

**NOTICE:** All provider agencies that receive this publication are required to distribute this update in a timely manner to all therapy practitioners and/or case managers contracted or employed by your agency. You are encouraged to distribute to others that may benefit from this information as well. Thank you so much for all you do!

### Revised Therapy Agency QI Plan and Report Templates

- Therapy Agencies are required by the DD Waiver Standards and by provider agreements to submit their agency Quality Improvement (QI) Plan with all provider application packets. Agencies are also required to submit an Annual Therapy Agency QI Report by February 15<sup>th</sup> of each year. In an effort to simplify this process the Clinical Services Bureau (CSB) recently distributed revised templates for Therapy Agency QI Plans and Reports as well as associated instructions. The QI Templates have been updated to meet the more robust QI requirements of the 2018 DD Waiver Standards. Therapy agencies are highly encouraged to use these templates to help simplify the agency's QI reporting, to assure that related DD Waiver Standards are addressed, and to assist DDSD in gathering standardized and relevant QI data related to DDW therapy services.
- Therapy practitioners that work for or are employed by therapy agencies do not have to submit these reports, however, therapy practitioners should be aware of what information will be monitored to provide data related to the quality of your therapy services. Some specific areas that your therapy agency will be monitoring will include the following:
  - Do therapy documents have appropriate contents as outlined by the therapy standards?
  - Is therapy documentation submitted on time?
  - Are therapy objectives outlined in the Therapy Intervention Plan (TIP) measurable?
  - Does the Annual Therapy Re-evaluation identify if therapy objectives worked on during the reporting period were met or if progress had been made?
  - Do therapy WDSIs have an initial or a reviewed/or revised date indicated yearly?
  - Have therapy practitioners completed all required training courses?
- Therapists should consider focusing on therapy objectives that are measurable and that can be met within 12 months or less. Therapy objectives often identify a specific skill or performance parameter that will be increased from baseline. Remember, however, that therapy objectives that are for the DSP, the therapy practitioner themselves, or that are maintenance objectives for the individual are also acceptable. All healthcare systems are placing more emphasis on meeting identified outcomes and on assuring that providers have evidence that services are cost-effective and are providing essential supports that assist those we work with to participate in their communities and to meet vital health and safety needs.
- Therapy Agencies - Thank you so much for your feedback and your time in reviewing and implementing use of these revised QI tools. Therapy Practitioners – thanks for being aware of the quality indicators that your agency and DDSD will be monitoring. Please feel free to contact a CSB Therapy Consultant with any questions or comments. We would be happy to help in any way we can. We hope these new QI templates will make Quality Improvement processes easier for your therapy agency to implement.

### Clarification of Use of a “Designated Trainer”

- The Standards require that all WDSI expected to be implemented by DSP must be trained at least annually and this can be completed by a “designated trainer”. Further, the ARM standards state that competency-based training is required and that the therapist, including the SLP, may designate training. This could include a small portion of the training, such as which type of utensil to use, or an entire strategy section (saliva management, positioning, medication delivery, etc.).
- There are SLPs, and other therapists, that do not believe it is appropriate to designate certain individual specific training to non-skilled personnel. This determination is left to the professional judgement of the therapist! It states in the standards that no agency can require that training of a particular set of instructions or WDSI be designated. You may have heard some therapists say that they rarely designate training. That is their prerogative. Therapists tend to have strong opinions about designating training, CARMP training in particular since it is a health and safety issue. The decision of whether to designate or not is individual specific and WDSI or CARMP specific.
- Please do consider designating a trainer for those WDSI or CARMP areas that may not require a therapist’s skill or perspective to train. For situations where a reliable agency staff or family member is willing and able to train and the therapist feels comfortable having someone else train (often instructions that do not have a large health or safety component) having a “designated trainer” can work very well for all concerned.

### Save the Date! Annual Mobility and Assistive Technology Conference News!

- We are excited to announce that the Specialty Seating Clinic, in conjunction with Albuquerque Public Schools, will be holding our annual *Mobility and Assistive Technology Conference* on **Monday, October 28<sup>th</sup> and Tuesday, October 29<sup>th</sup>, 2019**, at the Berna Facio Teacher & Professional Development Center, 3315 Louisiana Blvd. NE, Albuquerque, NM. On-line registration will be available soon. This conference provides education on the most recent trends in mobility devices and related assistive technology for physical and occupational therapists, and speech/language pathologists, and is most applicable to those who work in the DD Waiver Program or in pediatric/school settings. Continuing education credits will be sought through the State of NM-Licensure and Regulation Department. If you have questions, please contact the conference organizers at: [specialty.seating@state.nm.us](mailto:specialty.seating@state.nm.us).
- Please save the dates—**October 28 & 29, 2019**—to attend the *2019 Mobility and Assistive Technology Conference – Interventions for Life*.

### Miscellaneous Notices

- The Clinical Exception process still applies to JCMs. For ongoing JCM budgets, the CM cannot approve more than 58 therapy hours per ISP budget! If more than 58 hours are needed for the therapist to implement the Therapy Intervention Plan, the therapist must submit an “*Application for JCM Clinical Exception Form*”- available on the Therapy Services website.

- Therapy Service Provider Agencies are responsible for entering all information regarding current therapist employees/contractors into the *Statewide Training Database*. Remember also to remove the names of any employees/contractors who are no longer working for your agency! Therapy Service Provider Agencies must make sure that all therapists are current on required therapy trainings. Entering required information into the Statewide Training Database will help ensure that compliance reports for completion of required training reflects correct information about your agency. If you are having trouble adding or removing a subcontractor from the Statewide Training Database contact:  
[HSC-LTSDdatabase@salud.unm.edu](mailto:HSC-LTSDdatabase@salud.unm.edu) or 505-272-2086
- A larger number of therapists than expected have not met training requirements as set forth in the DD Waiver Standards. This is especially problematic for the Abuse, Neglect and Exploitation training. The initial ANE training must be a face-to-face training. To locate available face-to-face trainings, go to <https://ddsdtrain.cdd.unm.edu/Calendar.aspx> The CSB is working with the training unit to make more face-to-face ANE trainings available throughout the state so therapists can more easily meet this requirement. Please note that ANE is the only training that is required yearly! After the first face-to-face training, ANE re-certification may be taken on-line. Go to <http://cdd.unm.edu/dhpd/programs/learnportal/courses/ane-refresher.html> to sign up for ANE on-line classes.
- Three free ANE classroom trainings are now available. September 11<sup>th</sup> (on the 11<sup>th</sup> floor) in ABQ @ Bank of the West Building on the corner of San Mateo and Central Ave, October 16<sup>th</sup> (room TBD), or November 13<sup>th</sup> (room TBD). Seating is limited to 15. Please contact: [ANE.Training@state.nm.us](mailto:ANE.Training@state.nm.us). When registering you must have your DDS ID#, Email Address that is reflected in the Training Database, Provider Agency Name and what date you would like to attend. If you need assistance with this contact Felicia Vidro.
- All therapists should have access to Therap SCOMM. This is HIPAA compliant e-mail that can be used by IDTs to share confidential information. Please contact [Hernando.Martinez@state.nm.us](mailto:Hernando.Martinez@state.nm.us) to add or remove any subcontractors from Therap SCOMM and for further information. You may also contact Felicia Vidro for further information.
- Referrals to the *Specialty Seating Clinic* for wheelchair, positioning, and adaptive equipment evaluations and consultations can be initiated at any time. Contact Scott Gifford, Clinic Manager, at 505-232-5726 or [scott.gifford@state.nm.us](mailto:scott.gifford@state.nm.us).
- Any adult with I/DD who is experiencing challenges related to oral eating and/or tube feeding can be referred to the *SAFE Clinic* for expert assessment and recommendations regarding eating/feeding, nutrition, positioning, and associated medical needs to support health, safety and independence. Referrals can be called to Jacoba (Kotie) Viljoen PhD, MSN-Ed, RN, CCRN, CSB ARM Coordinator, SAFE Clinic Coordinator, & Nurse Consultant. Office Phone: (505) 841-6188 / Fax# (505) 841-2987 or Email: [Jacoba.Viljoen@state.nm.us](mailto:Jacoba.Viljoen@state.nm.us)

- FY 2020 General AT Funds are available for Jackson Class Member and individuals with a disability who live in NM and are not currently on the DD Waiver. Please submit your FY 2019 receipts to Felicia Vidro via SCOMM/Mail/Fax or mail to PRO directly. Remember to put the client’s name on the receipt when submitting. Receipt of purchase and any remaining monies must be returned to the Fiscal Agent (PRO-Parents Reaching Out) within 30 days of purchase. Failure to submit receipts will exclude requestor/contact person from this program. **PRO has moved!!!**  
**PRO’s new address- 2501 Yale Blvd SE, Suite 200, Albuquerque, NM 87106.**  
**Phone: 505-247-0192**

**CSB Training Opportunities**

- *Aspiration Risk Management (ARM) and Participatory Approach (PA)/ Standards Training* are required within the first year of service for all DD Waiver therapy providers and are geared toward those who are new to providing services through the NM DD Waiver. The trainings are also open to therapists who would like a “refresher” on these topics. PA trainings will address the current DD Waiver Standards and any associated updates to therapy service models and processes. Changes can occur to training venues or due to low registration numbers. **Please register at least 2 weeks in advance**, especially for Albuquerque trainings which tend to fill up quickly.

**Upcoming PA/Standards and ARM trainings**

Location	Training	Date
Farmington	PA/Standards	Thursday, September 12, 2019
Farmington	ARM	Friday, September 13, 2019
Albuquerque	PA/Standards	Thursday, October 31, 2019
Albuquerque	ARM	Friday, November 1, 2019

**Pre - Registration is required for these trainings!**

You must register at <https://ddsctrain.cdd.unm.edu/Calendar.aspx>

**Please contact Kincie Byrd if you have registered and you must cancel** or if you have specific questions related to ARM and PA training opportunities. Also contact Kincie if the class is full and you would like to be placed on a waiting list. [Kincie.Byrd@state.nm.us](mailto:Kincie.Byrd@state.nm.us) 505-841-2948

Please see the “Training Requirements for Therapists” chart (available on the CSB Website) for information on additional training requirements and registration for therapy providers as offered through DDS and the CDD.

### DDSD/CSB Websites and Contacts

➤ You may access the DDSD/CSB website at the following web address:

<https://nmhealth.org/about/ddsd/pgsv/ddw/>

- Click on the Link for “Services and Supports”. The current DD Waiver Standards can be found as well as a large variety of other DDSD publications and resources.
- To find a variety of Therapy Services resources and publications, including therapy report templates, please explore the following link trail:  
Select “*Developmental Disabilities Waiver*” → “*Services and Supports*” → “*Professional and Clinical Services*” → “*Clinical Services*” → “*Therapy Services*”, etc.
- We are aware that there are still many issues with finding resources on the DDSD Website and with forms that are no longer fillable. The “Search Tool” can be helpful. Please contact your clinical consultant if you need resources that you can’t find on-line *or you need a fillable version of a form*. We can point you in the right direction or send the resource directly to you.

CSB Bureau Chief: Elizabeth Finley, [Elizabeth.Finley@state.nm.us](mailto:Elizabeth.Finley@state.nm.us)

CSB AT/Therapy Coordinator: Felicia Vidro, [Felicia.Vidro@state.nm.us](mailto:Felicia.Vidro@state.nm.us)

Contacts for the clinical consultant representing your discipline:

- Julie Mehrl, Occupational Therapy [Julie.Mehrl@state.nm.us](mailto:Julie.Mehrl@state.nm.us)
- Mary Beth Schubauer, Physical Therapy [MaryBeth.Schubauer@state.nm.us](mailto:MaryBeth.Schubauer@state.nm.us)
- Demarre Sanchez, Speech Therapy [Demarre.Sanchez@state.nm.us](mailto:Demarre.Sanchez@state.nm.us)

HAVE A GREAT LABOR DAY! THANKS FOR ALL YOU DO!