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Evolution of Nevada's APS Quality Assurance Program

Aging and Disability Services Division

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NAPSA 2019

Evolution of Nevada's APS Quality Assurance Program

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Learning Objectives:

- Understanding the steps of developing a QA process
- Understanding potential drawbacks to developing a QA process
- Utilizing ACL Voluntary Consensus Guidelines for the State Adult Protective Services system in the creation of the Case File Review Form
- How to turn data obtained from the Case File Review forms into meaningful statistics

Nevada's Adult Protective Services Program Overview

- July 1st, 2019 Nevada expanded to a full APS program.
 - Added protective services for vulnerable adults from the ages of 18-59 along with services for those 60 years and older.
- Nevada's APS program is administered through Aging and Disability Services Division.
 - Statewide program
 - Office is Las Vegas, Reno, Carson City and Elko
 - Providing services to urban, rural and frontier areas

History of Nevada's Elder Protective Services to Adult Protective Services

- 1981 Nevada's Elder Protective Services program started and was housed within the State of Nevada's Medicaid Program.
- Nevada EPS provided protective services for those 60 years and over. Except for Clark County (Las Vegas area) which only provided protective services to those 60 years and over who received Medicaid benefits.
- Clark County Social Services administered a Senior Protective Services for those over 60 years and not receiving Medicaid benefits.

History Continues

- EPS program was transferred to the Division for Aging Services (currently known as the Division for Aging and Disability Services – ADSD).
- July 1, 2010, Clark County Senior Protective Services turned their program over to Aging and Disability Services. This transition expanded the EPS program in Las Vegas from 1 supervisor, 4 social workers and 3 intake workers to 5 supervisors, 20 social workers and a centralized intake unit with 9 intake workers.

ACL Grants

➤ 2016 Nevada EPS was awarded the ACL State Grant to Enhance Adult Protective Services

➤ Nevada EPS:

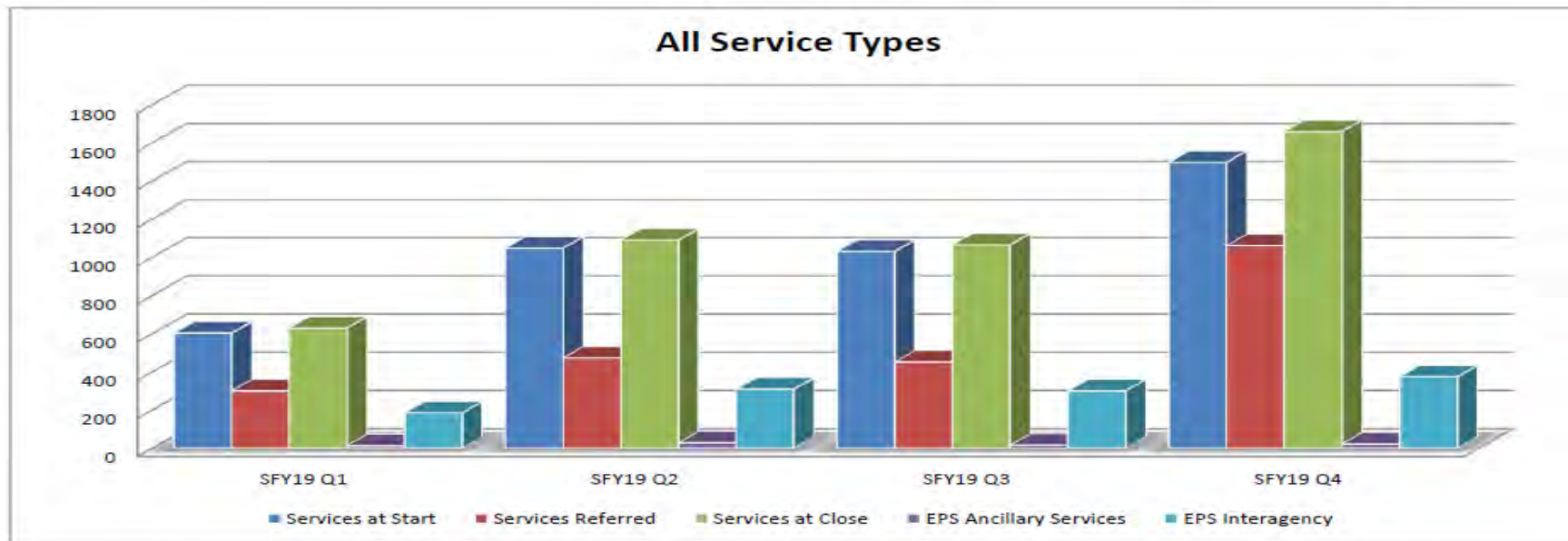
- Upgraded WellSky System to include National Adult Maltreatment Reporting System (NAMRS) components.
- Created service reports based on services at start, services at close, services referred, interagency collaboration and Nevada EPS ancillary services.
- Improved data collection and reporting.

NAMRS Data Utilized

Services Summary Report - Monthly Comparison

Annual counts and charts do not include "None", "Other", or "Unknown"

SFY2019	Services at Start	Services Referred	Services at Close	EPS Ancillary Services	EPS Interagency	Total Services	Total Closed Cases
SFY19 Q1	602	300	629	13	185	1729	1260
SFY19 Q2	1048	473	1090	28	309	2948	1613
SFY19 Q3	1031	451	1066	15	300	2863	1647
SFY19 Q4	1498	1061	1659	22	374	4614	1859
SFY19 Year End	4179	2285	4444	78	1168	12154	6379



Improving Data Through NAMRS

- Nevada Elder Protective Services (EPS) noted:
 - 55% increase between FFY19 third and fourth quarter “Services at Close.”
 - Increase in “Veterans Status” being checked for substantiated cases.



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ACL Grants Continued

- 2018 Nevada received ACL State Grant to Enhance Adult Protective Services:
 - Overall Goal: To support the growth of EPS to a full APS program so that vulnerable adult abuse victims age 18-59 can be offered protection in addition to those currently served who must be over the age of 60.

Understanding the Steps of Developing a QA Process

- What are the steps:
 - Commitment to quality assurance
 - Create process
 - Execute the process
 - Integrate the process in the workflow
 - Measure results and interpret findings
 - Share the results
 - Request feedback and be open to revisions



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Commitment to Quality Assurance

- What are the whys?
 - Improved services for client's
 - Accountability for staff and program
 - Policy and program improvements
 - Identify service gaps and training needs



Create the Process



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- Define standards and goals
- Set policies and procedures
- Involve program staff
- Create QA tools

Utilizing ACL Voluntary Consensus Guidelines

- Identify elements to use
- Choose how to implement
- Clearly state expectations of ACL guidelines



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How Nevada APS Utilized ACL Voluntary Consensus Guidelines in QA Process



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➤ Two key elements

➤ Case Review-Supervisory Process

- QA uses the Case File Review (CFR) form as a tool to address areas of needed improvement and to ensure quality services are provided across the state.

➤ Case Worker Initial and Ongoing Training

- CFR form is used as a tool for supervisors to train new and ongoing staff.

Old Case File Review Form

A. Client's Name:	Office: LV	Case Number #
B. Open case: <input type="checkbox"/>	Closed case: <input type="checkbox"/>	Date closed:
C. Supervisor/Reviewer: CL	Social Worker:	
D. Reported Date:	Initiated Date:	Face to Face:
E. Referral (Intake) Form:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Comments:		
F. Release of Information	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Comments:		
G. Telephone call placed to Reporting Party	Yes <input type="checkbox"/>	No <input type="checkbox"/>
H. SAMS Assessment:		
1. Intake		
Required fields completed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Comments:		
2. Social Worker Assessment		
Assessment Questions answered	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Comment section completed appropriately	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Referrals identified and made on behalf of the client	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Comments:		
3. Narrative		
Assessment summarizes facts gathered during initial visit	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Narrative addresses all reported allegations	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Subsequent entries relevant to the case investigation	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Social worker documents actions taken to remedy	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Reported allegations	Yes <input type="checkbox"/>	No <input type="checkbox"/>

New Case File Review Form

AGING AND DISABILITY SERVICES DIVISION ELDER PROTECTIVE SERVICES-CASE REVIEW FORM

Client Name (First):				Client Name (Last):				Harmony ID #:									
Investigator:				Reviewer:				Review Date:				Office:					
Report date:				Case initiation date:				Face to Face Actual Date:									
Allegation Type:		Abandonment <input type="checkbox"/>		Abuse <input type="checkbox"/>		Exploitation <input type="checkbox"/>		Isolation <input type="checkbox"/>		Neglect <input type="checkbox"/>		Self-Neglect <input type="checkbox"/>					
												YES	NO	N/A			
Safety Issues appropriately addressed/noted in Harmony?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Participant's current address listed in Harmony?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Does the Missing Data Report show errors?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
ITEMS REVIEWED																	
INVESTIGATION PLANNING WORKSHEET (IPW)												YES	NO	N/A	COMMENTS		
IPW completed for this case?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Allegations are listed with the reported supporting information underneath?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
All sections are completed?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
INITIAL CONTACT												YES	NO	N/A	COMMENTS		
If assigned a level 1, was the case initiated within 24 hours?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
If initiation was not completed within 24 hours, is there supporting documentation?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Telephone call placed to the Reporting Party (RP)?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Initial face-to-face visit reattempted within 5 working days of received report?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
ALLEGATION INFORMATION												YES	NO	N/A	COMMENTS		
Allegations listed appropriate to case?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Are subsequent allegations documented?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Does documentation address all reported allegations?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
PERSON CENTERED PLANNING												YES	NO	N/A	COMMENTS		
Investigator's documentation shows they worked with the client to identify where help was needed and developed a plan to provide that help?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Services and supports align with client's needs, goals, preferences and values?												<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
SERVICE PROVISIONS/INTERVENTIONS												YES	NO	N/A	COMMENTS		

CFR Review Instruction Example:

Safety issues appropriately addressed in Harmony?

How to review this question: Review case notes for any identified safety concerns. Investigators and intake workers are required to document safety issues and concerns in Harmony for EPS (Harmony) by completing an Alert Note. When reviewing case records, Alert Notes should include any risk to personal safety and identify necessary precautions.

Examples:

“Yes”, there are safety concerns and there is an Alert Note.

“No”, if there are safety concerns stated in intake or during a home visit and there is not an Alert Note.

“N/A”, if there are not any noted safety concerns during the duration of the case.

Participant's current address listed in Harmony?

How to review this question: Review prior case data and demographic information to ensure accuracy of participant's current address. Case notes may indicate that the client has a different address since the intake was entered. Review participant's address in Harmony under the 'Participants' tab, select 'Alleged Victim', then 'Addresses'.

Examples:

“Yes”, participant's current address is listed in Harmony.

“No”, participant's current address is not listed in Harmony.

Implement the Process

- Integrate the process into the works flow
- Integrate the process in steps
- Organize strategically
 - Short and long-term goals
- Clear timeline of QA process



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Turning Case File Review Responses into Meaningful Statistics

- Decide how to compile and measure results.
- Interpret findings that are meaningful and understandable to the program.



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Compile and Measure Results



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- What tracking system will be used?
 - What is available?
 - Does measurement tool need to be created?
- Document the steps to tracking results.
- How do you want to present the data?

Compiled and Measured Results Example:

Cases Reviewed: 95	Total Open Cases: 623	Total Closed Cases: 567	29% Vacancy Rate	16.85% of Open Cases Reviewed			
Allegation Count Total: 125	Abandonment: 0	Abuse: 24	Exploitation: 37				
	Isolation: 4	Neglect: 18	Self-Neglect: 42				
				YES	NO	N/A	Calculations:
1. Safety Issues appropriately addressed/noted in Harmony?				8	1	86	88.8888889
Out of the 9 applicable case file reviews, 88.88% of the cases had safety issues appropriately addressed/noted in Harmony.							
2. Participant's current address listed in Harmony?				90	5	0	94.73684211
Out of the 95 applicable case file reviews, 94.73% of the cases had the participant's current address listed in Harmony.							
3. Excluding closure questions, is the Missing Data Report free of errors?				69	26		72.63157895
Out of the 95 applicable case file reviews, 72.63% of the cases did not have errors on the Missing Data Report in Harmony.							
4. Subsequent reports are appropriately associated (a.k.a. linked) in Harmony?				23	3	69	88.46153846
Out of the 26 applicable case file reviews, 88.46% of the cases subsequent reports were appropriately associated (a.k.a. linked) in Harmony.							
5. Does documentation show that prior case history was reviewed?				33	20	42	62.26415094
Out of the 53 applicable case file reviews, 62.26% of the cases documentation shows prior history was reviewed.							
ITEMS REVIEWED							
INVESTIGATION PLANNING WORKSHEET (IPW)				YES	NO	N/A	Calculations:
6. IPW completed for this case?				17	2	76	89.47368421
Out of the 19 applicable case file reviews, 89.47% of the cases IPW was completed for this case.							

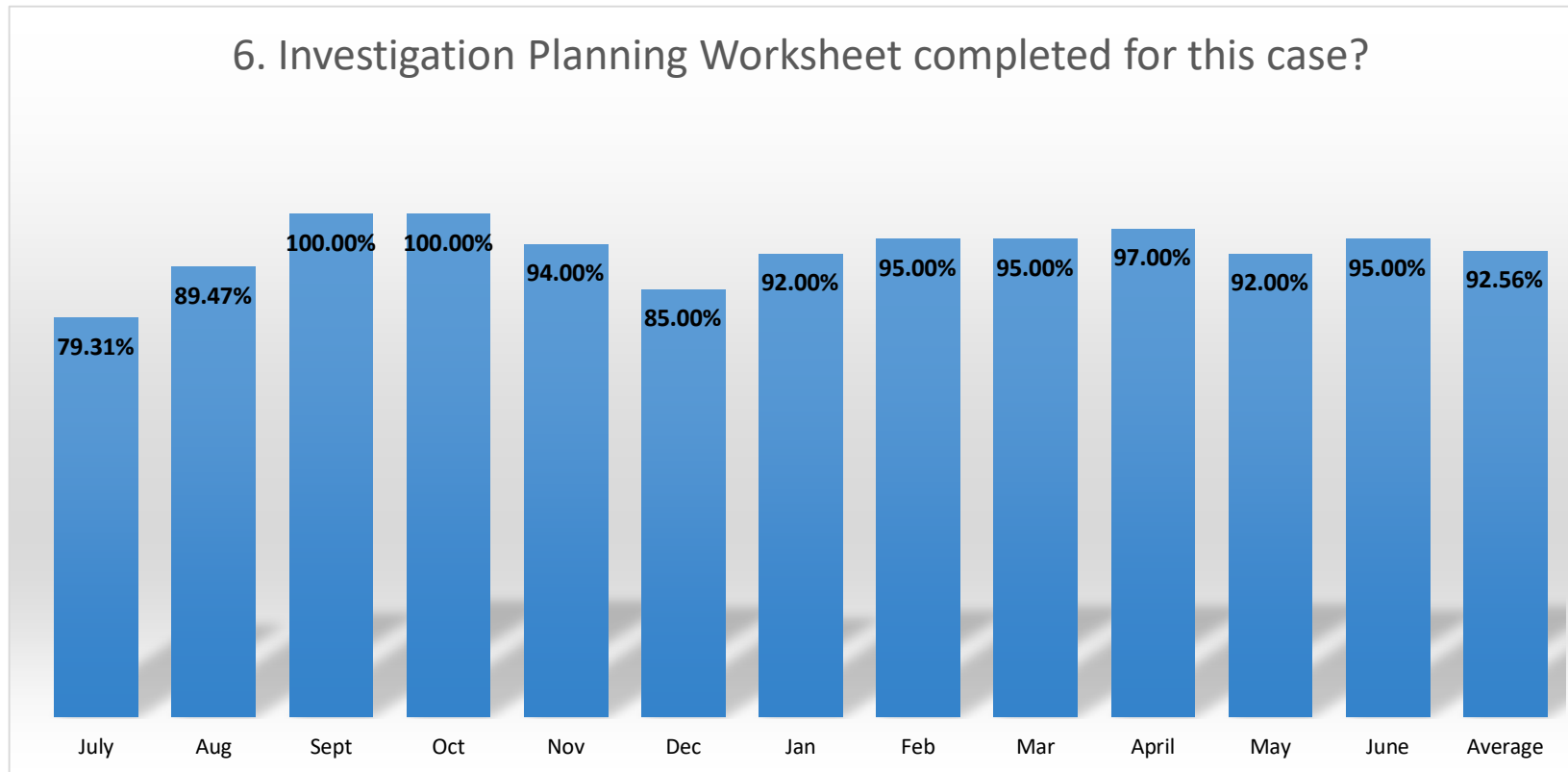
Interpret Findings

- Data is important for:
 - Implementing needed changes
 - Telling the story
 - Giving positive praise
 - Identifying needed training
 - Identifying areas of needed improvement

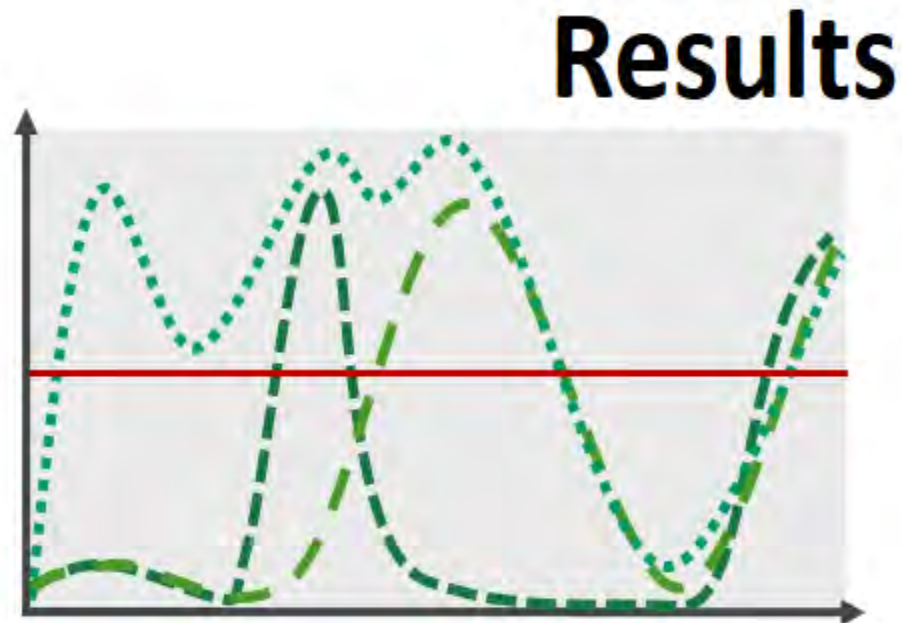


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Interpret Findings Example:



Share the Results



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- Establish:
 - Time frames for sharing results
 - Mode of sharing results
 - Email
 - Standing meeting
 - Who receives the results
 - Management
 - Supervisors
 - All program staff
 - How and where to save results

Solicit Feedback and Be Open to Revisions



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Adjust Process as Needed



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Understanding the Potential Drawbacks in Developing a QA Process



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Potential Drawbacks

- Time consuming
- Difficulty with commitment
- End result vs. process
- Being accountable for the discovery
- Push back from staff regarding QA process



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Questions



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