

**New Mexico DOH / DHI / QMB Case Manager Interview - Individual Specific Interview Survey Tool**

Standard of Care	Surveyor Notes	MET	NOT MET	NA
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<b>Agency/Region:</b>	<b>Service: DD Waiver Case Management</b>
<b>Surveyor:</b>	<b>Date/Time:</b>
<b>Individual Name and Identifier:</b>	
<b>Case Manager Interviewed / title (Identifier):</b>	<b>Interview Format:</b> <input type="checkbox"/> Telephone <input type="checkbox"/> In-Person

**Surveyor Instruction:** During the interview you must directly quote what is said by the CM and document it in the surveyor notes.

**Services** (Circle those that apply):  
**Services (Circle those that apply to Individual):**

- **2018 Living Care Arrangement:** Supported Living – Family Living - Intensive Medical Living Supports - Customized In-Home Supports
- **2018 Community Inclusion:** Customized Community Supports – Community Integrated Employment Services
- **Other Services:** PT - OT - SLP - BSC - Adult Nursing Services other:

**Surveyor Instruction:** This document must be completed for each person on the sample that the case manager provides services for.

<p><b>Please tell me about the (Individual)</b> The following bullets can be used as guidance to start conversation but the entire interview should be used to determine if the CM “knows” the individual.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Likes</li> <li><input type="checkbox"/> Dislikes</li> <li><input type="checkbox"/> Services</li> <li><input type="checkbox"/> Medical Conditions</li> <li><input type="checkbox"/> Guardian/Family</li> <li><input type="checkbox"/> Allergies</li> <li><input type="checkbox"/> Activity Level (current as well as any changes)</li> </ul> <p><b>Surveyor Instruction:</b> This question is intended to open the line of communication with the CM. The CM may answer multiple questions when discussing this question, therefore when you get to a related question in the interview tool you can have the CM expand on what they have already told you. If the CM can tell general information about the above, you can mark this question as met, as they need to have an awareness level per IST All topics may not apply to the individual, your probing to identify what the case manager is aware of. This is not an all-inclusive list. You should be able to determine if the CM ‘knows’ the person after this interview.</p>	<p>Tag #1A22 / 4C02 (CoP)</p>			
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<p>1. Does the individual require any type of <b>assistive technology or adaptive devices</b> (i.e. equipment)?</p> <p>2. Does the individual have all the required equipment as described in the ISP or other therapy plans?</p> <p><b>Surveyor Instruction:</b> You must verify using the AT Inventory what is required in each location where the person receives services. CM must be aware of Assistive technology and adaptive equipment required per AT list for this to be met.</p>	<p>Tag #1A22 / 4C02 (CoP)</p> <p>List is not all inclusive:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> glasses</li> <li><input type="checkbox"/> hearing aid</li> <li><input type="checkbox"/> wheelchair</li> <li><input type="checkbox"/> hospital bed</li> <li><input type="checkbox"/> grab bars</li> <li><input type="checkbox"/> cane/walker</li> <li><input type="checkbox"/> modified utensils</li> <li><input type="checkbox"/> Communication Devices</li> <li><input type="checkbox"/> buttons/switches</li> <li><input type="checkbox"/> DME: i.e. O2 tanks, nebulizer, CPAP</li> <li><input type="checkbox"/> Hoyer</li> <li><input type="checkbox"/> List Other Found: _____</li> </ul>			
<p><b>What Therapies does (<u>Individual</u>) have, do you know why they are needed?</b></p> <p><b>Surveyor Instruction:</b> If the CM can tell you what the therapies are and why the person receives them this can be met, as they need to have an awareness level per IST. They may use the agency file to refer to information.</p>	<p>Tag #1A22 / 4C02 (CoP)</p>			
<p><b>Does (<u>Individual</u>) have HCPs / a CARMP and/or MERPs?</b></p> <p><b>Surveyor Instruction:</b> If the CM can tell you what the HCPs / CARMP / MEPRs are this can be met, as they need to have an 'awareness' level per IST. They may use the agency file to refer to information.</p>	<p>Tag #1A22 / 4C02 (CoP)</p>			

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<p><b>How do you ensure <u>(Individual)</u> or their guardian is involved in developing their ISP?</b></p> <p><b><u>Surveyor Instruction:</u></b> <i>The person is encouraged and supported to direct the process as much as possible. No matter what the nature or severity of a person's disability, there are many ways to identify a person's strengths, abilities, preferences, needs, and goals with the person's participation. Prior to the initial IDT meeting the case manager shall provide the individual and guardian, if any, with an orientation to the person-centered planning process, purpose of the ISP and roles and responsibilities of IDT members. After completion of the ISP, the individual and guardian shall be offered the opportunity to meet with the case manager and ask questions regarding the completed ISP within thirty (30) days of the meeting, if desired. For this to be met the CM would have had to describe how the person / guardian were involved as outline above.</i></p>	<p><i>Tag #1A22 / 4C02 (CoP)</i></p>			
<p><b>What Progress has <u>(Individual)</u> made over the last year?</b></p> <p><b>Has <u>(Individual)</u> regressed over the last year? If yes- explain what has been done about it.</b></p> <p><b><u>Surveyor Instruction:</u></b> <i>The CM is responsible for monitoring by conducting visits, reviewing documentation, calls, emails, etc from IDT members. For this to be met the Case Manager must be able to discuss progress / regression identified in the case file review. If regression is found or the CM believes there has been regression and it's not been addressed this cannot be met and would be a potential CoP. The surveyor must document specifics identified by the CM to why it was not address.</i></p>	<p><i>Tag #1A22 / 4C02 (CoP)</i></p>			