

ITS Summit
Workgroup: Operational Standards and Overview
September 2017 Report

ITS Operational Standards Workgroup

Participants

Jonathan Routhier (CSNI), Kristen Henderson (Gateways), Josh Gehling (One Sky Community Services), Jennifer Cordaro (Easterseals NH), Mary-Anne Wisell (MDS), Mike Orr (MDS), Sandi Caron (Tri-County CAP), Julia Linkova (New Hampshire Healthy Families)

Meeting Occurrence

April 19, 2017, May 17, 2017, June 15, 2017, June 29, 2017, July 27, 2017, August 24, 2017, September 14, 2017

Group Discussion Summary

The Operational Standards and Overview workgroup reviewed the work that has been done in New Hampshire in regards to ITS oversight. In addition to the existing Safety and Security Standards, the group determined that there is a need for both clinical and operational standards to be developed as well as a plan for uniform and consistent oversight across the state.

Group Action

- The workgroup reviewed the following documents that exist in regards to ITS oversight across the state:
 - Safety and Security Standards
 - Program Review Tool
 - Draft performance outcomes and metrics developed by BDS and the capacity development workgroup.
 - Utilization management review process provided by MCO, NHHF.
 - ITS program descriptions and incident report policies from provider agencies (Easterseals NH, Beckett, DRF).

- The workgroup discussed the key areas of focus in the development of the operational/clinical standards:
 - Consistent utilization review process
 - Incident report policies and procedures. The quality of incident reporting varies among programs and needs standardization (initial and ongoing training for staff as well as incident debriefings).

- Data collection and reporting (incident reports, program outcomes, staff turnover, staff retention etc). We need access to data that is consistent, reliable and valid.
- A system to ensure assessments are completed on a regular and timely basis (risk assessments, risk management plans, functional behavior assessments etc).
- Clinical standards around a fade plan process. It often poses both financial and clinical challenges when individuals need heightened supervision/crisis funding and there is not a clear, consistent process for fading out these supports.
- Statewide oversight and centralization of ITS programs.

Next Steps

- The workgroup discussed the need to identify statewide oversight/centralization within CSNI or BDS to ensure oversight and analysis of performance outcomes. This will improve quality, safety, uniformity and consistency.
- Jonathan Routhier and Kristen Henderson will consult with Derek Edge to lead the development of the clinical standards. This will include the development of a uniform fade plan process.
- Jennifer Cordaro will lead the administrative/operational standards workgroup with Mike Orr, Maryanne Wisell and other members of the workgroup.
- Once the clinical and operational standards are finalized, the group will need to update the Program Review Tool with any necessary updates and/or changes.