

# DPSQA Updates

Fall 2021

Martina Smith, Director

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Division of Provider Services and Quality Assurance



# Agenda

- Division Updates and Changes
- Inspections of Care
- Legislative Changes
- Respite Grant
- Questions?

# Division Operations

- **Martina Smith**, Division Director – 501-396-6165
- **Sarah Schmidt** – Deputy Director – 501-320-6555
- **Melody Jones Blackwell**, Assistant Director – OLTC – 501-320-6495
- **Vacant**, Assistant Director for Community Services
- **Lee Honorable**, Assistant Director for Performance and Engagement – 501-320-6385

# Division Updates and Changes

- DPSQA has an e-mail distribution mailing list for provider types. DPSQA has created lists for each provider type and several subject areas.
- To receive email distributions, you must sign up for each provider type or subject area in which you are interested.
- <https://humanservices.arkansas.gov/divisions-shared-services/provider-services-quality-assurance/provider-email-sign-up/>

# Division Updates and Changes

- In 2020, we launched the minimum staffing database and the medical needs database.
- We are currently working to create a website that will have a client facing portal for the public to be able to communicate with DPSQA. The plan is for documents to be uploaded into that system, contact to be made through the system, and other improvements we hope are beneficial to you.

# Inspections of Care

- AFMC's Inspections of Care (IOC) team, through a contract with the Department of Human Services (DHS) Division of Provider Services and Quality Assurance (DPSQA), conducts annual and random on-site health and safety and/or quality of care reviews for the following Medicaid providers:
  - **Outpatient Behavioral Health Services (OBHS)**---Behavioral Health Agencies (BHA) and Independently Licensed Practitioners (ILP) – H/S licensure/certification reviews and/or QOC review

# Inspections of Care

- **Substance Abuse Treatment Providers** - Annual and Random Site H/S licensure/certification reviews
- **Additionally Certified BHA Providers**  
(Acute Crisis Units, Partial Hospitalization, Residential Community Reintegration, Therapeutic Communities – Annual and random H/S licensure/certification reviews)

# Inspections of Care

- Community Support Systems Providers (CSSP) – Annual and random H/S licensure/certification reviews
- Inpatient Psychiatric Services for the Under Age 21 (U21) – Annual and random IOC reviews to assess QOC for clients actively receiving inpatient psychiatric care.

# Inspections of Care

- These on-site reviews are designed to monitor and survey for compliance with licensure, program standards, and any contractual agreements. Some of the items reviewed are listed below.
  - List of clients as well as medical records of clients identified by survey staff. This will only be for providers undergoing a QOC inspection;
  - List of personnel and personnel records including licensing/certification information and background checks;
  - Written policies and procedures (available at each site);
  - Program descriptions, manuals, staffing schedules and previous evaluations/inspection records (available at each site).

This list is subject to change, dependent on the type of inspection being performed and the agency type.

# Legislative Changes

- We are currently reviewing all of the laws that passed during the legislative session.
- Each of the ones listed on the next few slides will involve changes to the manuals, processes, and possibly procedures. Therefore, please be looking for emails and memos about such changes.

# Legislative Changes

## Laws went into effect 7/28

- **Act 135 – Occupational Licensing for Veterans**  
– automatic licensure to engage in an occupation or profession if a service member, veteran, or spouse.
- **Act 311 – No Patient Left Alone Act** – requires visitation in long-term care facilities.
- **Act 715 - NH Staffing Regulations** – changes staffing standards and reporting requirements for nursing facilities.

# Legislative Changes

## Laws went into effect 7/28

- **Act 717 – In Home Caregivers** - requires that in-home caregivers pass registry checks.
- **Act 721 – Change of Ownership** - made changes to CHOW requirements and the licensure process.
- **Act 760 – Colocation of BHA** – outpatient behavioral healthcare agencies may be certified when colocated with non-behavioral health services or facilities such as a school, long-term care facility, office or clinic of a physician, etc.

# Respite Grant

DPSQA received federal funding from the Administration for Community Living (ACL) for lifespan respite support and services.

- Grant Term: 7/1/2021 through 6/30/2026 (5 years)
- Grant Award: approximately \$275,000 annually

# Respite Grant

Activities and goals identified for the grant:

- Implement a robust centralized Arkansas Lifespan Respite Search/Locator Database
- Implement by-laws and re-structure the Arkansas Lifespan Respite Coalition
- Update statewide caregiving and respite data
- Identify underserved populations
- Increase opportunities for caregiver input/feedback
- Conduct educational outreach
- Direct Service Opportunities and Training
  - Respite Vouchers at no cost to caregivers
  - Free respite training for respite workers/volunteers

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## Contact Information

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**We Care. We Act. We Change  
Lives.**

