviews during the "Early Bird" week if possible. For example, if you were going to review two people in the Northeast, you would review at least one person during the early bird week, complete your protocol book and deliver it to your case judge the Sunday night of the on-site review week. If you could not review both during the Early Bird week, you would then begin and complete the second person you are to review during the on-site review week.
- If you wish to complete both of your reviews during the early bird week, you should notify the DOH CPR Coordinator so that the appropriate schedule can be made for you.
- You will be contacted by whoever schedules for that region to be sure the schedules work.
- For each class member you review, the region will have a schedule for you.
- In both Metro reviews, it is possible that you may be assigned a specific number of individuals to review during the early bird and the on-site review weeks.

No less than 1 day prior to starting your review

- Completion of Class Member profile information:** The completion of Class Member profile information in the protocol book should be completed prior to the Review start date. YOU MUST review the entire file BEFORE you begin the Review.
- If information is missing, you should contact the Regional Office no later than the Wednesday prior to the Early Bird start date.*
- You should complete the individual work sheets contained in each interview section of your protocol book so that you can check off what you find (e.g., staff are using needed meal time equipment) and

identify what is to be present but is not (e.g., has VOCA but batteries are missing and it was not used during the Review).

Sunday Night: Beginning of the on-site Review Week

- Deliver your completed protocol book to your Case Judge:** If you participated in the Early Bird review week, you should pass your completed Protocol Book and your class member's file to your Case Judge the Sunday **afternoon** before the on-site review week begins. You can put your protocol book and class member file in sealed envelopes with the case judges name on it and leave it at the hotel. Please indicate to the people at the hotel that this is important and confidential information that should be protected and delivered only to the case judge or Community Monitor.
- You should also schedule a time** with your case judge to have your protocol book case judged.
- The Community Monitor will have a 'sign in sheet' posted on her door so you can sign up for a specific time to summarize your findings with her. Stop by anytime during the early part of the on-site review week and sign up for a time that best fits your schedule.

During the on-site Review week

- Bring your own laptop so that you can type of your findings and recommendations at your convenience.
- Once your individual findings and recommendations have been case judged, the Case Judge will send them electronically to the Community Monitor for her review. Once they have been edited, she will send them on to the regional staff manager.
- If you have personal or identify class member health and/or safety concerns (**Immediate or Special level**) please notify the Community Monitor immediately so that action needed to resolve the issues can be taken as quickly as possible. The Community Monitor will inform the Regional Staff Manager of all such concerns.
- During the status summary on Friday of the on site review week, your individual findings and recommendations will be reviewed with the Community Monitor and the regional office staff. If you live a great distance from the review site, the Community Monitor will try to schedule your summation early so you can leave. This may not always be possible so please understand if you have to stay until late on Friday afternoon.

Score Justification

For every score, you **MUST** provide justification. You **MUST** use the:

“+” to indicate positive things that you found that are evidence of compliance with the question.

“-” to indicate things that were missing and do not substantiate compliance with the question.

If your score changes, **YOU MUST** also change the “+” and “-” justifications to match your score change.

Individual Findings and Recommendations

The attached Individual Findings and Recommendations Form includes guidelines regarding what topics should be addressed where. It is critical that reviewers write with enough clarity and detail so that team members and regional office staff know:

- What was found and where;
- Why it was a problem;
- What is being recommended to "fix" the problem.
 - The Recommendations must be written in measurable terms so that everyone knows when the recommendation is successfully completed.
 - If a product needs to be developed or altered indicate when it needs to be done and why
For example, *"Rewrite the Work/Learn Action Step for the October 2007 ISP to more accurately reflect the person's preferences and vision in the work/learn area". WHY? Per Lyn's vision and stated preferences (see OT Assessment dated 9/23/05) Lyn loves to work with horses, which is not mentioned in either the 2005 or 2006 ISP."*
 - If an assessment was recommended but not attained, indicate **WHO** made the recommendation in **WHAT** document so the Team can go back to the source document.
For example, *Lyn's mental health assessment completed by Dr. Black on 9/25/05 indicates "she should spend every February in Hawaii to avoid her winter blues". This recommendation is not addressed in her 11/2006 or 11/2007 ISP. Interviews with both the residential and day staff indicate that she does not spend any time in Hawaii.*
 - If the reviewer notes a problem in day and/or residential services indicate which one so follow up can be done. For example, *"day staff were unable to identify Lyn's preference for salads at lunch."*

Review Order: Day 1 On-site Review week

The following represents a "typical" review schedule. However, based on availability of the class member and guardian, your interviews may not be scheduled in this order. Please be flexible and accommodate the class member and guardian as best you can.

- Review Case Managers Primary Case Record:** If information/documents are missing, you **MUST** ask the Case Manager to find the document or to verify that it does not exist **AND** you must complete the Document Request Form **AND** have the Case Manager sign the form. This provides proof that you notified the case manager of missing information. The case manager will have 24 hours to provide the information to you.
- The case manager can bring the materials directly to you (the best option) or can fax to your hotel. If you do not receive the information requested, send an e-mail notice of what you requested and that you did not receive it to the case manager with a copy to your Case Judge, the DOH CPR Coordinator (Donna Storey) and the Community Monitor.
- Interview the Case Manager**
- Interview the Guardian** (*See the notes on Page 5 re: times when a telephone interview is appropriate*)

If you are completing interviews during the Early Bird (EB) week, the information outlined for Day One and Day Two can be spread out during the EB week or take place as outlined here. You should notify the Regional Office of your availability and travel requirements so they know how to schedule your time.

- One observation of class member in each day program site:** If the class member is in more than one day service, observations should be made in each location. You may be required to interview TWO different direct support staff for day services. For example, one who supports the class member at work and one that supports the class member during day hab. If you interview two different people you will have to fill out two different interview forms and also have to score day services twice, once for each of the staff you interview. *(See notes on Page 5 re: instances when observation at work may not be appropriate.)*
- Observation and interview with the class member at home** Note: this may also coincide with the timing of the Guardian interview, if the Guardian is the Family Living Service provider. It may also coincide with your interview of the direct support residential staff.
- Interview with direct support staff and others as necessary.**
- Interview/phone call with Therapist/Ancillary provider(s)**
- Filling out portions of or the entire protocol book for this Class Member.**
 - BE SURE THERE ARE NO BLANKS IN THE PROTOCOL RATINGS.
 - Post-it Notes are stickies should NOT be the recording form for findings or information needed in the Protocol Book. Stickies and tabs will be removed from the book after the scoring data is reviewed and entered. You may use them to “mark your place” or to remind yourself of questions you need clarified. However, information, facts and observations should be recorded in the appropriate place in the Protocol Book.
 - If you change a score as a result of your consultation with your case judge you MUST modify your justification notes so they match the score.
- Request clinical consultation, if needed.**
 - If you identify unresolved health issues or if you have questions regarding the health status of a class member you should request a clinical consult.
 - When you make this request be sure you have:
 - A clear statement regarding background and issues;
 - If recommendations have been made that appear not to have been followed, have a copy of the assessment/evaluation/letter available to share with the nurse practitioner so she knows who wrote the recommendations and in what context;
 - If there are issues such as weight loss, medication combination/interaction; lack of diagnosis or follow up, you should have a chronology developed that reports dates, document from which you gathered information and noted responses/lack thereof.
 - This information should be given to your case judge who will coordinate clinical consultations/reviews.
 - Clinical consultations may also be requested for other issues (e.g., environmental safety, AT/Communication, etc.) Again, those requests should go to your case judge. As with health and safety, your request should include supporting information as outlined above.
 - If issues come up during the Early Bird week, call the Community Monitor so arrangements can be made in line with the urgency of the issue.

Day 2: On-site Review week

- Follow up as needed.**
- Participate in clinical consultations as needed.
- Protocol book completed and passed to Case Judge no later than NOON on the day following the day you review.**

- Try to have your findings and recommendations typed, e-mailed to your case judge or downloaded to a portable drive so additions, edits can be done while you are with your case judge.
- Set a time to be case judged on this Class Member.
 - Cases Judges who conduct reviews may not Case Judge their own work.
- Set a time to summarize with the Community Monitor by signing up on the schedule posted on her hotel room door.

Day 3: Interview your second class member.

If you DID participate in Early Bird, please skip to the next section

If you participated in the early bird week and have no one else to review or if you are only interviewing one class member during this review, skip to the next section.

If you are interviewing your second class member today, all of the notes for Monday are the same and apply here.

Day 3: If you participated in the Early Bird Review

- Follow up as needed.**
- Participate in Clinical Consultations as needed.
- Editing/typing individual summaries** of findings and recommendations from first person reviewed, as needed.
- Reconciling and correcting protocol books** as needed. Complete records and summaries; turn completed information into your Case Judge.
- If you are not involved with Case Judging, **summarize with the Community Monitor** in line with when you signed up to do so.

Day 4: If you DID NOT participate in Early Bird Review

If you DID participate in Early Bird, please skip to the next section

- Follow up on Class Member #2.**
- Protocol book completed on Class Member #2 and passed to Case Judge no later than NOON** BE SURE THERE ARE NO BLANKS IN PROTOCOL RATINGS.
 - Try to have your findings and recommendations typed and downloaded to disk (or portable drive, or you can e-mail them) so additions and/or edits can be done while you are with your case judge.
- Set a time to be case judged on this Class Member.
 - Cases Judges who conduct reviews may not Case Judge their own work.
- Participate in Clinical Consultations** as needed
- Case Judging as scheduled.**
- Reconciling and correcting protocol books** as needed
- Typing individual summaries of findings and recommendations**
- If you are not involved with Case Judging, you will be *summarizing issues with the Community Monitor*, and/or completing reports.

Day 4: If you DID participate in Early Bird Review

- Participate in or follow up on Clinical Consultations, as needed
- Case Judging as scheduled
- Typing individual summaries of findings and recommendations. If you are done with yours, you may be asked to help type up other reviewers' information for their/Case Judges review and approval.
- Reconciling and correcting protocol books, as needed
- If you are not involved with Case Judging, you must summarize issues with the Community Monitor today if you haven't already.

Day 5: On-site Review Week... Status Summary

- 8:30 a.m. Status Summary Starts, unless other wise agreed.**
- Drafts of individual findings will be handed out.** You and your Case Judge should have completed individual summaries with findings and recommendations. These should have been sent to the Community Monitor as quickly as they were completed.
- The Community Monitor will send a copy to the Regional Staff Manager.
- The Regional Office will copy and make sure there are enough copies for those attending the Status Summary; changes made during the status summary will be updated ASAP and those findings will be forward to the Teams.
- You should come prepared to answer questions regarding your findings and recommendations.
- When the regional staff are done reviewing your findings and recommendations for everyone you reviewed, you may leave AFTER:
 1. You turn in your COMPLETED (NO BLANKS!!!!) protocol books to Lyn Rucker/her designee;
 2. You turn in the class member's complete file to Donna Storey;
 3. You turn in your typed individual findings and recommendations to Lyn Rucker/her designee.
 4. Lyn or her designee "signs you out" as having provided all needed information.

Reviewers MAY NOT LEAVE until they have completed the Record Completion and Tracking Form (attached on page 12), which has the Case Judge's initials verifying that everything is complete, and have turned it in with the completed Protocol Book (including the **Document Request Form**).

Thank you!



2009 COMMUNITY PRACTICE REVIEW
 RECORD COMPLETION AND TRACKING FORM
Jackson v. Ft. Stanton

Reviewer: _____ Case Judge: _____

Region (circle one): Training/Southwest Metro1 NW NE SE Metro 2

PARTICIPANT Name: _____ Date of Review _____

Assurances Check off and initial when you have completed the following tasks:	Reviewer Initials	Case Judge Initials
1. There are no blank protocol ratings.		
2. Individual findings and recommendations are typed.		
3. Protocol book has been case judged.		
4. If ratings were changed by the reviewer, the justifications listed were also changed.		
5. The Document Request Form was completed when appropriate and attached to the completed protocol book.		
6. The individual findings and recommendations have been reviewed, edited and the first draft is ready for dissemination.		
7. Copies of the individual findings and recommendations have been made for Friday's summation.		
8. Scores for Supported Employment were sent to Ruby Moore on: _____ She has responded and we have reconciled our scores: ___ Yes ___ No		
9. Scores for Assistive Technology and Aug. Communication were sent to Sheela Stuart on: _____ She has responded and we have reconciled our scores: ___ Yes ___ No		
10. Scores for Behavior were sent to Chris Heimerl on: _____ He has responded and we have reconciled our scores: ___ Yes ___ No.		
11. The reviewer and case judge agree on what will be highlighted during the oral presentation Friday.		
12. Summarized with the Community Monitor.		LR initials
13. Given the class member's file to Donna Storey.		DS Initials:
14. The protocol book has been given to Lyn Rucker/her designee.		LR Initials:



2009 COMMUNITY PRACTICE REVIEW

DOCUMENT REQUEST FORM
Jackson v. Ft. Stanton

Reviewer: _____ Class Member Initials: _____ Review Region: _____

This form is to be completed, if necessary, during each provider interview. The reviewer should print what document(s) was requested, who was asked for the document (including title) and when the request was made. The person who was asked for the document should initial in column 3 to acknowledge the request was made. IF THE REQUEST WAS MADE BY TELEPHONE, THIS SHOULD BE INDICATED ON THIS FORM.

This document must be turned in at the end of the review week with the completed protocol book.

Missing Document Name/Type PRINT NEATLY	Person Requested from (including title) PRINT NEATLY	Init. of requestee	Time and Date request made	Document received? Circle One	Time and Date Document Received	Reviewers Initials	Provider Representative Signature
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		
			: __.m., __/__/__	Yes No	: __.m., __/__/__		

2009 COMMUNITY PRACTICE REVIEW
INDIVIDUAL SUMMARY AND RECOMMENDATIONS
Jackson v. Ft. Stanton

ID#	Person	Reviewer	Date Reviewed	Region	CM Agency	Day Program Agency	Residential Agency
Entered by Paula	Initials	Initials	99/99/2009	RE	Full Name	Full Name	Full Name

Immediate Need or Special Attention: If you have reviewed someone who has been identified as an Immediate Need or needing Special Attention you must list:

- Which Category (Immediate Need OR Special Attention).
- WHY they are listed in that category (the findings – must match finding #1 in the grid below).
- If you report to DOH state that here, state why you are reporting, and include detail in the narrative which follows.

If you do NOT have someone in this category, delete this section and proceed to "Description of the person".

Description of the person: This summary MUST include...

- Age, gender and ethnicity
- General/Family History if known
- Strengths, preferences, abilities, special relationships in the person's life
- Brief overview of the adequacy of the ISP.
- Health and behavioral status including progress and/or regression. List frequency of hospitalizations and ER visits including reason for visits and follow up taken.
- Current living and day/work programs and how these programs meet his/her needs;
- Number of living and day/work placements within the last year, if an issue.
- Issues that you are going to address in the "findings and recommendations" should be highlighted here. Give particular attention to the effect of the findings on the person's life or the potential effect.
- Any assistive technology needs the person has and the availability and effectiveness of needed assistive technology. List all of the devices the person is to have and whether or not they are available, being used and functional.
- If the person's health and safety is currently in jeopardy, report details here.
- If you are going to report to APS give details here of the issue.

Review Recommendations

NOTE: If you do not have findings and recommendations in a specific section, delete that section or put "none".

#	Findings	Recommendations
	<p><u>Immediate Needs /Special Attention.</u> (If none, delete this category of findings.)</p> <p>For example, if you have reviewed someone the Community Monitor has designated as needing Immediate or Special Attention you must list:</p> <ul style="list-style-type: none"> ▪ Which Category (Immediate OR Special Attention). ▪ WHAT you found that led to that finding; <ul style="list-style-type: none"> ○ If you observed something describe it; ○ If you identified something missing in the records list specifically what is missing; ○ If recommendations were not followed, list specifically what recommendations, made by whom and when. <p>BE SPECIFIC so what you found is very clear.</p> <p>If the Community Monitor designated someone as having Immediate Needs you must file an incident report with DOH. Please note that you did so and the date here.</p>	<p>What, in measurable terms, has to happen to resolve the finding. BE SPECIFIC so the Case Manager, provider and regional office know how to follow up.</p>
Good News		
	<p>If appropriate, this is the place to recognize self-determination efforts, exciting and fun things that are happening in the person's life, natural supports, and over all quality of life issues that people should be recognized and thanked for.</p>	<p>You may have no recommendations... but be sure to thank the appropriate people for all of their hard work (including the person, family/guardian, team members, etc.).</p>

#	Findings	Recommendations
Case Management/Guardian		
Direct Care Services		
	<ul style="list-style-type: none"> • Day/Employment 	
	<ul style="list-style-type: none"> • Residential 	
Health & Wellness		
	<ul style="list-style-type: none"> • Health 	
	<ul style="list-style-type: none"> • Medications 	
	<ul style="list-style-type: none"> • Assessments 	
	<ul style="list-style-type: none"> • Therapies 	
Adequacy of Planning and Adequacy of Services, Team Process, ISP		
Expectations for Growth, Quality of Life & Satisfaction		
Behavior		
Adaptive Equipment/Augmentative Communication		

#	Findings	Recommendations
Other		
	If other issues are identified that do not fall within the previous categories, list them here.	

Regional Follow Up: