

New Mexico DOH / DHI / QMB Case Management Administrator Interview

Standard of Care	Surveyor Notes	MET	NOT MET	NA
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Admin Interview and Requirements

Agency/Region:

Administrative Personnel Interviewed and Title:

Surveyor:

Date/Time of Interview:

Interview Format: Telephone In-Person

Administrative Processes

<p>1) What is your Agency's system for tracking key steps and timelines for the following:</p> <ul style="list-style-type: none"> • establishing medical eligibility • monitoring financial eligibility • service planning • budget approval • distribution of records to IDT Members <p><i>Surveyor Instructions: The Agency is required to have a system in place which tracks key steps within the Case Management System (DDW Standards Chapter 8, 8.3.2). You are to ensure the agency has a system in place and each area bulleted above is addressed. You may ask to see evidence of how these areas are tracked. The agency must be able to show an established system for tracking these areas for this to be met.</i></p>	<p>Tag #4C14</p>			
<p>2) Does the Agency have a Quality Improvement Committee that meets quarterly?</p> <p><i>Surveyor Instructions: (Review 4 Quarters) A QI committee must convene on at least a quarterly basis and more frequently if needed. The QI Committee convenes to review data; to identify any deficiencies, trends, patterns, or concerns; to remedy deficiencies; and to identify opportunities for QI. QI Committee meetings must be documented and include a review of at least the following:</i></p> <ol style="list-style-type: none"> 1. Activities or processes related to discovery, i.e., monitoring and recording the findings; 2. The entities or individuals responsible for conducting the discovery/monitoring process; 3. The types of information used to measure performance; 4. The frequency with which performance is measured; and 5. The activities implemented to improve performance. <p><i>This will be met if there is evidence of four (4) quarterly meetings and there is evidence of review of data and remediation, as identified in 1 – 5 above.</i></p>	<p>Tag #1A03</p>			

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Case Manager Supervision				
<p>3) How does your Agency evaluate the quality of monitoring conducted by the Case Manager, including ISP content, implementation and the health and safety of the individual served?</p> <p><i>Surveyor Instructions: The CM is required to complete a formal, ongoing monitoring process to evaluate the quality, effectiveness, and appropriateness of services and supports provided to the person as specified in the ISP. The CM is also responsible for monitoring the health and safety of the person. For this to be met the agency must be able to describe their process. This may include site visits and review of documentation.</i></p>	<p>Tag #4C15</p>			
<p>4) How does your Agency ensure coverage to Individual's Served when a Case Manager is on Leave (i.e. Illness, vacation, etc.)?</p> <p><i>Surveyor Instructions: Per DDW Standards Chapter 8 (8.3.4) the agency is required to ensure a colleague or supervisor performs essential duties during the CM's absence, including mandated face-to-face visits. For this to be met the interviewee must describe how the agency assures coverage in their absence.</i></p>	<p>Tag #4C19</p>			
<p>5) How does your Agency provide ongoing supervision and mentoring to Case Managers?</p> <p><i>Surveyor Instructions: Per DDW Standards Chapter 8 (8.3.4) the agency must provide supervision and mentoring which includes regular evaluations of caseload levels and of each CM's ability to meet service requirements within the assigned caseload level. For this to be met the interviewee must discuss evaluations of caseloads and ability for CM to meet requirements.</i></p>	<p>Tag #4C20</p>			

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Additional Processes				
<p>6) Based on the questions already asked, are there any other systems you have in place to ensure the quality of case management services, that you would like us to be aware of?</p> <p><i><u>Surveyor Instructions:</u> This question is used as a wrap up, if the interviewee would like to share more information or show documents that outlines what the agency is tracking or monitoring.</i></p>	<p>Tag #4C14</p>			
<p>7) Additional Notes:</p>				