

Supervisory Review

Preliminary recommendations of the QIC for consideration...

Overall Goal of Supervisory Review

- Adherence to standards of quality
 - Agency
 - AIDS Institute
 - Medicaid
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Multiple Objectives

- “Quantity” issues
 - Are required processes (i.e. assessments, service plans, home visits) occurring?
 - Is documentation complete?
 - On time?
 - Is billing accurate and appropriate ?

 - “Quality” issues
 - Are there client red flags to address?
 - Is the client moving forward?
 - Are outcomes being achieved?
 - Are clients being served well?
 - Are there trends and patterns among teams, supervisors, or sites to address?
 - Do certain individuals need coaching to increase skills?
 - Can you recognize training opportunities for staff as whole?
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Some Challenges

- Direct Staff
 - Fear of being judged, exposed, afraid of failure
 - Less comfort, skill, and practice with writing
 - Don't see value of documentation or using chart as a tool in performing case management
 - Supervisory Staff
 - Sheer volume of reviews, time and attention required
 - Supervisors may feel authority challenged by a QA reviewer
 - Effort on supervisory review may be seen as wasted on staff who are always leaving
 - QA Staff
 - QA reviews, coaching, and/or training may not be valued/supported/or understood by upper management (not a billable activity)
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Supervisory Review Tips

- Break up the job into more manageable pieces
 - Team members, supervisors, QA staff, and management can be responsible for pieces of review for which they are competent
 - For example, Case Managers can look at “quantity” issues, i.e., timeliness and completeness of documentation

 - Build review into case management practice so its considered a regular part of the job
 - Set a schedule and stick to it
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Supervisory Review Tips

- Always use the chart when talking to staff about client cases
 - Supervisors should try not to answer questions about clients without asking “what’s in the chart?”
 - Reinforce use of the chart as a tool to organize and plan a strategy

 - Work towards gaining management support on value of regular QA and training
 - Involve them in review and input so they understand the program better
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Informing Staff of Results, Staff Acceptance and Implementation

- Zero in on good work as well as areas for improvement
 - Teach staff rationale for documentation
 - How it can make their job easier
 - How the chart is a way to represent all their good work
 - Use a follow up system so supervisors can track how staff implement corrections and recommendations
 - Develop means to reinforce and measure effectiveness of coaching/training – what changes/doesn't change afterwards?
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Supervisory Review Tools

- Tools can help teams track their caseload in order to plan ahead for, or be reminded of, deadlines. Examples include:
 - Tools for whole caseload
 - List of all clients per team that projects due dates for each reassessment based on previous assessment/reassessment date (i.e. Excel sheet or Access database list)
 - Calendar schedule to remind team members of deadlines
 - Tools for each client chart
 - A list of each agency contacted with the date by which their HIV disclosure form must be renewed
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Supervisory Review Tools

□ Chart Review Tools

- Some programs use separate tools for “quantitative” chart elements versus “qualitative”, while others combine them in one tool
 - Add items that are specific to your program, or are issues that appear in reviews frequently, i.e.
 - Options for Community Living asks “Medical verification in chart? Matches URS diagnosis?”
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Supervisory Review Tools

■ Billing review tool

- Review for accuracy of billing (encounter codes, start and end times, number of minutes/units billed for)
 - Check if billed service is appropriate (billable, related to service plan, reasonable amount of time time, billing is justifiable and communicated well in progress notes)
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All Tools

- ❑ Test your tool – does it give you the info you need?
 - ❑ Always train each supervisory staff in use of any tool
 - Prevents multiple interpretations
 - Reviewers use same definitions
 - Promotes consistency and validity
 - ❑ Have multiple supervisors review the same chart(s) to address variance in use, understanding, or perceptions
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Incorporating Peer Review

- Staff who are each other's peers speak and process information similarly → help them teach each other
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Remember

- The supervisory review process focuses on both
 - the Client, and
 - Staff Development
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