# Quality Care Review User Manual

A step by step navigational process

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Prepared by FEi Systems

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# 1 Introduction

## 1.1 Background

Maryland is currently embarking on a transformation and rebalancing of its long-term services and supports (LTSS). As programs change and evolve, the need for flexible, responsive technology to manage large volumes of data related to participant application, enrollment, and participation in LTSS is vital to the success of the programs. Federal requirements for quality monitoring and assurance cannot be met without technology support to gather, manage, and analyze data. To meet the need for technology, DHMH has decided to design the integrated LTSS software system.

The goal of the integrated solution is to have a system that is more client or "person" centric instead of being driven by the programs they apply for or are enrolled in. The centralized client record (referred as client profile in the document) will be the overarching umbrella module which will connect all the activities with the client and maintain historical records from the time the client record gets created in the system. With this new approach, every activity that has occurred with the client will be in one record, accessible in one place. The integrated system will assist in streamlining application and eligibility determinations across LTSS programs and increasing access to Home and Community based Services (HCBS).

## 1.2 Guide to navigate through user manuals

There are multiple LTSS user manuals describing, in detail, different aspects of the system. The goal of these user manuals is to provide you with information on how to navigate and complete tasks in the LTSS System. Below is a quick description of the various manuals and the order in which we recommend you use the manuals to familiarize yourself with the system.

### 1.2.1 User Manuals Descriptions

- **Common Functions** – This manual provides you with general information on system navigation and functionality that will be commonly used throughout your experience with LTSS. For example, this manual will contain descriptions of basic functionality such as menus, drop-downs, tables, actions/links, etc.
- **Client and Case Management** – This manual provides you with step-by-step instructions on how to create/view the centralized client record (profile) which will house information about the client that is program agnostic , such as demographic information, Medicaid number and eligibility, contact information, representative information, etc.. The manual will also provide information regarding program management for programs such as Money Follows the Person (MFP), Living at Home (LAH) waiver, Waiver for Older Adults (WOA) and Increased Community Services (ICS). The various programs referred to as case programs in the system will function as "containers" to store information that is specific to those programs such as application, various eligibility determinations, plans of service/care, etc. Information regarding adding/closing/reopening these case programs will be provided in this manual.

- **Administration** – This manual will provide information about various administration functions in the LTSS system, a major focus being agency and staff management. Note: This is mainly related to the LTSS system administration and not the actual day-to-day administration functions. Agency management module contains information about the agency, multiple locations (if any), programs that the agency works with, type of agency (contractor/government agency, etc.). Staff Management module contains information about each agencies' staff, how to create/edit staff profiles when a new staff member joins your agency, staff contact information, etc. This is critical because the roles and permissions given to a user will determine functionality they will see within LTSS.
- **Money Follows the Person** – This manual will provide information about how to complete various steps involved in the MFP process such as the Resident Contact Sheet, Ongoing Peer Support, Options Counseling, Peer Mentoring, Housing Assistance, Quality of Life, etc. The manual will give details about the necessary steps to complete each module, as well as information about the interaction between MFP and the waiver programs in LTSS. The manual is catered to all agencies associated with the MFP process.
- **Waiver Programs** – This manual will take you through the entire application process from the time a person chooses to apply for LAH/WOA/ICS, through the various eligibility determinations, until the enrollment eligibility determination. Instructions on how to add/edit/discard program-related forms will be provided here. The manual is catered to case management agencies and state oversight agencies.
- **Standardized Assessment and Level of Care** – This manual will provide information about how to complete an assessment, recommended plan of care, level of care determination in LTSS. The manual is catered to staff from Adult Evaluation and Review Services (AERS) and Utilization Control Agent (UCA).
- **Financial and Overall Eligibility Determination** – This manual will provide information about various forms and letters involved in determining financial and overall eligibility for programs such as LAH/WOA/ICS. The manual is catered to Division of Eligibility for Waiver Services (DEWS) staff members.
- **Appeals –** This manual will provide information regarding the appeals process in case a client chooses to appeal. The manual is catered to the appeals staff at DHMH and other users that may have permissions/role to view appeals
- **Quality Care Review**– This manual will walk the user through the steps necessary for completing a Quality Care Review (QCR) Worksheet for a client. The QCR Worksheet is used to perform a review of services given to a client through a specific waiver program the client was enrolled in. The manual is broken down into sections, including: adding QCR Review Periods, selecting potential clients to review, assignments and the three levels of review performed by QCR staff. The manual is catered to DHMH staff members.

### 1.2.2 Recommended approach

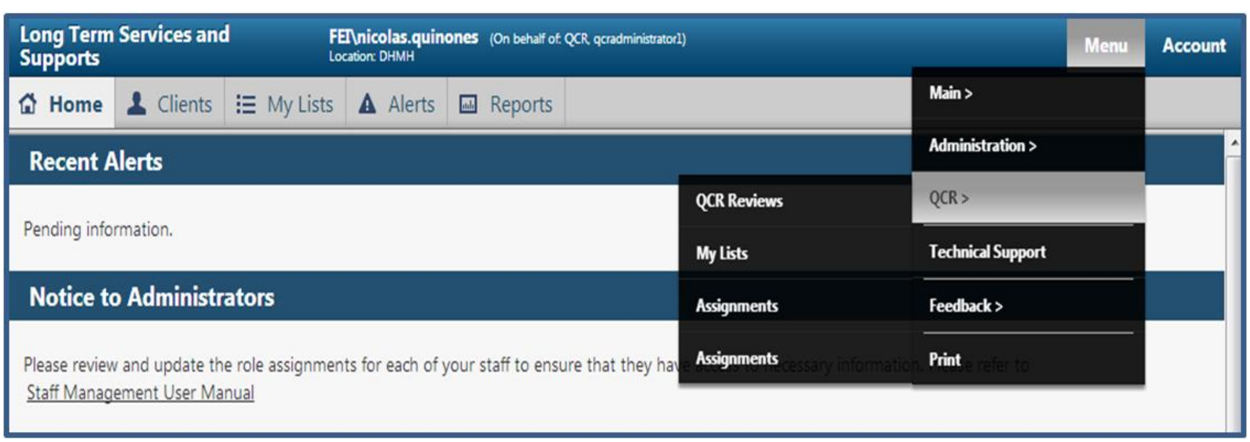
Although there is no specific requirement/restriction about manuals you access or the order in which you access manuals, here's the approach we recommend to become experts at using LTSS. Please review manuals that impact your daily tasks in order to carry them out smoothly in the LTSS system.

- Every new LTSS user may want to start with the common functions manual to get familiar with overall look and feel and system navigation.
- You then continue with the client and case management user manual.
- From an administration standpoint, you may then want to continue on to the administration functions manual.
- After these preliminary manuals, the remaining ones are more functionality and agency specific.
    - Case management agencies and oversight agencies users - you may want to get into the program specific manuals such as the waiver programs manual and then any other manuals for forms that you view/use for your daily tasks.
    - Users associated with MFP – you may want to continue with the MFP manual
    - AERS and UCA users – you may want to continue with the Standardized Assessment and Level of Care manual
    - DEWS users - you may want to continue with the Financial and Overall eligibility determination manual
    - Users associated with appeals - you may want to continue with the Appeals manual
    - QCR users at DHMH – you may want to continue with the QCR manual

# 2 Getting Started

## 2.1 Accessing the QCR System

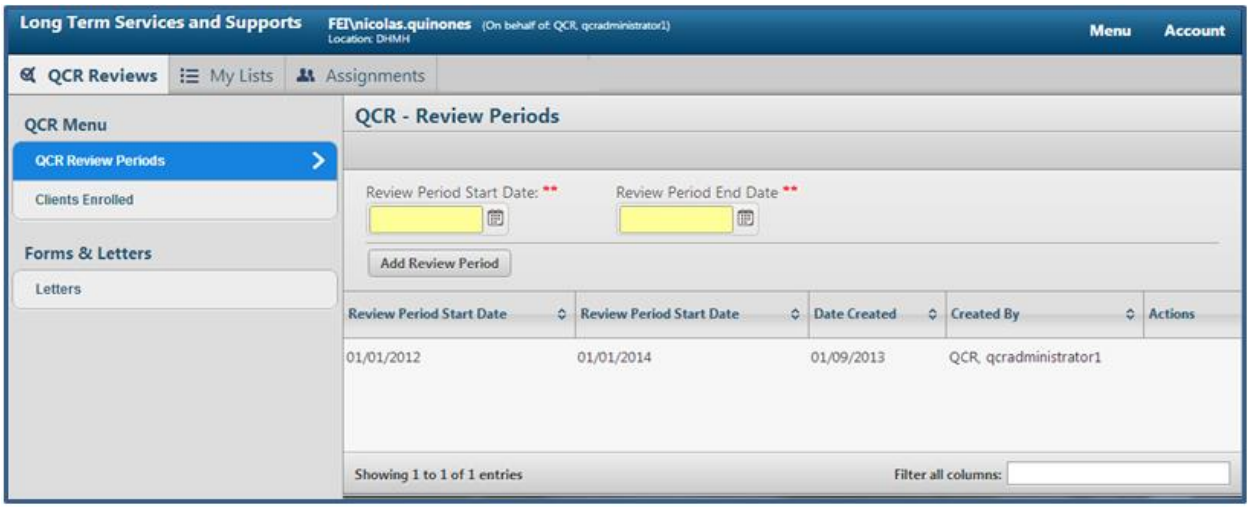
From the Menu tab of the LTSS System at the top of the screen, the QCR System can be accessed by navigating to QCR as seen in the figure below. The sections within QCR are dependent upon the role of the active user. These sections will be discussed further in the next section.



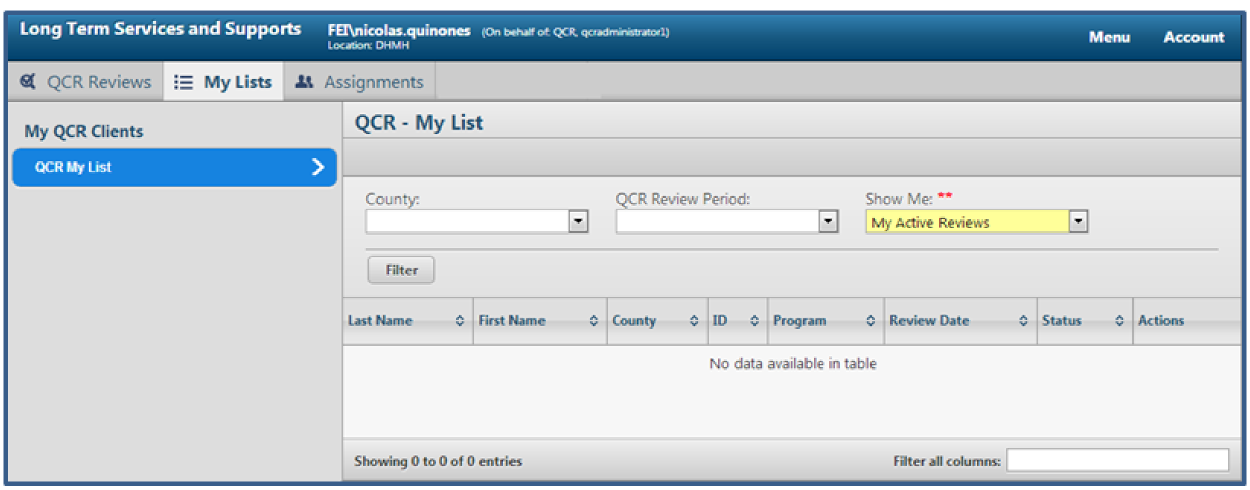
## 2.2 Tabs

The 3 tabs located along the top of the QCR sub-system are ***QCR Reviews, My Lists and Assignments.***

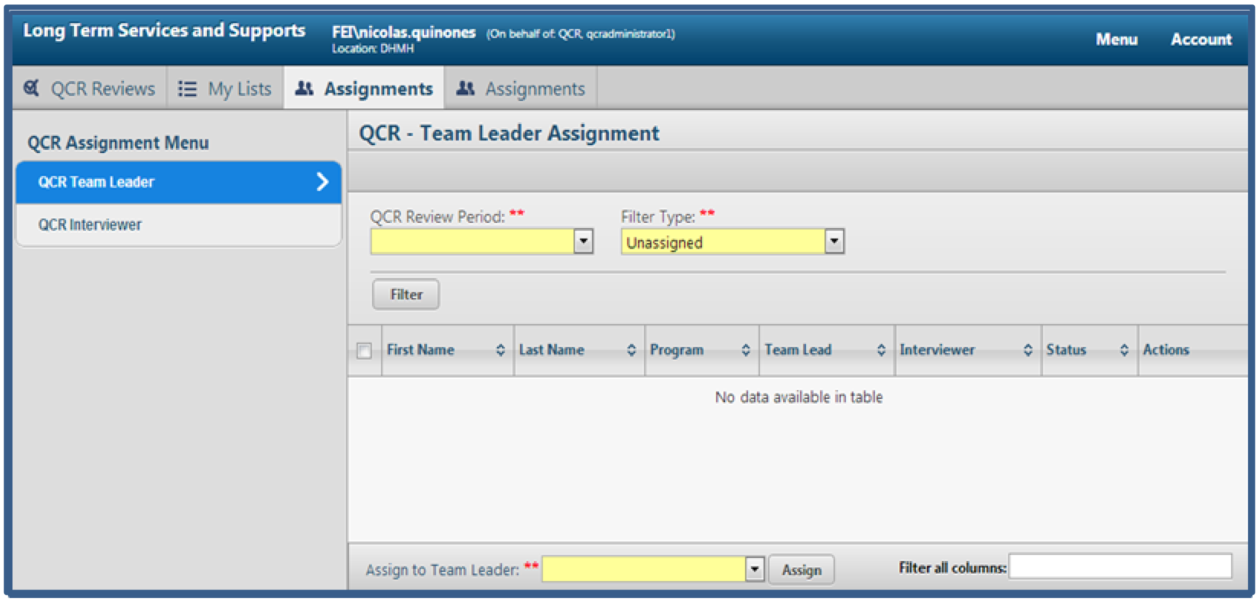
*QCR Reviews* will only be available to actors with the role of QCR Administrator. The options available within the QCR Reviews tab are *QCR Review Periods, Clients Enrolled and Letters*. The function and visual display of each of these options will be discussed in the Tutorials portion of this manual.




*My Lists* is the second tab of QCR. This tab is used to search for existing clients in the QCR process. The QCR My List page will be discussed further in the Tutorials section of this manual.



*Assignments* is the third tab of QCR. This tab is only available to actors with the role of QCR Branch Chief or QCR Team Leader. The QCR Branch Chief uses the Assignments tab to assign QCR Team Leaders to clients. The QCR Team Leader uses the Assignments tab to assign QCR Interviewers to clients. The Assignments tab will be discussed in greater detail in the Tutorials section of this manual.

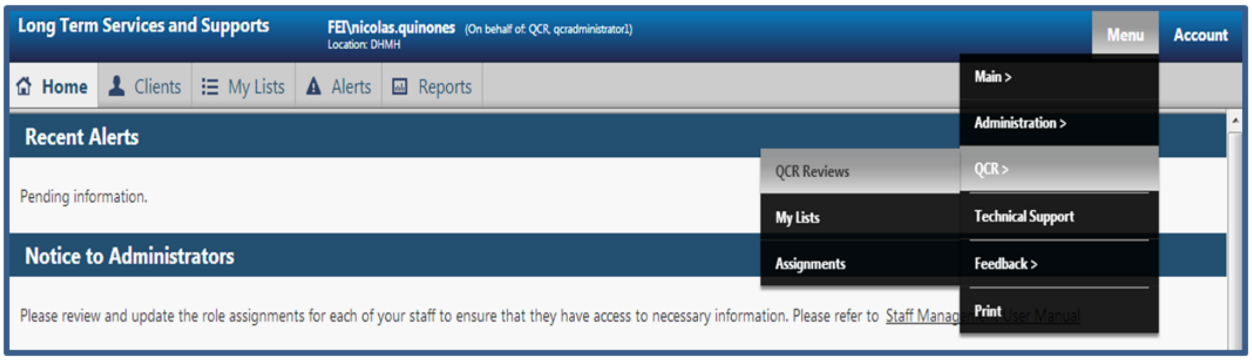


# 3 Tutorials

This section of the manual walks you through the necessary steps to add QCR Review Periods, list potential clients to review, assign QCR Team Leaders, assign QCR Interviews and complete the QCR Worksheet.

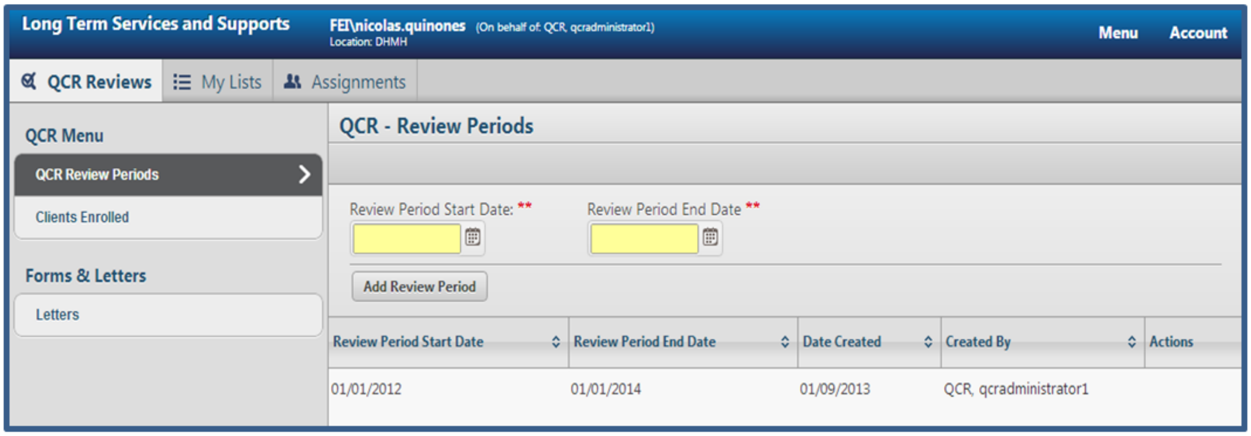
## 3.1 Adding QCR Review Periods

Actors with a role of QCR Administrator can navigate to the ***QCR Reviews*** section of QCR under the menu tab as seen in the figure below.



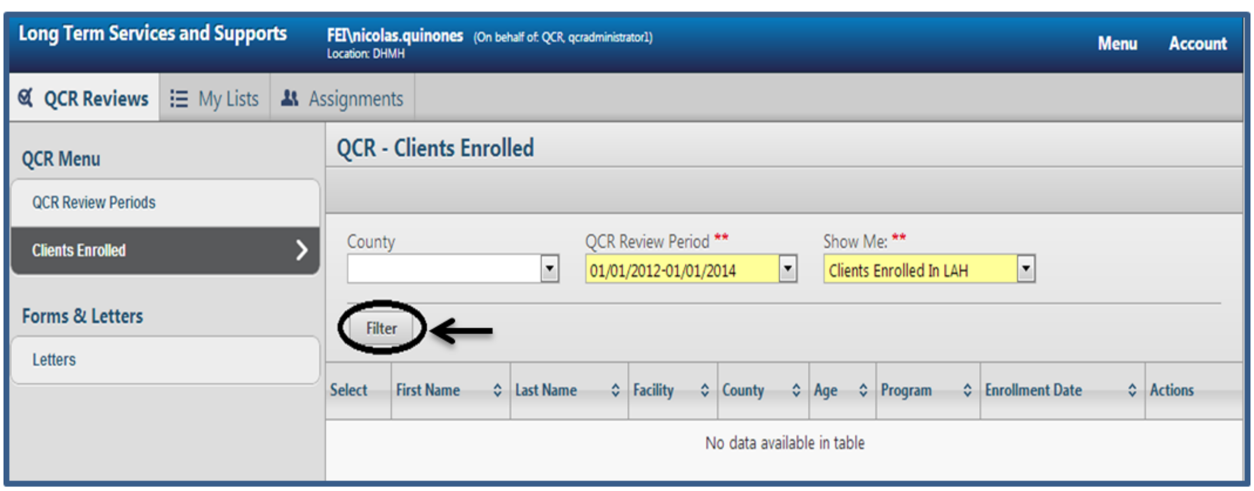

The actor will now be taken to the *QCR Review Periods* tab under the *QCR Menu* in the left hand navigation. To **add a QCR Review Period** to the *QCR Review Period List* the actor must enter a *Review Period Start Date* and *Review Period End Date*. After entering both requirements, which will be highlighted in yellow click the **Add Review Period button** as seen in the figure below.

After clicking the Add button the actor will see the added QCR Review Period in the QCR Review Period List. The list displays the Review Period Start Date and End Date, Date Created and who the QCR Review Period was created by.

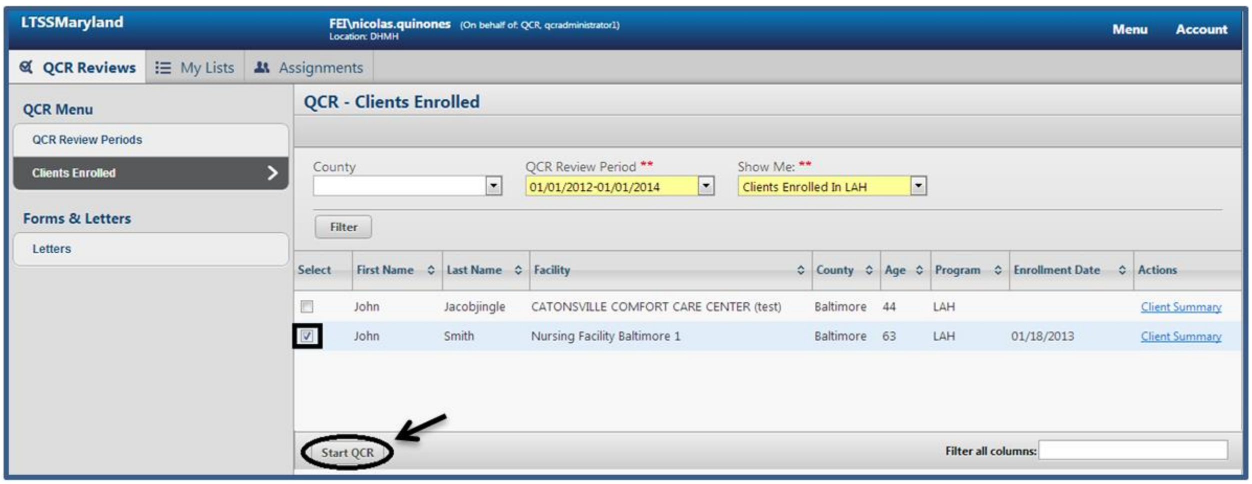



## 3.2 List Potential Clients to Review

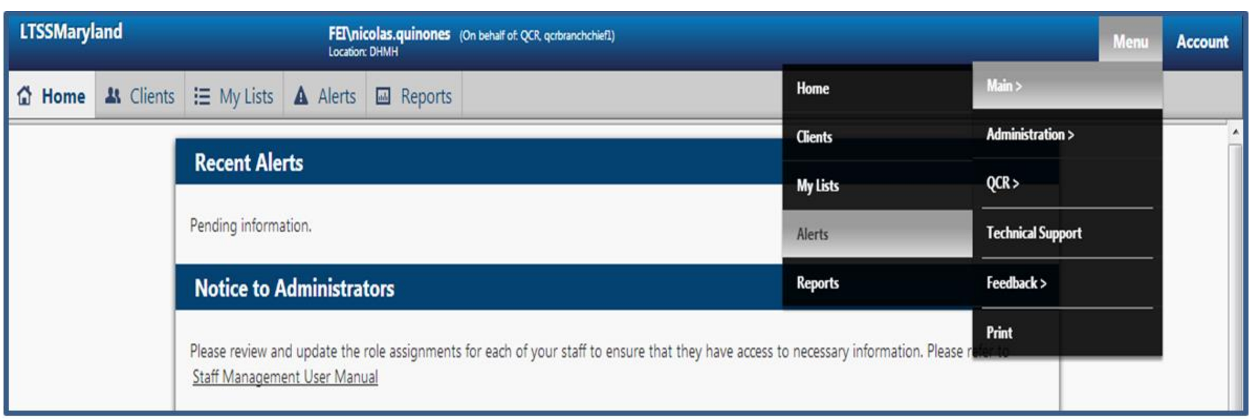
An actor with a role of QCR Administrator can navigate to the ***Clients Enrolled*** tab under QCR Menu to populate potential lists of clients to review. On the Clients Enrolled page the actor will select a *QCR Review Period*, which will be a dropdown menu containing all QCR Review Periods that have been added to the QCR Review Periods List. The actor will then designate a *Show Me* option, which will indicate whether they wish to view a list of clients that were enrolled in LAH or WOA during the specified QCR Review Period. The actor can also optionally narrow the potential list by selecting a *County* to filter the list by. After the required and optional filter criteria is selected, click the **Filter button** as seen in the figure below to see a potential list of clients to review.



After clicking Filter, the actor will see a full list of clients in LTSS that match the specified filter criteria. To begin the QCR process for a potential client an actor with a role of QCR Administrator will ***select clients using the checkbox*** as seen in the figure below. After selecting the clients that should be reviewed in the specified QCR Review Period the actor will click the ***Start QCR button*** as seen below. Upon clicking this button any clients that were selected will be removed from the potential list to ensure that multiple QCR Worksheets cannot be started for a client in the same QCR Review Period. An *alert* will be sent to actors with a role of QCR Branch Chief to inform them that the QCR process has begun for clients and these clients need to be assigned a QCR Team Leader.

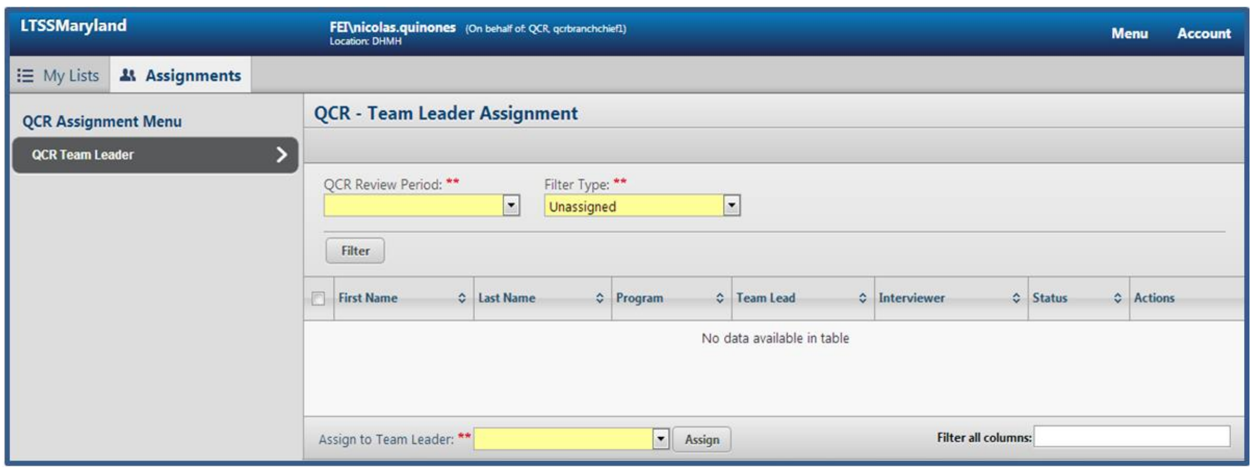



After starting the QCR process for clients when an actor with a role of QCR Branch Chief logs into the system they will navigate to the Alerts section of LTSS as seen in the figure below.



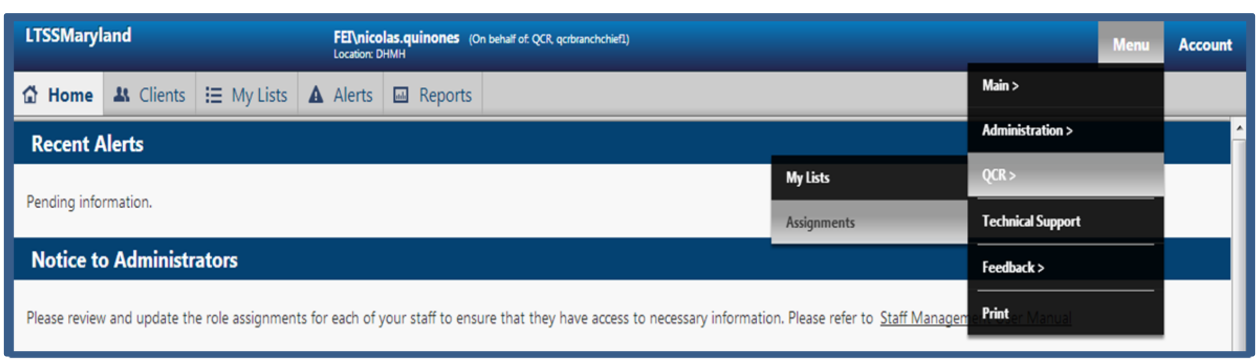

The actor will then be able to see an alert indicating that the QCR process has been started for the client. Click the **QCR Started link** under the Subject column as seen in the figure below to be taken to the QCR- Team Leader Assignment page. Here actors with a role of QCR Branch Chief will be able to assign actors with a role of QCR Team Leader to clients that have started the QCR process.


After clicking the QCR Started link the actor is taken to the QCR Team Leader Assignment page where QCR Team Leaders can be assigned to clients.

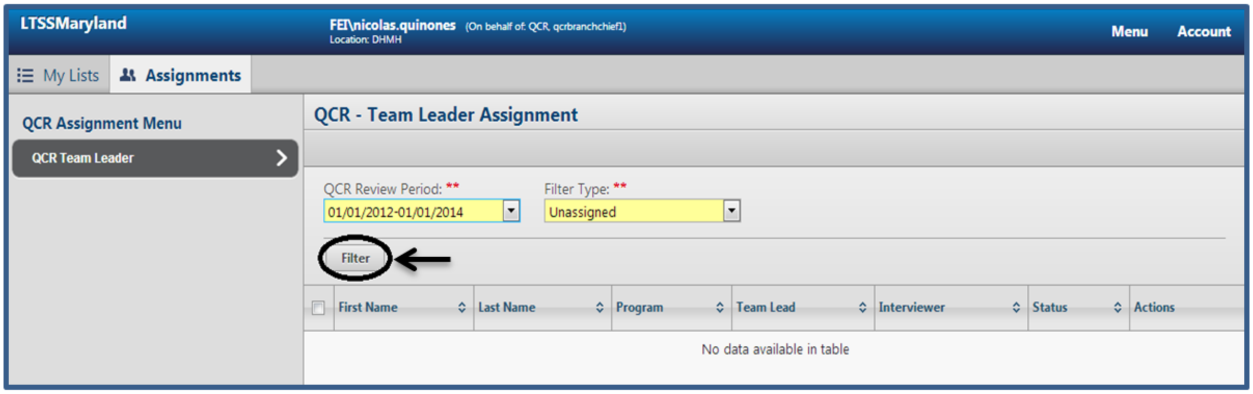



## 3.3 Assign QCR Team Leader

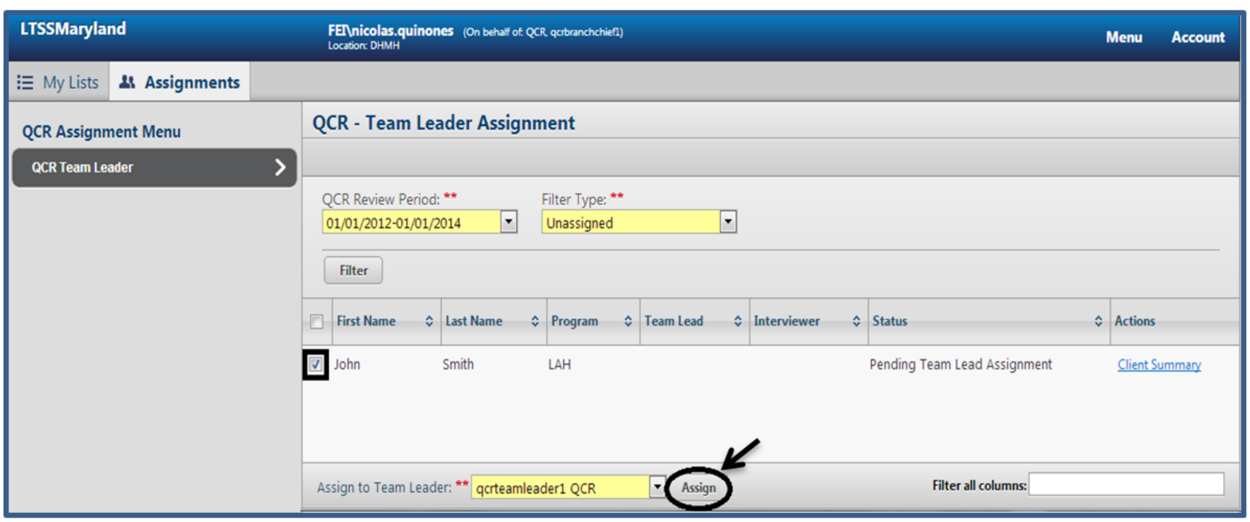
An actor with a role of QCR Branch Chief can navigate to the QCR Team Leader Assignment page through the alerts link or through the *Assignments tab* of QCR through *Menu*.



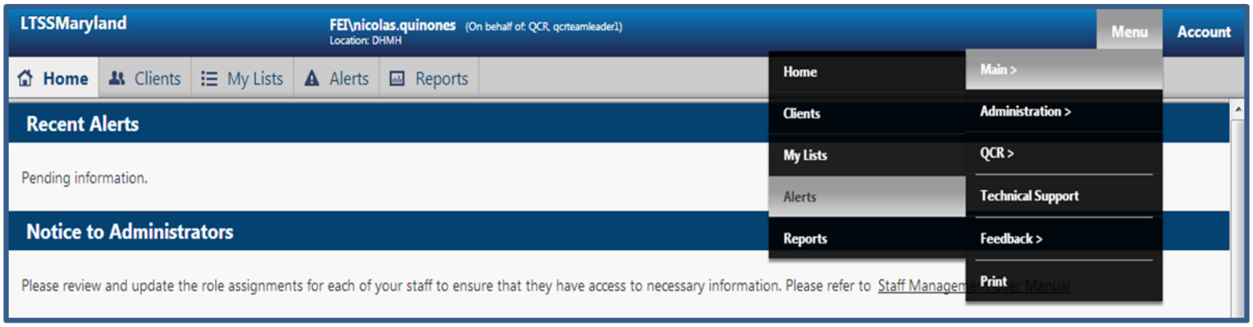
From the QCR Team Leader Assignment page select a ***QCR Review Period*** and ***Filter Type***. By default the Filter Type will be Unassigned because the actor will be assigning a QCR Team Leader to clients for the first time. However, Filter Type *Assigned* can be used to filter clients that have already been assigned a QCR Team Leader and to assign a new QCR Team Leader to clients. After selecting a QCR Review Period and Filter Type, click the **Filter button** as seen in the figure below.



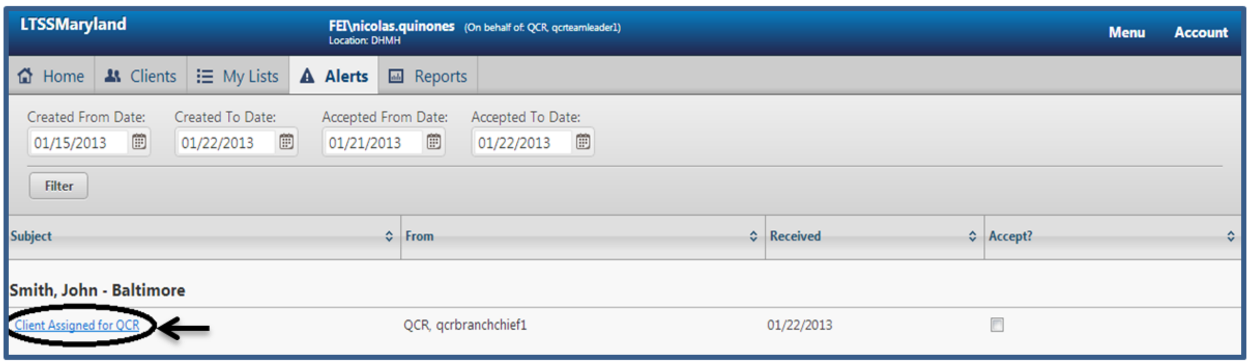

After filtering the actor will select clients in the list using their corresponding ***checkboxes***. Choose a *QCR Team Leader* from the Assign to Team Leader dropdown menu and click the ***Assign button*** to assign the specified QCR Team Leader to the specified clients as seen in the figure below. The specified QCR Team Leader will receive an alert when clients are assigned to them.



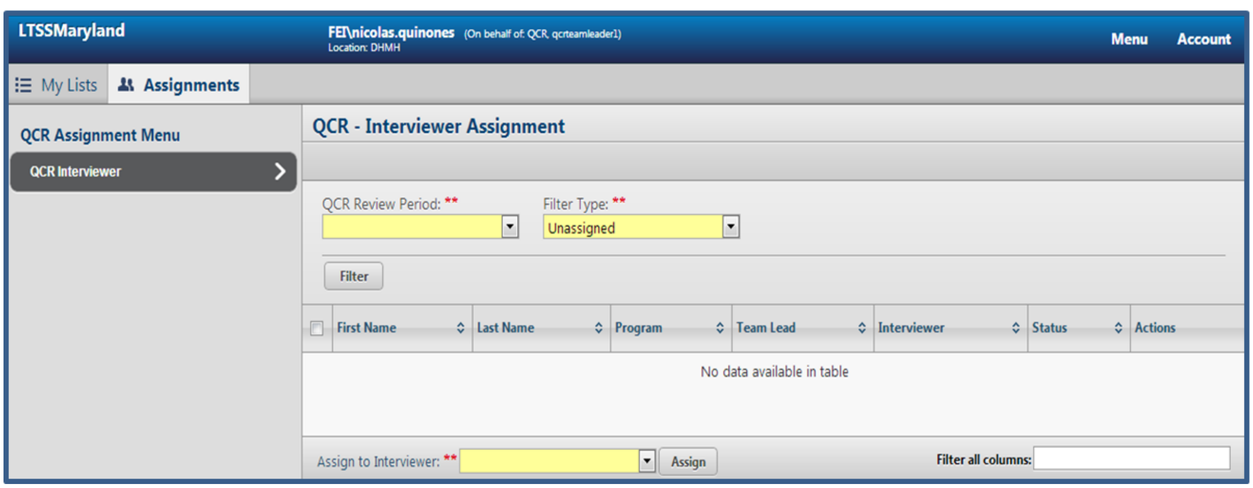

After assigning an actor with role of QCR Team Leader that actor will receive an alert. The assigned QCR Team Leader logs into the system and will navigate to the Alerts section of LTSS as seen in the figure below.



The actor will then be able to see an alert indicating that the client has been assigned to them for QCR. Click the **Client Assigned for QCR link** under the Subject column as seen in the figure below to be taken to the QCR- Interviewer Assignment page. Here actors with a role of QCR Team Leader will be able to assign actors with a role of QCR Interviewer to clients that have started the QCR process.

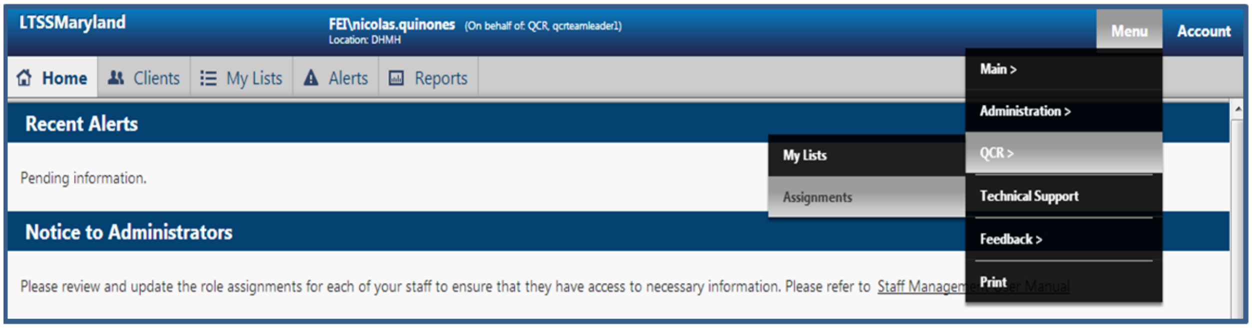


After clicking the Client Assigned for QCR link the actor is taken to the QCR Interviewer Assignment page where QCR Interviewers can be assigned to clients.

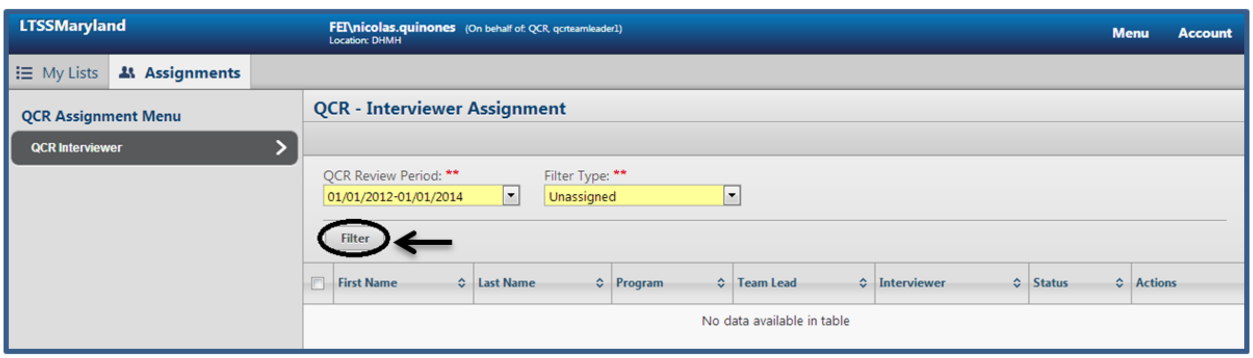


## 3.4 Assign QCR Interviewer

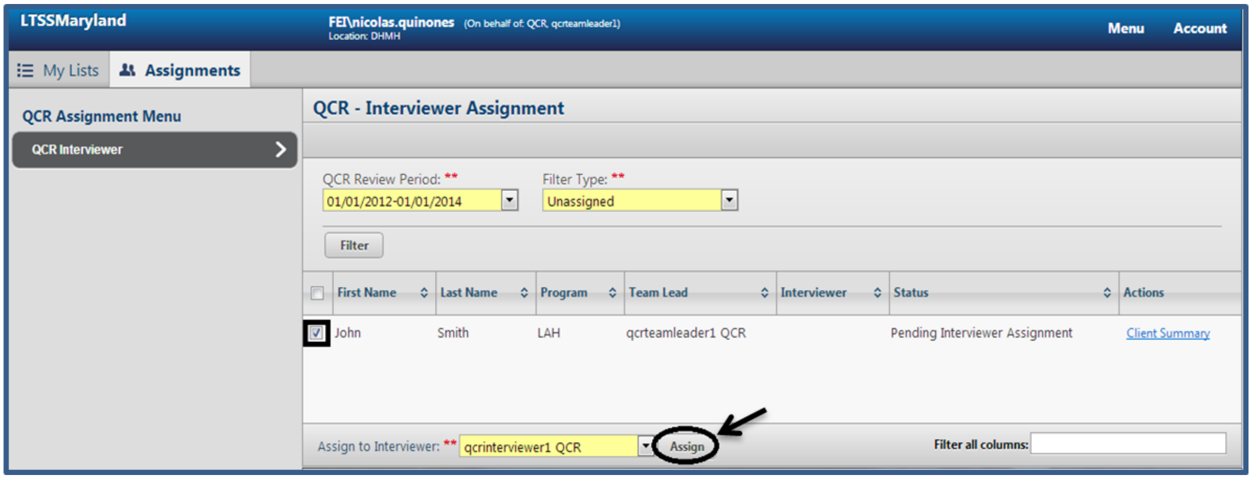
An actor with a role of QCR Team Leader can navigate to the QCR Interviewer Assignment page through the alerts link or through the *Assignments tab* of QCR through *Menu*.




From the QCR Interview Assignment page select a ***QCR Review Period*** and ***Filter Type***. By default the Filter Type will be Unassigned because the actor will be assigning a QCR Interviewer to clients for the first time. However, Filter Type *Assigned* can be used to find clients that have already been assigned a QCR Interviewer and to assign a new QCR Interviewer to clients. After selecting a QCR Review Period and Filter Type, click the **Filter button** as seen in the figure below.

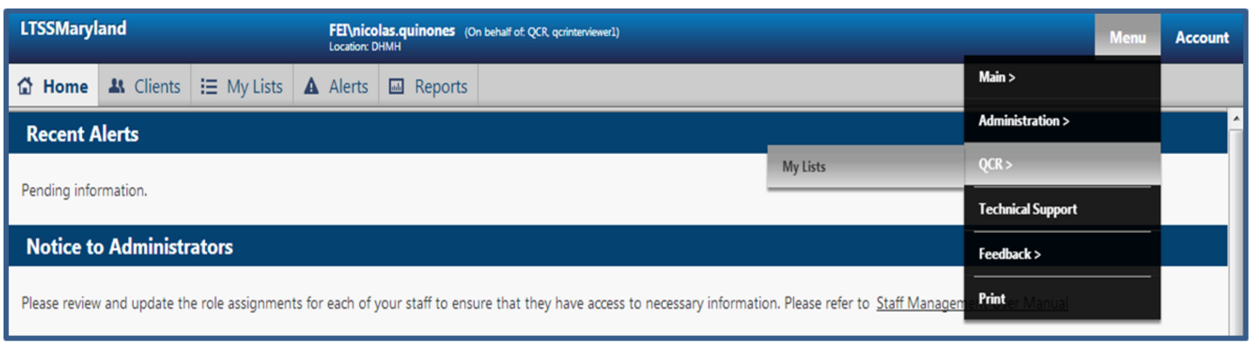



After filtering the actor will select clients in the list using their corresponding ***checkboxes***. Choose a *QCR Interviewer* from the Assign to Interviewer dropdown menu and click the ***Assign button*** to assign the specified QCR Interviewer to the specified clients as seen in the figure below. The specified QCR Interviewer will receive an alert when clients are assigned to them.



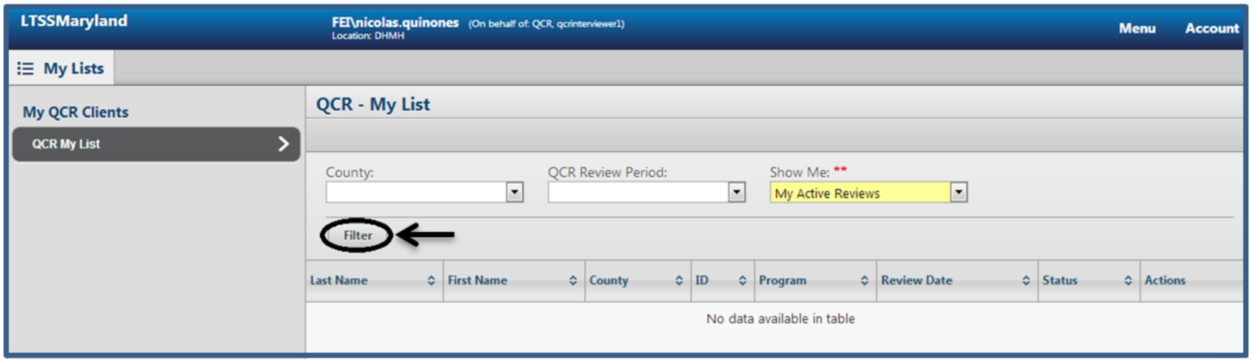

## 3.5 Navigate to Clients QCR Worksheet through My Lists

All actors with a QCR role will be able to navigate to My Lists under QCR as seen in the figure below. The My Lists page is the point of entry for a client's QCR Worksheet during a specified QCR Review Period. While all QCR actors will have the My List page under the QCR System, the Show Me options for each QCR role will vary based on the logged in user.



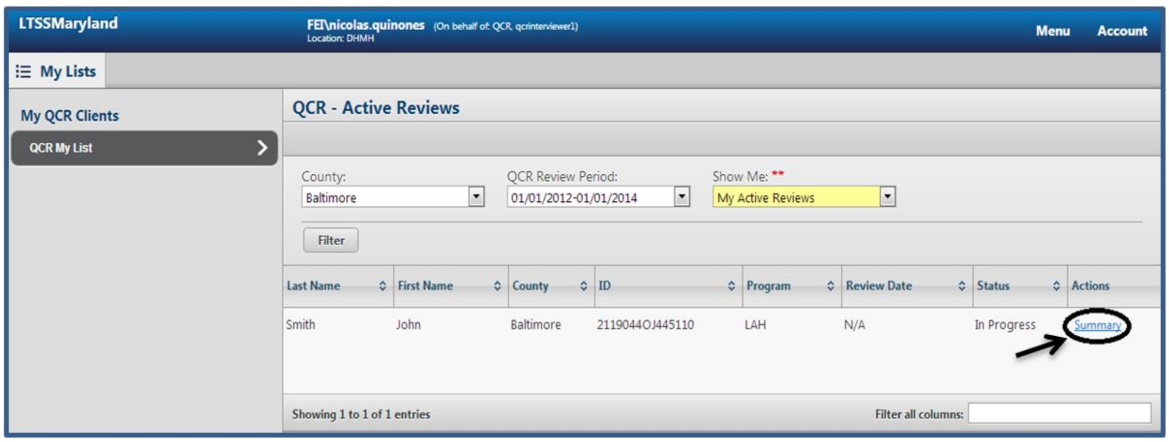

## 3.6 QCR Worksheet: QCR Interviewer

After a QCR Interviewer is assigned to a client, that client enters a Status of "In Progress." This identifies that client's QCR Worksheet is currently being filled out by the clients assigned QCR Interviewer. While a client is in a Status of "In Progress," only actors with a QCR Interviewer is able to Add and Edit sections of the clients QCR Worksheet. During a Status of "In Progress," the QCR Admin, QCR Branch Chief and Assigned QCR Team Leader will only be able to View the clients QCR Worksheet.




### 3.6.1 QCR Summary

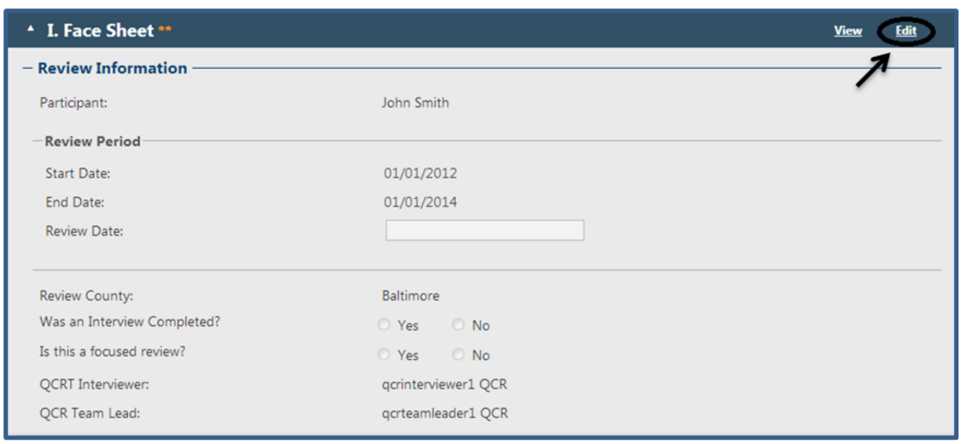
After selecting a Show Me option and clicking the Filter button, navigate into a client's *QCR Worksheet* by clicking the ***Summary link*** as seen in the figure below.



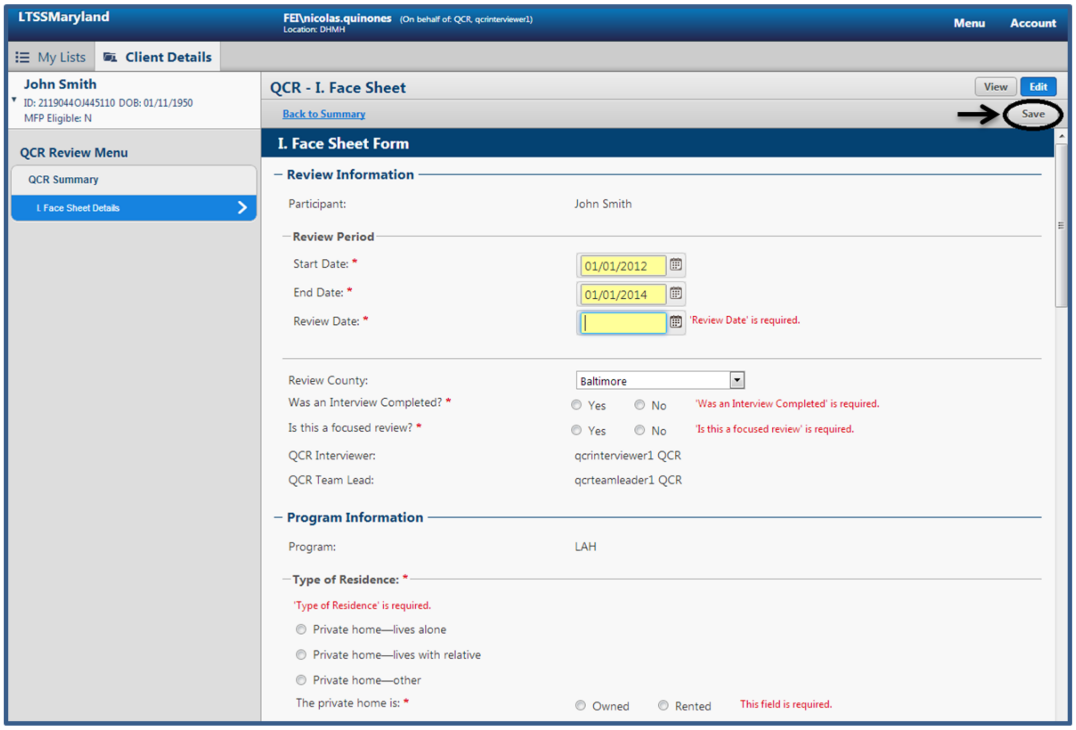

The Summary link in the figure above will take the actor to the clients QCR Summary page. The QCR Summary page gives a brief overview of the content captured in each section of the QCR Worksheet. By clicking the Expand All button as seen in the figure below, the actor will see the details captured in each section, which will be discussed further in later sections of this manual.


### 3.6.2 Section I: Face Sheet

The Face Sheet panel on the QCR Summary page captures basic information from *Section I: Face Sheet* of the QCR Worksheet. To edit information on the Face Sheet click the ***Edit link*** as seen in the figure below.




The Face Sheet captures detailed information about the client, the client's case program under review, information from the client's POS/POC and notes from actors within QCR. Navigate through Section I: Face Sheet and fill out the *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. After entering all required and optional information click the ***Save button*** to save the Face Sheet as seen in the figure below.




After saving the Face Sheet the updated information will be displayed in the Face Sheet panel on the QCR Summary page. By Team Leader Notes and By QCR Branch Chief Notes will only be visible in the Face Sheet panel if their associated checkboxes are selected. These fields are primarily used to identify problems with a section/entry, which will be discussed later in this manual.

### 3.6.3 Section II: Services

Under the Services panel on the QCR Summary page, the actor can click the ***POS/POC List link*** as seen in the figure below to see a full list of services and service related information from the clients associated case programs POS/POC under review.

After clicking the POS/POC List link the actor will see a pop-up window similar to the figure seen below. The actor can print this list prior to meeting with the client to have a full list of services that need to be reviewed with the client.

POS/POC Services ×

| Service Name | Provider | Start Date | End Date | Frequency | Frequency Type | Units |
|---|---|---|---|---|---|---|
| Adult Medical Day Care | Service Provider, Independent - Baltimore 1 | 01/01/2013 | 10/01/2013 | 50 | Daily | 1 |
| Durable Medical Equipment | ABILITIES NETWORK, INC (test) | 01/01/2013 | 10/01/2013 | 1 | Hourly | 1 |
| Home Delivered Meals | ALLIANCE, INC (test) | 01/01/2013 | 10/01/2013 | 366 | Daily | 2 |
| Lab Services | Garrett Housing Authority | 01/01/2013 | 10/01/2013 | 200 | Hourly | 1 |
| Speech Therapy | ALLIANCE, INC (test) | 01/01/2013 | 10/01/2013 | 25 | Hourly | 1 |

Within the Services panel, the actor has two additional options: click the ***Add link*** or ***No Services were Identified link*** as seen in the figure below. The No Services were Identified link will capture a value of 0 for the Services list. The Add link will bring up the *Services Form* and allow the actor to select a service to review for the client. It is a requirement that the actor either Add a service to the service list or click the No Services were Identified link to capture a value of 0 in order to Submit the QCR Worksheet. A visual display of this requirement can be seen in the Status Check table of Section VIII: Status of the QCR Worksheet and will be discussed later in this manual.

II. Services ** No Services were Identified POS/POC List Add

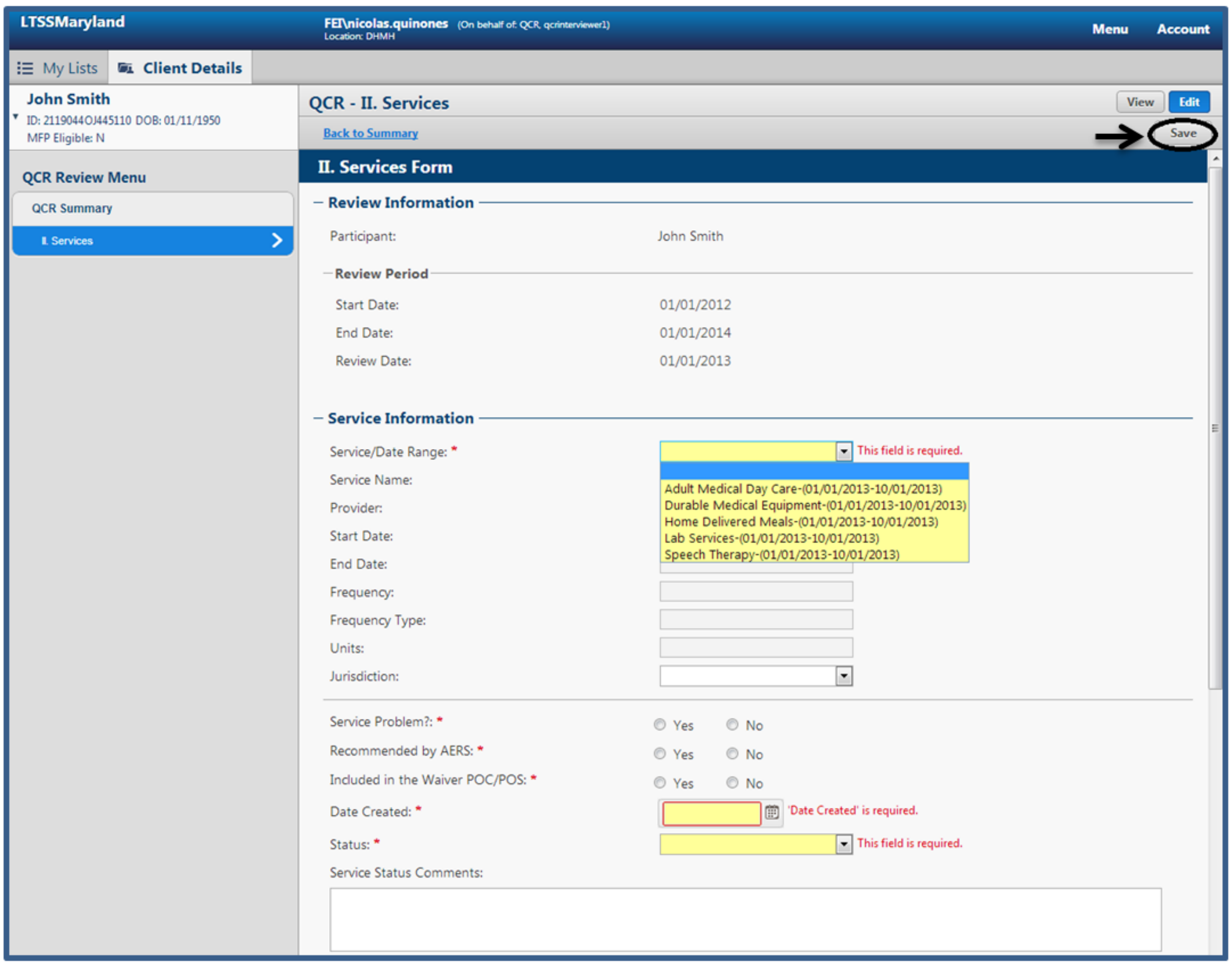
| Service | Provider | POC Date | Start Date | CAPA/ICI | Urgency | With Missing Data | Actions |
|---|---|---|---|---|---|---|---|
| No data available in table | | | | | | | |

If the actor clicks the “No Services were Identified” link a value of 0 is captured in the Services list and the link will disappear as seen in the figure below. The actor will still have the option to click the Add link to add services to the Service list. If the actor adds a service(s) to the Service list and then deletes those entries to the point were no services remain in the Service list the “No Services were Identified” link will re-appear and the actor will once again be required to either click the “No Services were Identified” link or Add a service in order to Submit the QCR Worksheet.

II. Services ** POS/POC List Add

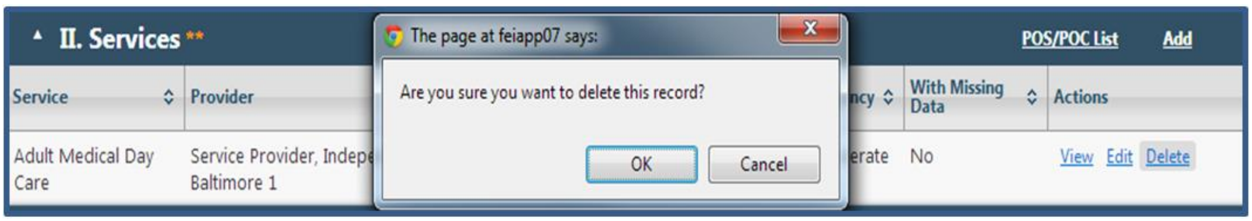
| Service | Provider | POC Date | Start Date | CAPA/ICI | Urgency | With Missing Data | Actions |
|---|---|---|---|---|---|---|---|
| No data available in table | | | | | | | |

If the actor clicks the Add link from the Services panel, the Services Form will appear. The Services Form captures detailed information about a particular Service/Date Range from the client's associated case programs POS/POC under review. Navigate through Section II: Services and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. The Service/Date Range field is a dropdown that contains a full list of all services from the associated case programs POS/POC under review. There is a system check that will not allow the actor to perform a review on a service that is already present in the Services List on the QCR Summary page. After entering all required and optional information click the ***Save button*** to save the Service entry as seen in the figure below.




After saving a Service Form entry the entry will appear in the Services list as seen in the figure below. The actor can edit a Service entry by clicking the ***Edit link*** as seen in the figure below. If the actor clicks the Edit link the Service Form for that entry will appear with fields pre-populated based on the last saved information. The actor will also have the option to delete a Service entry by clicking the ***Delete link*** as seen in the figure below.


When clicking the ***Delete link*** in any section a pop-up window will appear asking the actor to verify that they wish to delete the record. Click the *OK button* to continue and delete the record or click the *Cancel button* to return to the QCR Summary page.

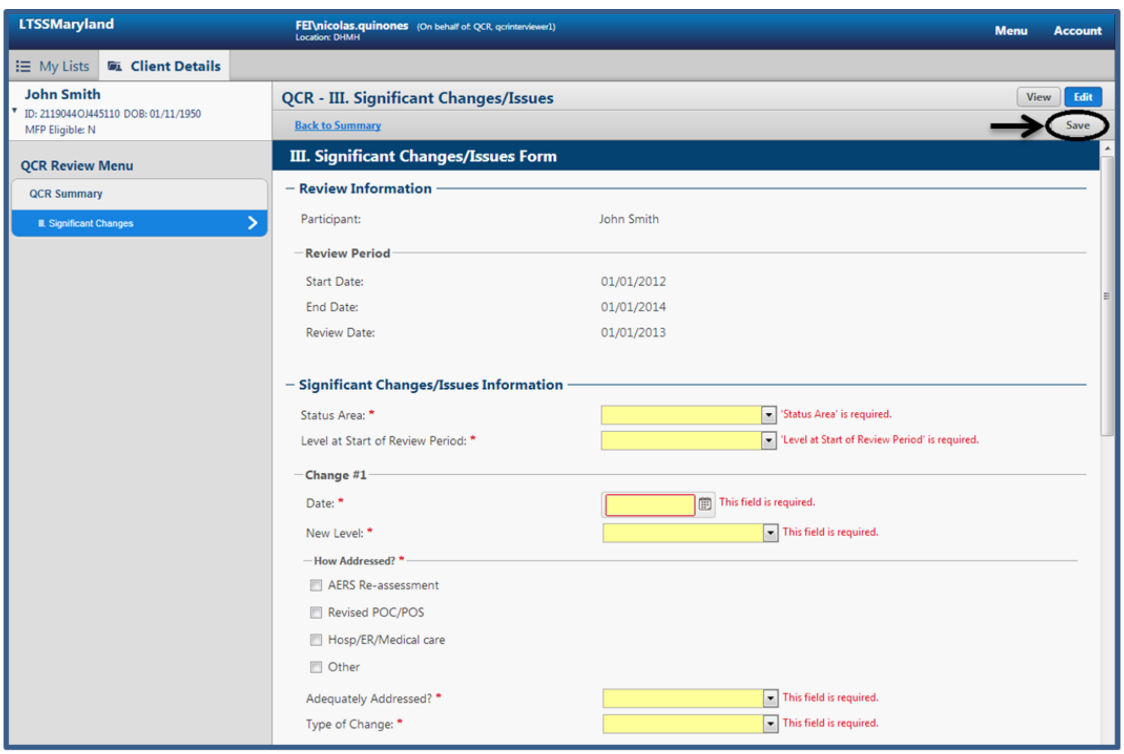



### 3.6.4 Section III: Significant Changes

Within the Significant Changes panel, the actor has two options: click the ***Add link*** or ***No Significant Changes were Identified link*** as seen in the figure below. The No Significant Changes were Identified link will capture a value of 0 for the Significant Changes list. The Add link will bring up the *Significant Changes Form* and allow the actor to identify a significant change to review for the client. It is a requirement that the actor either Add a significant change to the significant change list or click the No Significant Changes were Identified link to capture a value of 0 in order to Submit the QCR Worksheet. A visual display of this requirement can be seen in the Status Check table of Section VIII: Status of the QCR Worksheet and will be discussed later in this manual.

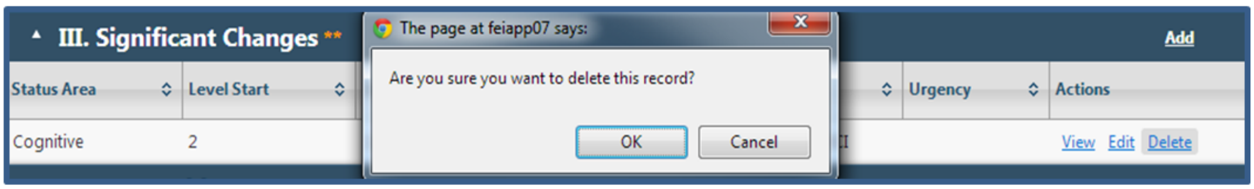

If the actor clicks the “No Significant Changes were Identified” link a value of 0 is captured in the Significant Change list and the link will disappear as seen in the figure below. The actor will still have the option to click the Add link to add a significant change to the Significant Change list. If the actor adds a significant change(s) to the Significant Change list and then deletes those entries to the point were no significant changes remain in the Significant Change list the “No Significant Changes were Identified” link will re-appear and the actor will once again be required to either click the “No Significant Changes were Identified” link or Add a significant change in order to Submit the QCR Worksheet.


If the actor clicks the Add link from the Significant Changes panel, the Significant Changes Form will appear. The Significant Changes Form captures detailed information about a particular significant change for the client under review. Navigate through Section III: Significant Changes and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. The actors choice in the Status Area field will drive the options and visual display through the Significant Change Form. After entering all required and optional information click the ***Save button*** to save the Significant Change entry as seen in the figure below.




After saving a Significant Change Form entry the entry will appear in the Significant Change list as seen in the figure below. The actor can edit a Significant Change entry by clicking the ***Edit link*** as seen in the figure below. If the actor clicks the Edit link the Significant Change Form for that entry will appear with fields pre-populated based on the last saved information. The actor will also have the option to delete a Significant Change entry by clicking the ***Delete link*** as seen in the figure below.


When clicking the ***Delete link*** in any section a pop-up window will appear asking the actor to verify that they wish to delete the record. Click the *OK button* to continue and delete the record or click the *Cancel button* to return to the QCR Summary page.

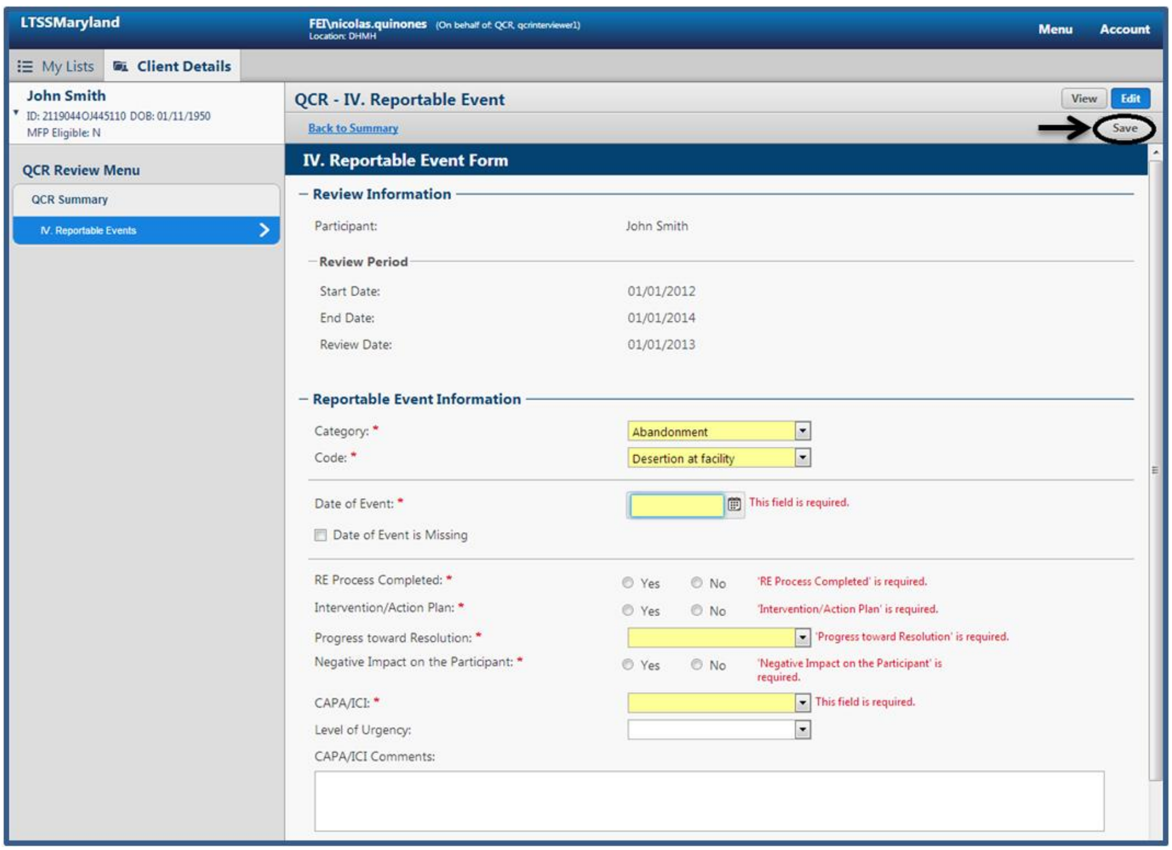



### 3.6.5 Section IV: Reportable Events

Within the Reportable Events panel, the actor has two options: click the ***Add link*** or ***No Reportable Events were Identified link*** as seen in the figure below. The No Reportable Events were Identified link will capture a value of 0 for the Reportable Events list. The Add link will bring up the *Reportable Events Form* and allow the actor to identify a reportable event to review for the client. It is a requirement that the actor either Add a reportable event to the reportable event list or click the No Reportable Events were Identified link to capture a value of 0 in order to Submit the QCR Worksheet. A visual display of this requirement can be seen in the Status Check table of Section VIII: Status of the QCR Worksheet and will be discussed later in this manual.

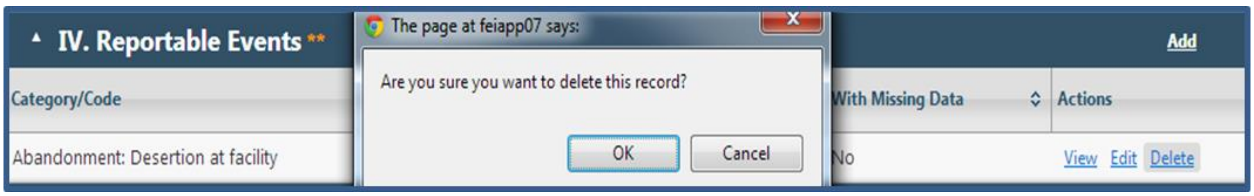

If the actor clicks the “No Reportable Events were Identified” link a value of 0 is captured in the Reportable Event list and the link will disappear as seen in the figure below. The actor will still have the option to click the Add link to add a reportable event to the Reportable Event list. If the actor adds a reportable event to the Reportable Event list and then deletes those entries to the point were no reportable events remain in the Significant Change list the “No Significant Changes were Identified” link will re-appear and the actor will once again be required to either click the “No Reportable Events were Identified” link or Add a reportable event review in order to Submit the QCR Worksheet.


If the actor clicks the Add link from the Reportable Events panel, the Reportable Events Form will appear. The Reportable Events Form captures detailed information about a particular reportable event for the client under review. Navigate through Section IV: Reportable Events and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. After entering all required and optional information click the ***Save button*** to save the Reportable Event entry as seen in the figure below.




After saving a Reportable Event Form entry the entry will appear in the Reportable Event list as seen in the figure below. The actor can edit a Reportable Event entry by clicking the ***Edit link*** as seen in the figure below. If the actor clicks the Edit link the Reportable Event Form for that entry will appear with fields pre-populated based on the last saved information. The actor will also have the option to delete a Reportable Event entry by clicking the ***Delete link*** as seen in the figure below.


When clicking the ***Delete link*** in any section a pop-up window will appear asking the actor to verify that they wish to delete the record. Click the *OK button* to continue and delete the record or click the *Cancel button* to return to the QCR Summary page.

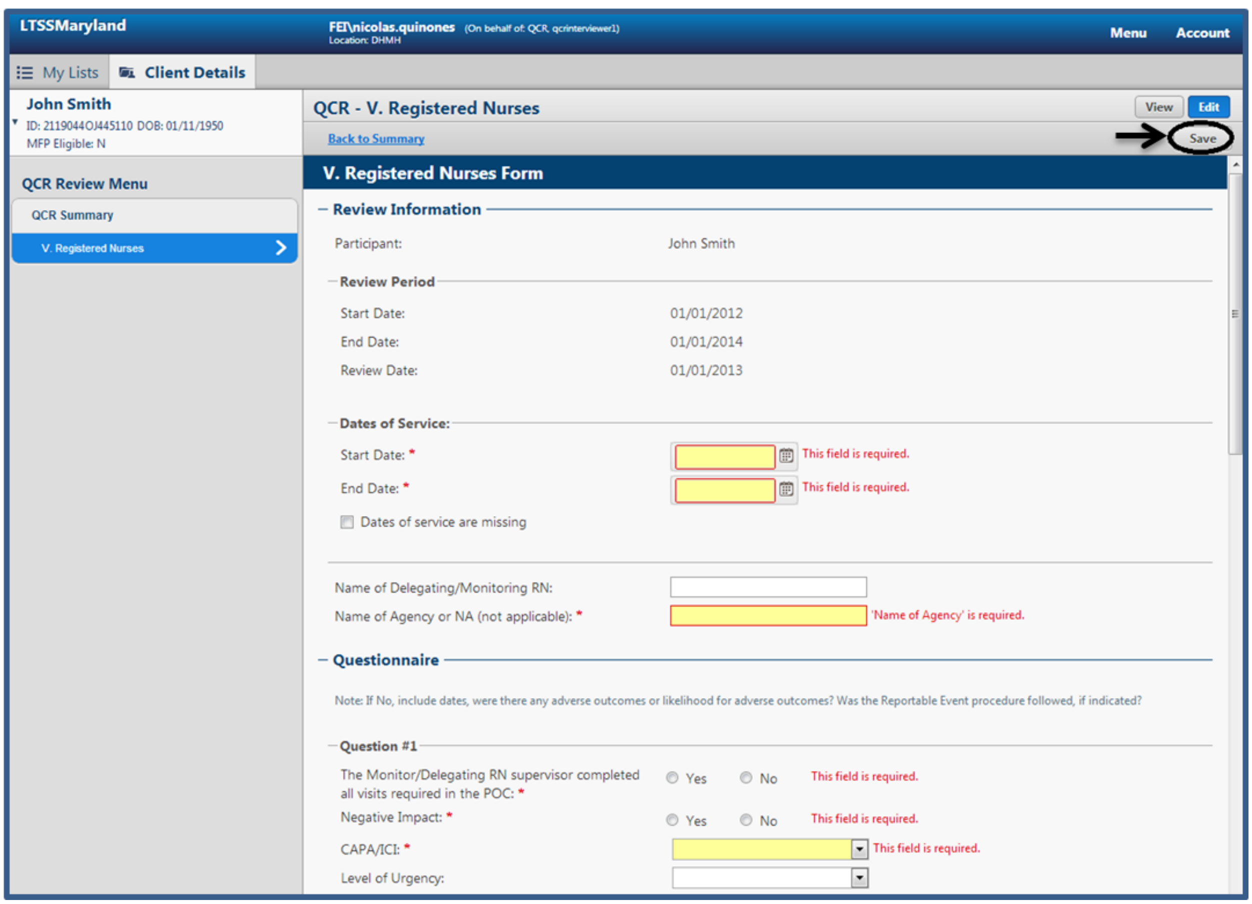



### 3.6.6 Section V: Registered Nurses

Within the Registered Nurses panel, the actor has two options: click the ***Add link*** or ***No Registered Nurses were Identified link*** as seen in the figure below. The No Registered Nurses were Identified link will capture a value of 0 for the Registered Nurse list. The Add link will bring up the *Registered Nurse Form* and allow the actor to identify a registered nurse to review for the client. It is a requirement that the actor either Add a registered nurse to the Registered Nurse list or click the No Registered Nurses were Identified link to capture a value of 0 in order to Submit the QCR Worksheet. A visual display of this requirement can be seen in the Status Check table of Section VIII: Status of the QCR Worksheet and will be discussed later in this manual.

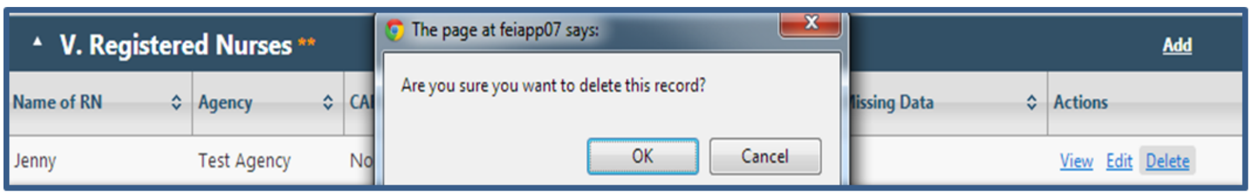

If the actor clicks the “No Registered Nurses were Identified” link a value of 0 is captured in the Registered Nurse list and the link will disappear as seen in the figure below. The actor will still have the option to click the Add link to add registered nurse to the Registered Nurse list. If the actor adds a registered nurse(s) to the Registered Nurse list and then deletes those entries to the point were no registered nurses remain in the Registered Nurse list the “No Registered Nurses were Identified” link will re-appear and the actor will once again be required to either click the “No Registered Nurses were Identified” link or Add a registered nurse review in order to Submit the QCR Worksheet.


If the actor clicks the Add link from the Registered Nurses panel, the Registered Nurses Form will appear. The Registered Nurses Form captures detailed information about a particular registered nurse for the client under review. Navigate through Section V: Registered Nurses and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. After entering all required and optional information click the ***Save button*** to save the Registered Nurse entry as seen in the figure below.



After saving a Registered Nurse Form entry the entry will appear in the Registered Nurse list as seen in the figure below. The actor can edit a Registered Nurse entry by clicking the ***Edit link*** as seen in the figure below. If the actor clicks the Edit link the Registered Nurse Form for that entry will appear with fields pre-populated based on the last saved information. The actor will also have the option to delete a Registered Nurse entry by clicking the ***Delete link*** as seen in the figure below.


When clicking the ***Delete link*** in any section a pop-up window will appear asking the actor to verify that they wish to delete the record. Click the *OK button* to continue and delete the record or click the *Cancel button* to return to the QCR Summary page.

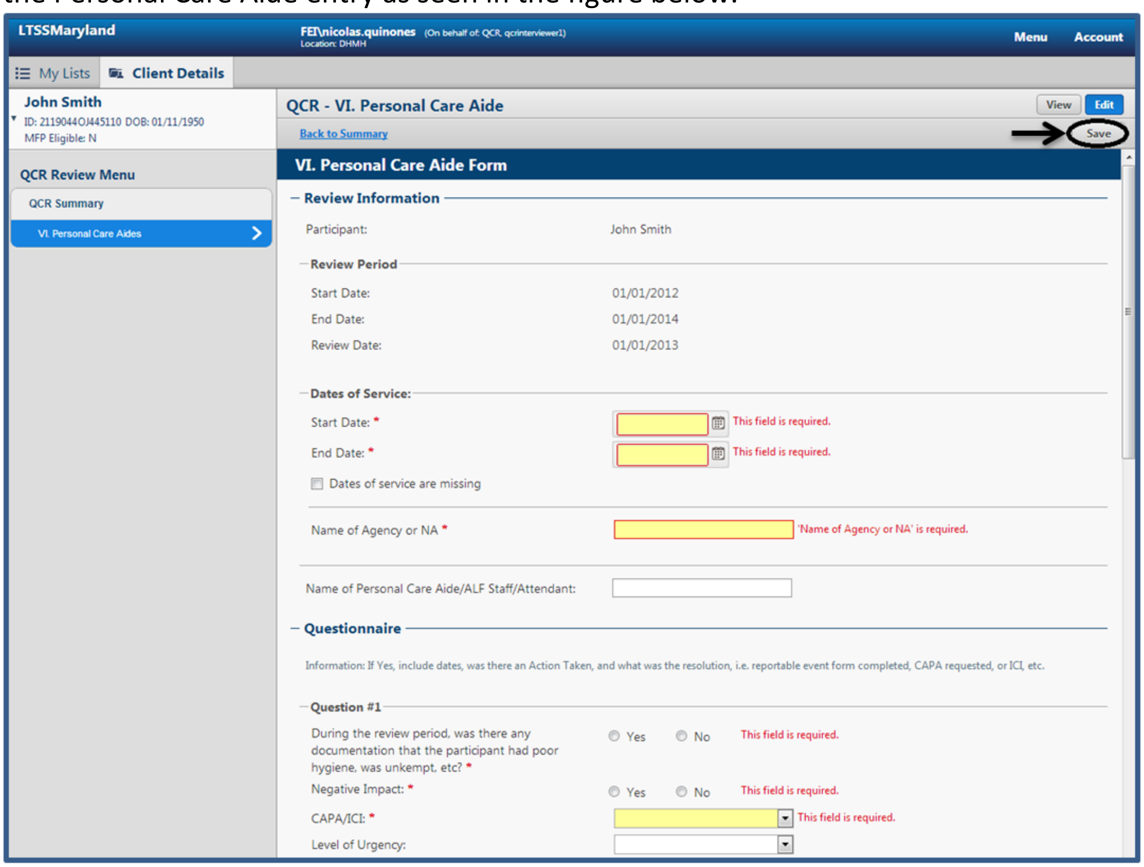



### 3.6.7 Section VI: Personal Care Aides

Within the Personal Care Aides panel, the actor has two options: click the ***Add link*** or ***No Personal Care Aides were Identified link*** as seen in the figure below. The No Personal Care Aides were Identified link will capture a value of 0 for the Personal Care Aides list. The Add link will bring up the *Personal Care Aide Form* and allow the actor to identify a personal care aide to review for the client. It is a requirement that the actor either Add a personal care aide to the Personal Care Aides list or click the No Personal Care Aides were Identified link to capture a value of 0 in order to Submit the QCR Worksheet. A visual display of this requirement can be seen in the Status Check table of Section VIII: Status of the QCR Worksheet and will be discussed later in this manual.

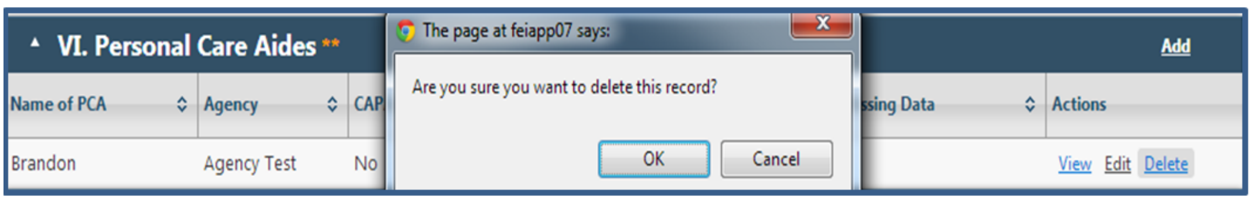
If the actor clicks the “No Personal Care Aides were Identified” link a value of 0 is captured in the Personal Care Aides list and the link will disappear as seen in the figure below. The actor will still have the option to click the Add link to add personal care aide to the Personal Care Aides list. If the actor adds a personal care aide(s) to the Personal Care Aides list and then deletes those entries to the point were no personal care aides remain in the Personal Care Aides list the “No Personal Care Aides were Identified” link will re-appear and the actor will once again be required to either click the “No Personal Care Aides were Identified” link or Add a personal care aide review in order to Submit the QCR Worksheet.


If the actor clicks the Add link from the Personal Care Aides panel, the Personal Care Aide Form will appear. The Personal Care Aide Form captures detailed information about a particular personal care aide for the client under review. Navigate through Section VI: Personal Care aides and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. After entering all required and optional information click the ***Save button*** to save the Personal Care Aide entry as seen in the figure below.



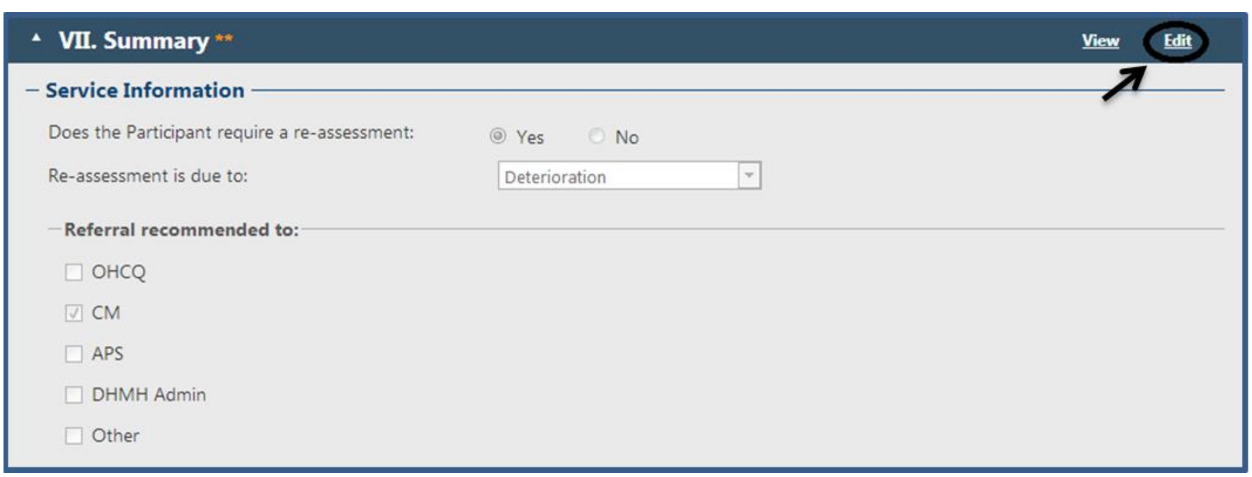
After saving a Personal Care Aide Form entry the entry will appear in the Personal Care Aide list as seen in the figure below. The actor can edit a Personal Care Aide entry by clicking the ***Edit link*** as seen in the figure below. If the actor clicks the Edit link the Personal Care Aide Form for that entry will appear with fields pre-populated based on the last saved information. The actor will also have the option to delete a Personal Care Aide entry by clicking the ***Delete link*** as seen in the figure below.


When clicking the ***Delete link*** in any section a pop-up window will appear asking the actor to verify that they wish to delete the record. Click the *OK button* to continue and delete the record or click the *Cancel button* to return to the QCR Summary page.

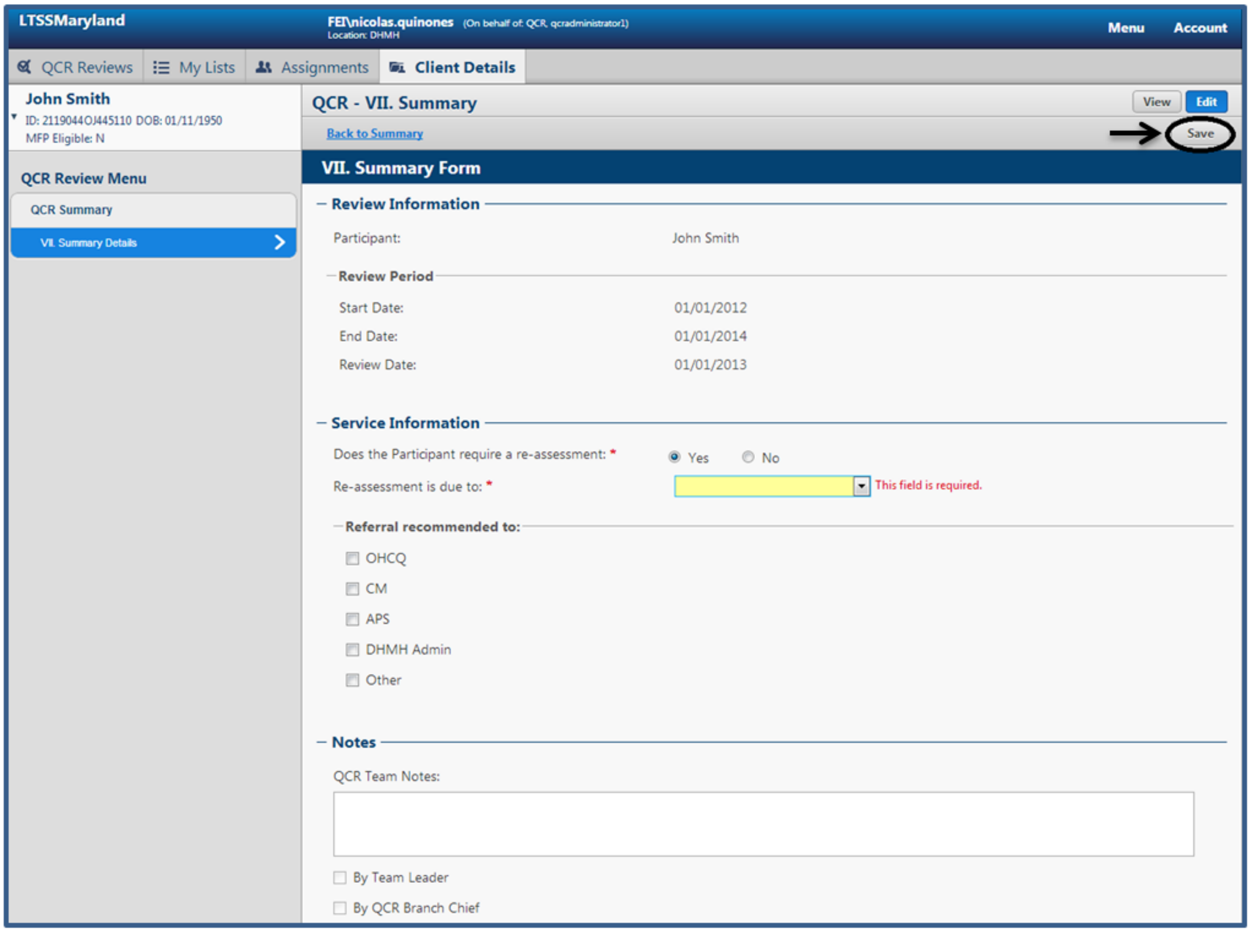



### 3.6.8 Section VII: Summary

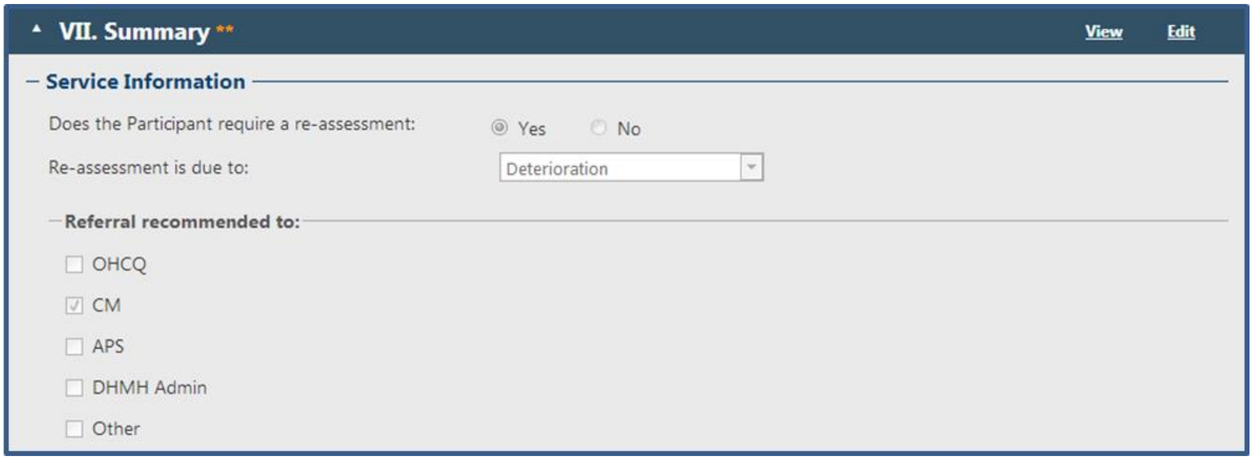
The Summary panel on the QCR Summary page captures basic information from *Section VII: Summary* of the QCR Worksheet. To edit information on the Summary click the ***Edit link*** as seen in the figure below.



The Summary captures detailed information about the client, whether the client requires a re-assessment and notes from actors within QCR. Navigate through Section VII: Summary and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. After entering all required and optional information click the ***Save button*** to save the Summary as seen in the figure below.

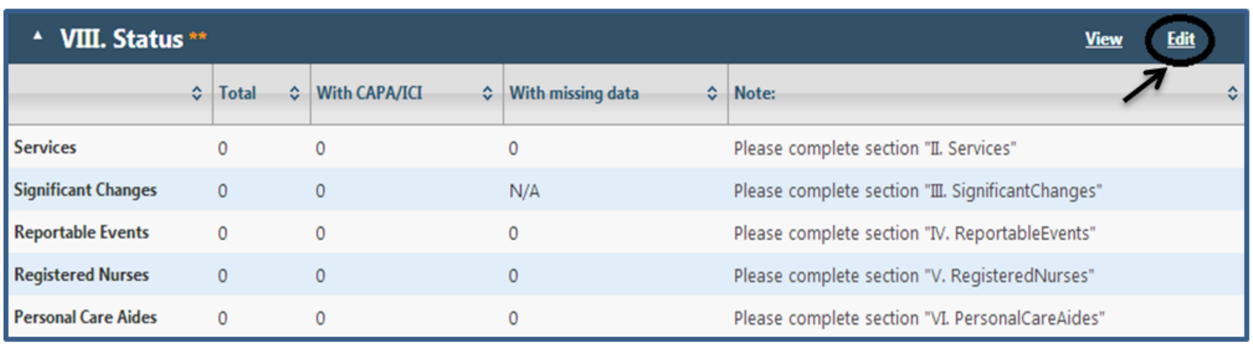



After saving the Summary the updated information will be displayed in the Summary panel on the QCR Summary page. By Team Leader Notes and By QCR Branch Chief Notes will only be visible in the Face Sheet panel if their associated checkboxes are selected. These fields are primarily used to identify problems within a section/entry, which will be discussed later in this manual.



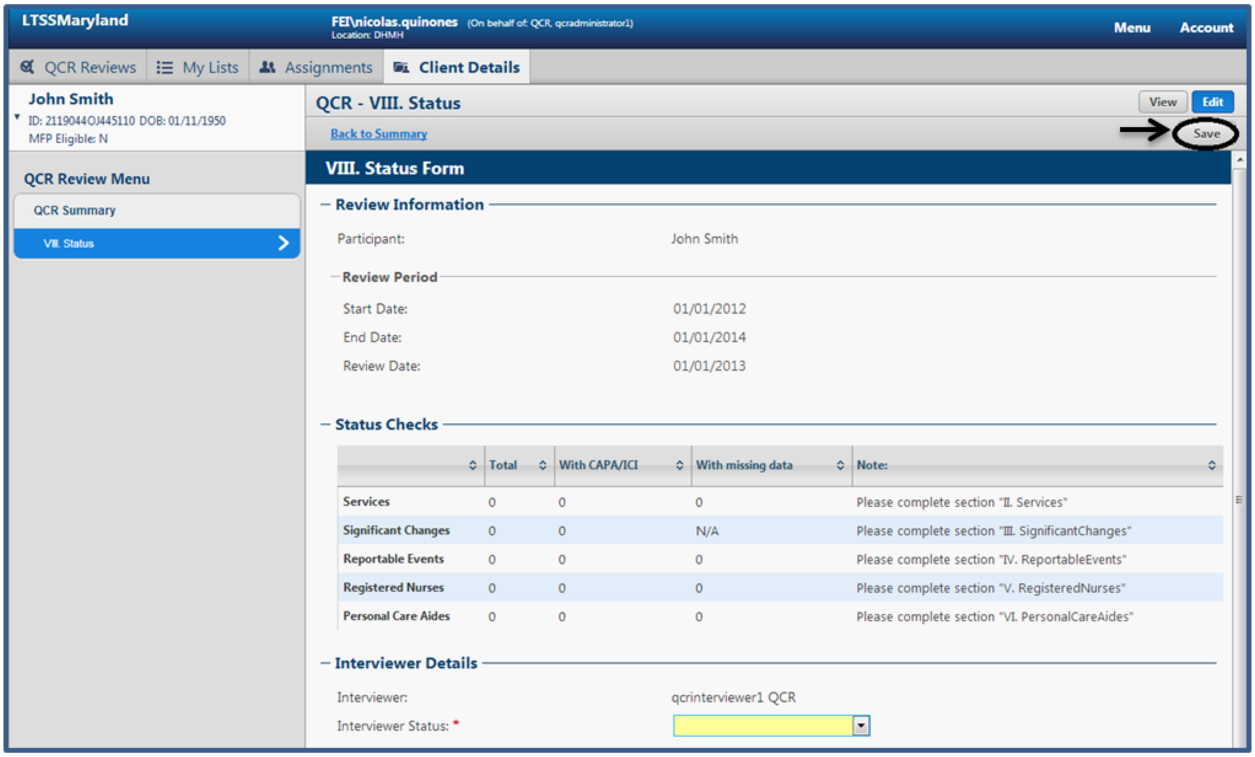

### 3.6.9 Section VIII: Status

The Status panel on the QCR Summary page captures basic information from *Section VIII: Status* of the QCR Worksheet. The Status Checks table gives a snapshot into Sections II-VI of the QCR Worksheet. The text shown in red in the figure below is an indicator that the actor has not fulfilled the requirements for the corresponding section in order to Submit the QCR Worksheet. "Please verify that no Service were added," is prompting the user to either Add a service or click the "No Services were Identified" link. This must happen for Sections II-VI in order to Submit the QCR Worksheet. To edit information in the Status section click the ***Edit link*** as seen in the figure below.

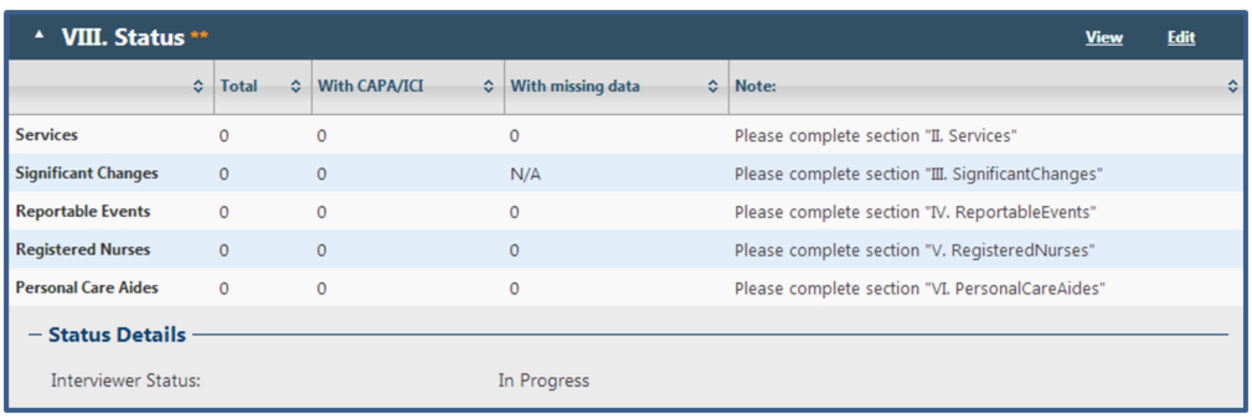

VIII. Status ** View Edit

| | Total | With CAPA/ICI | With missing data | Note: |
|---|---|---|---|---|
| Services | 0 | 0 | 0 | Please complete section "II. Services" |
| Significant Changes | 0 | 0 | N/A | Please complete section "III. SignificantChanges" |
| Reportable Events | 0 | 0 | 0 | Please complete section "IV. ReportableEvents" |
| Registered Nurses | 0 | 0 | 0 | Please complete section "V. RegisteredNurses" |
| Personal Care Aides | 0 | 0 | 0 | Please complete section "VI. PersonalCareAides" |

The Status captures detailed information about the clients overall QCR Worksheet. The Status Checks table gives a snapshot into Section II-VI of the QCR Worksheet. The Interviewer Details, Team Leader Details and QCR Branch Chief Details sections provide information on where each actor is in the review process and problem areas that have been identified. Navigate through Section VIII: Status and fill out *required information* to save, which will be *highlighted yellow* or marked with an *asterisk*. Fields within the form contain *validation checks* and will display error messages when the actor tries to enter information that does not meet those requirements as seen in the figure below. After entering all required and optional information click the ***Save button*** to save the Status section as seen in the figure below.

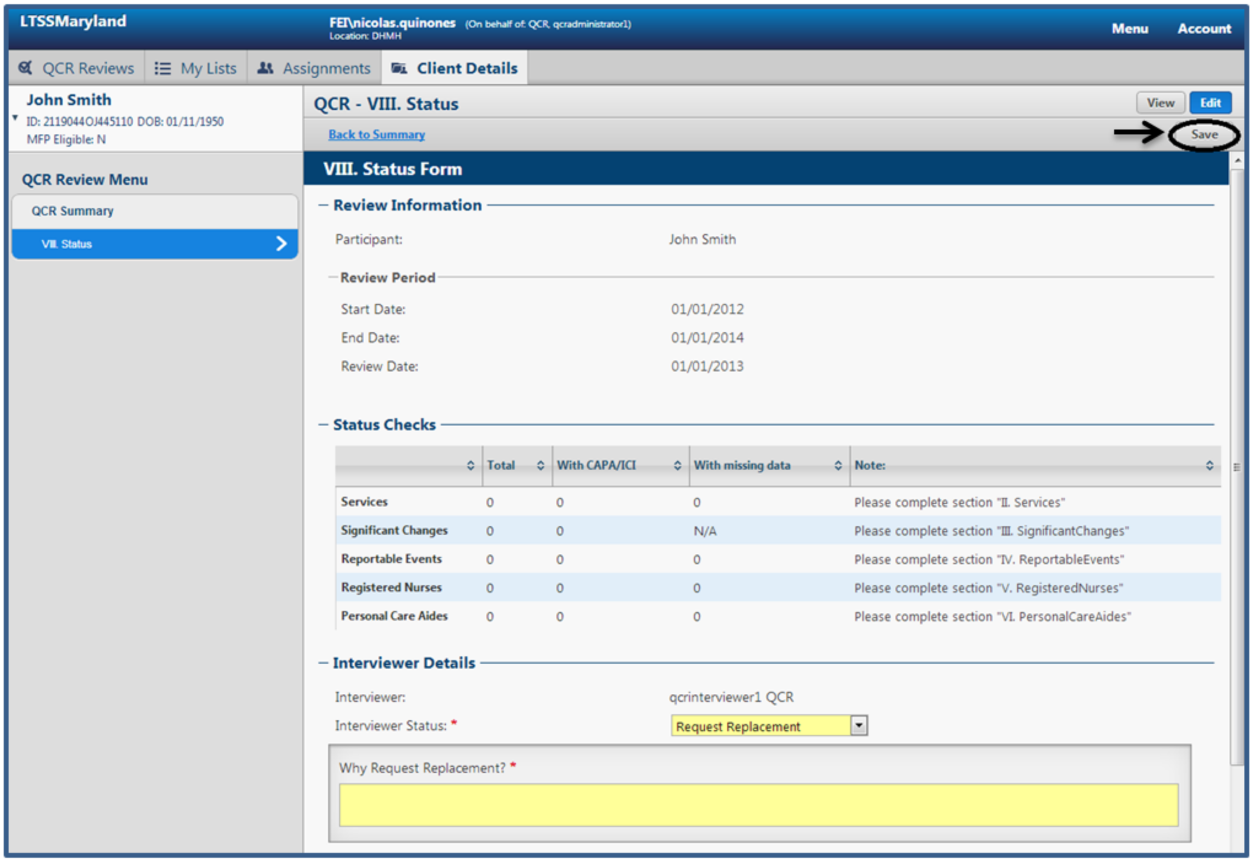


After saving the Status section the updated information will be displayed in the Status panel on the QCR Summary page.



### 3.6.10 Submit QCR Worksheet: Interviewer Status "Request Replacement"

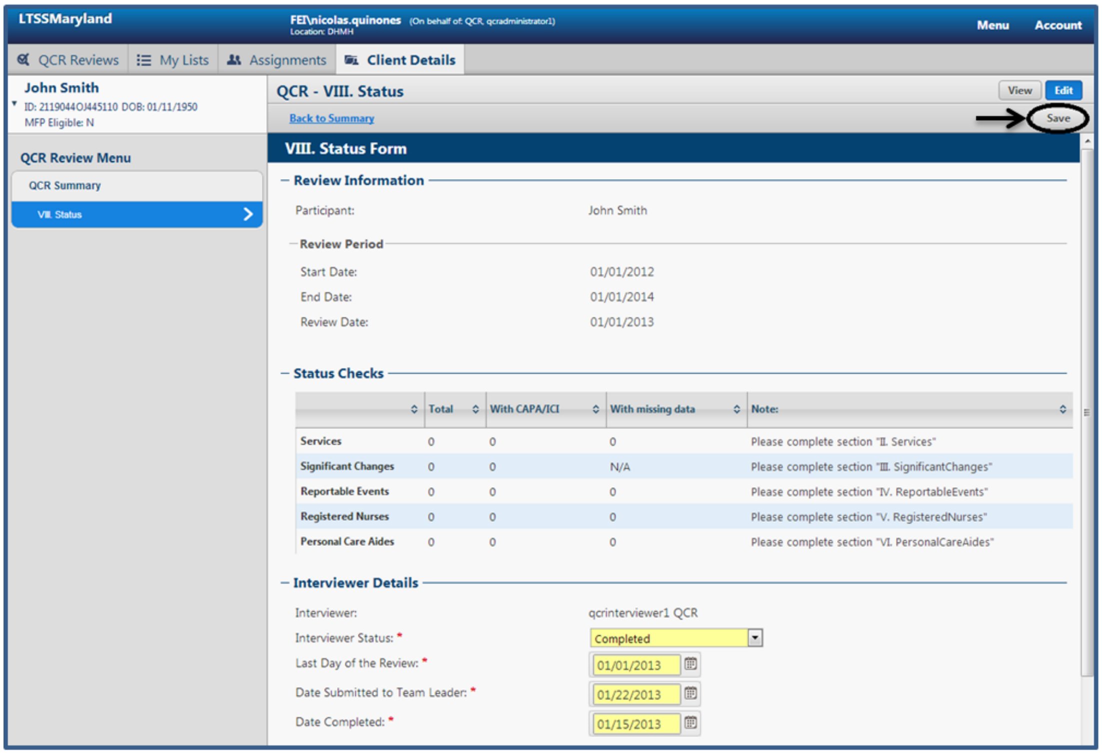
If a situation occurs where the QCR Interviewer cannot complete or has a problem with completing a client's QCR Worksheet, they can navigate to Edit mode of the Status section and set the *Interviewer Status as "**Request Replacement**."* By selecting Request Replacement, the actor must identify why they are requesting a replacement. Upon entering the required information click the ***Save button*** as seen in the figure below.




After saving the Status Form with an Interviewer Status of "*Request Replacement*," the actor will see a ***Replacement button*** on the QCR Summary page as seen in the figure below. By clicking the Replacement button the actor will be automatically discarding the clients QCR Worksheet and an alert will be sent to actor with a role of QCR Administrator informing them that a QCR could not be performed on the client and a new client should be started in the QCR process. After selecting the Replacement button the clients QCR Worksheet will enter into a Status of "*Discarded*," and no QCR actor will be able to Add/Edit any sections of the clients QCR Worksheet.

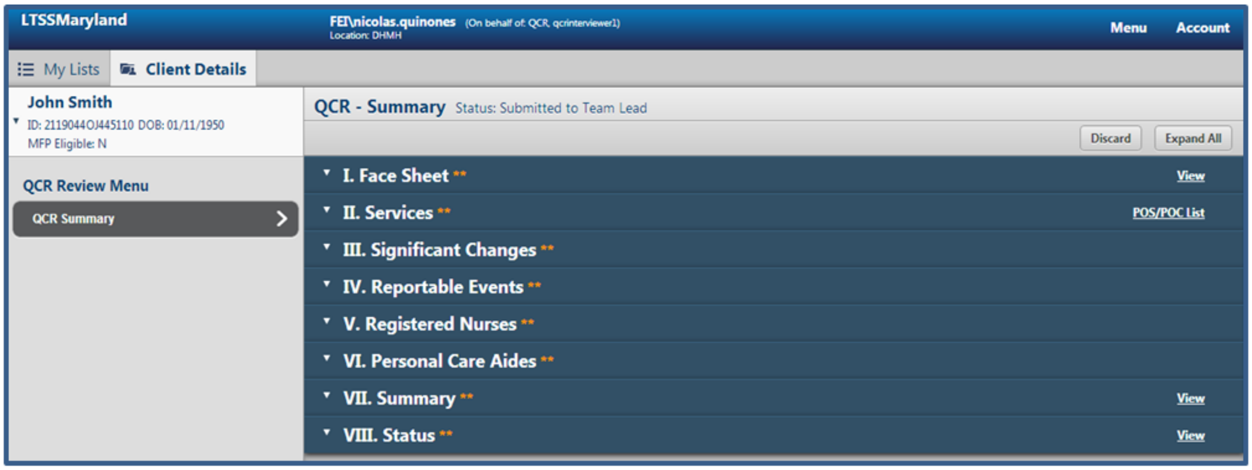
### 3.6.11 Submit QCR Worksheet: Interviewer Status "Completed"

When the QCR Interviewer completes the review process of the client they will navigate into Edit mode of the Status Form and set the *Interviewer Status as "**Completed**."* By selecting Completed, the actor must identify Last Day of the Review, Date Submitted to Team Leader and Date Completed. Upon entering the required information click the ***Save button*** as seen in the figure below.




After saving the Status Form with an Interviewer Status of "*Completed*," the actor will see a ***Submit button*** on the QCR Summary page as seen in the figure below. By clicking the Submit button the actor is submitting the clients QCR Worksheet to the clients *Assigned QCR Team Leader* to be reviewed. After clicking Submit the clients Status will change to "***Submitted to Team Lead***."

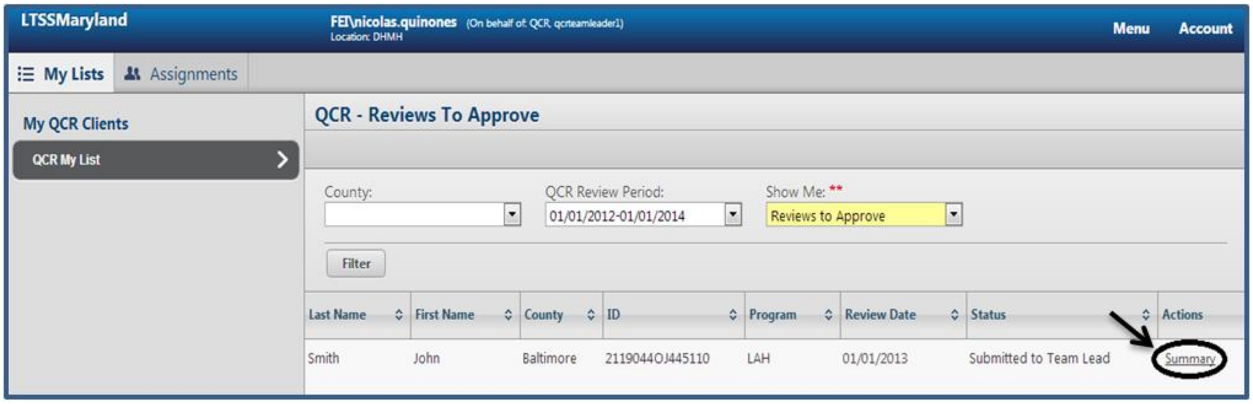
By clicking the Submit button the actor is submitting the clients QCR Worksheet to the clients *Assigned QCR Team Leader* to be reviewed. After clicking Submit the clients Status will change to "***Submitted to Team Lead***." When the clients Status is "Submitted to Team Lead," only the Assigned QCR Team Leader will have the ability to Add/Edit sections/entries of the clients QCR Worksheet. Other QCR actors will only be able to View the clients QCR Summary page.




## 3.7 QCR Worksheet: QCR Team Leader

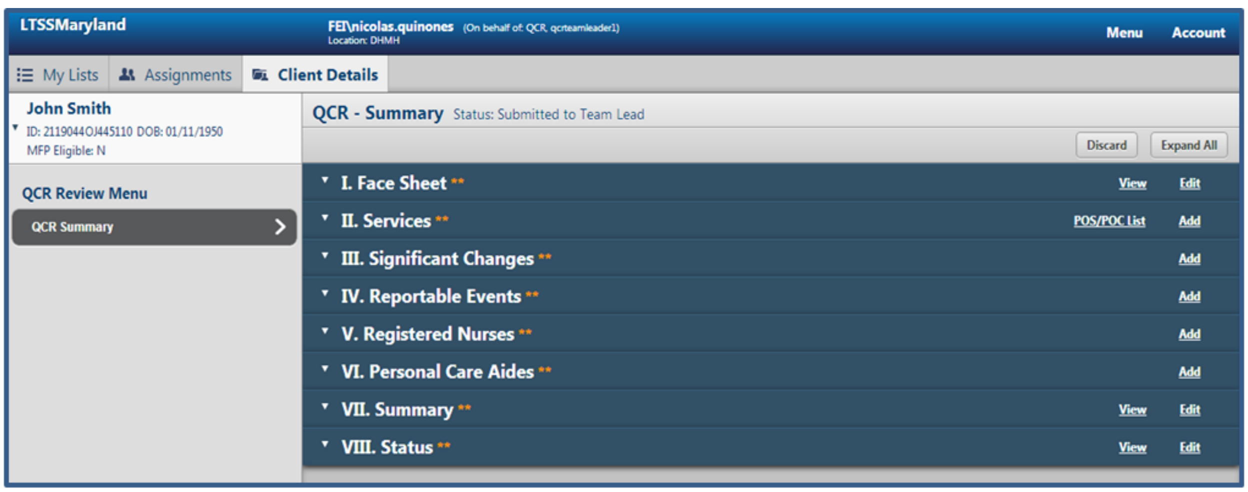
When the clients Assigned QCR Team Leader logs into LTSS they will navigate to the **Alerts tab** as shown in the figure below. The actor will see that they have an alert indicating that a review is required for the client. Click the **Client Requires QCR Review link** under the Subject column to navigate to the *My List tab* of QCR and find the clients QCR Worksheet.


After receiving an alert that a client's QCR Worksheet has been submitted for Team Lead review, the assigned QCR Team Leader will navigate to *My Lists* within the QCR sub-system. The actor will select Show Me option "***Reviews to Approve***," and can optionally put in filters for *County* and *QCR Review Period*. To review the work done by the assigned QCR Interview navigate to the clients QCR Summary by clicking the ***Summary link*** as seen in the figure below.



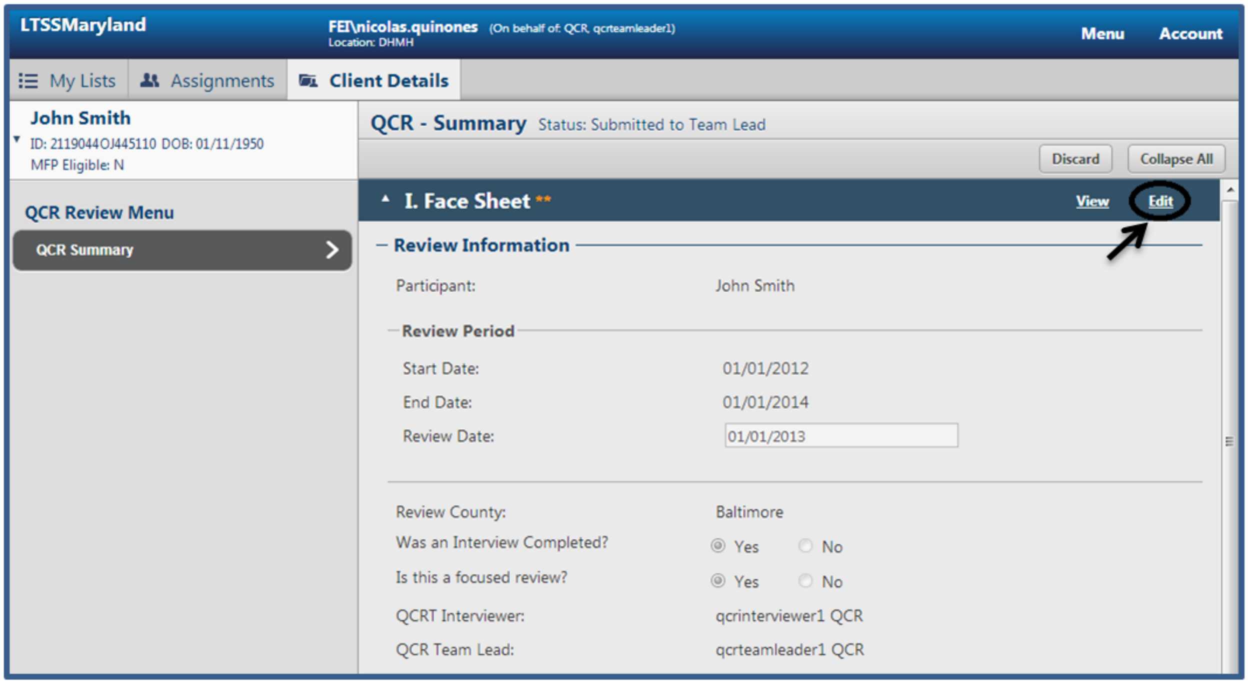

### 3.7.1 QCR Team Leader Review of QCR Summary

Clicking the Summary link will take the actor to the QCR Summary page. The assigned QCR Team Leader will now have the ability to Add/Edit all sections of the clients QCR Worksheet. The actor will go through each section of the clients QCR Worksheet and verify the information entered.

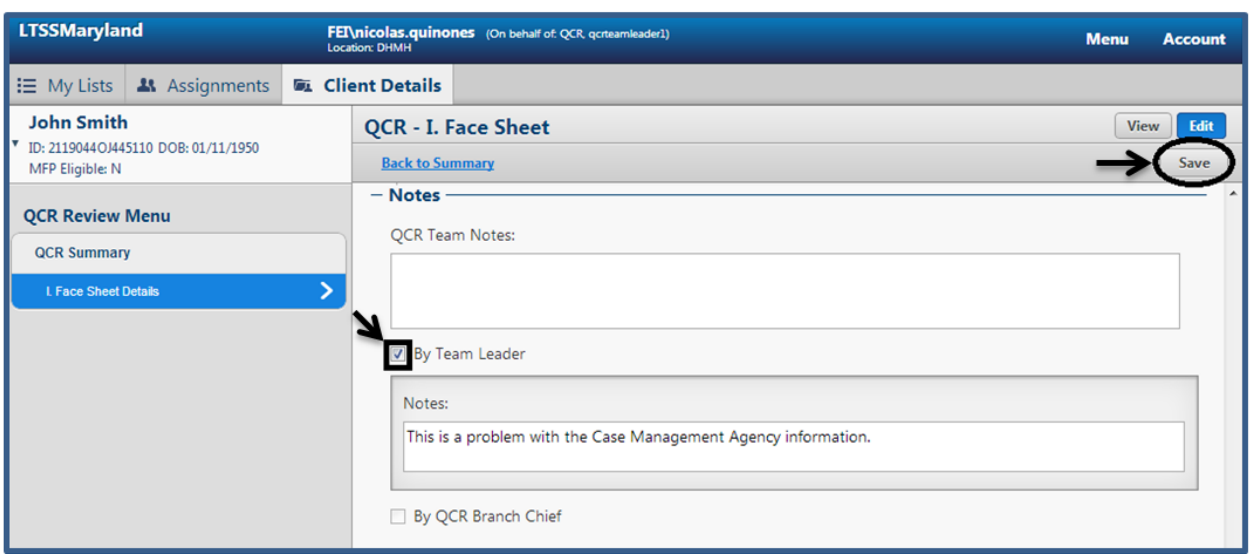


### 3.7.2 Identifying a Problem as QCR Team Leader in a Section

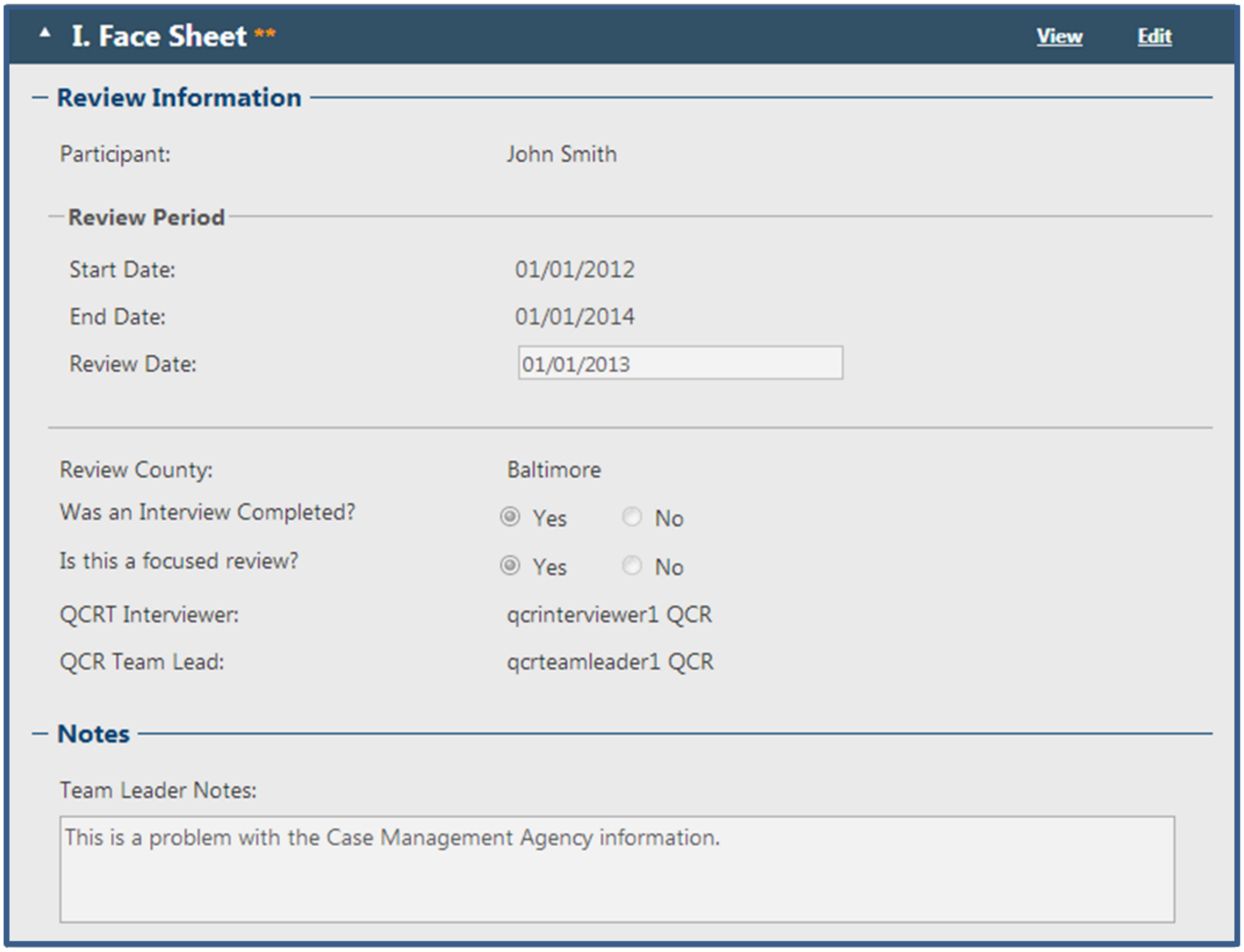
By clicking the Edit link in the Face Sheet panel the QCR Team Leader can review the information captured on the clients Face Sheet.




To identify a problem with the Face Sheet, the assigned QCR Team Leader would navigate to the bottom of the page and put notes into the By Team Leader Notes field. Selecting the **checkbox** next to **By Team Leader** will highlight the notes upon save and put them into the Face Sheet panel on the QCR Summary page so that it can be easily identified that there is a problem with the Face Sheet.

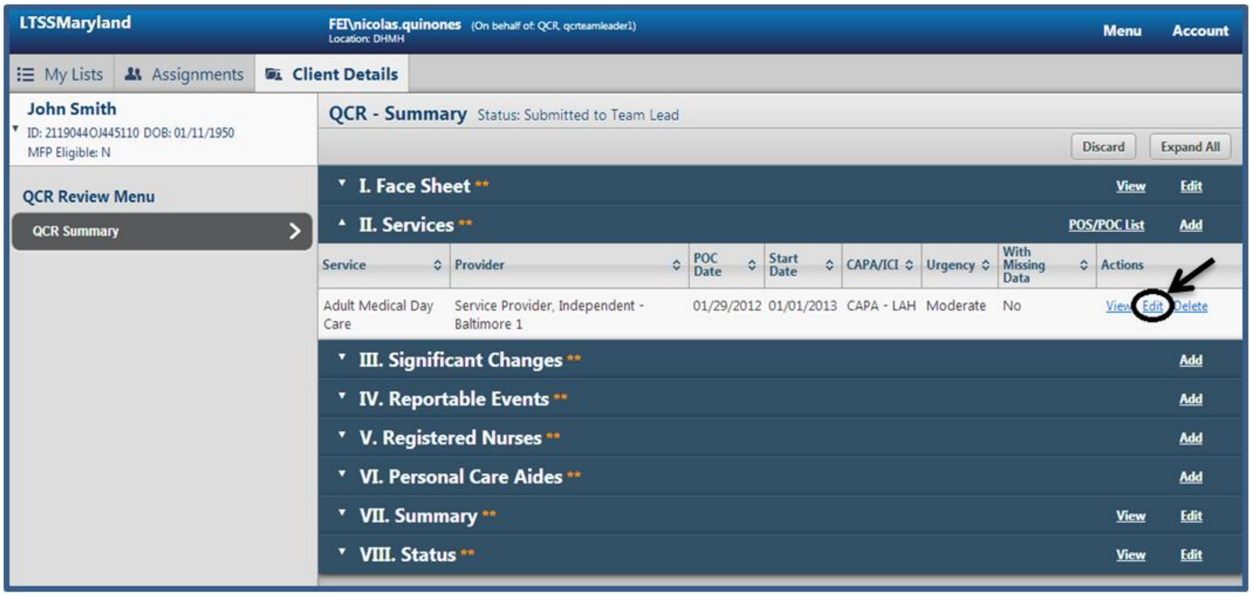


Upon saving the Face Sheet with By Team Leader Notes that have its associated checkbox selected, the By Team Leader Notes will display in the Face Sheet panel as seen in the figure below.

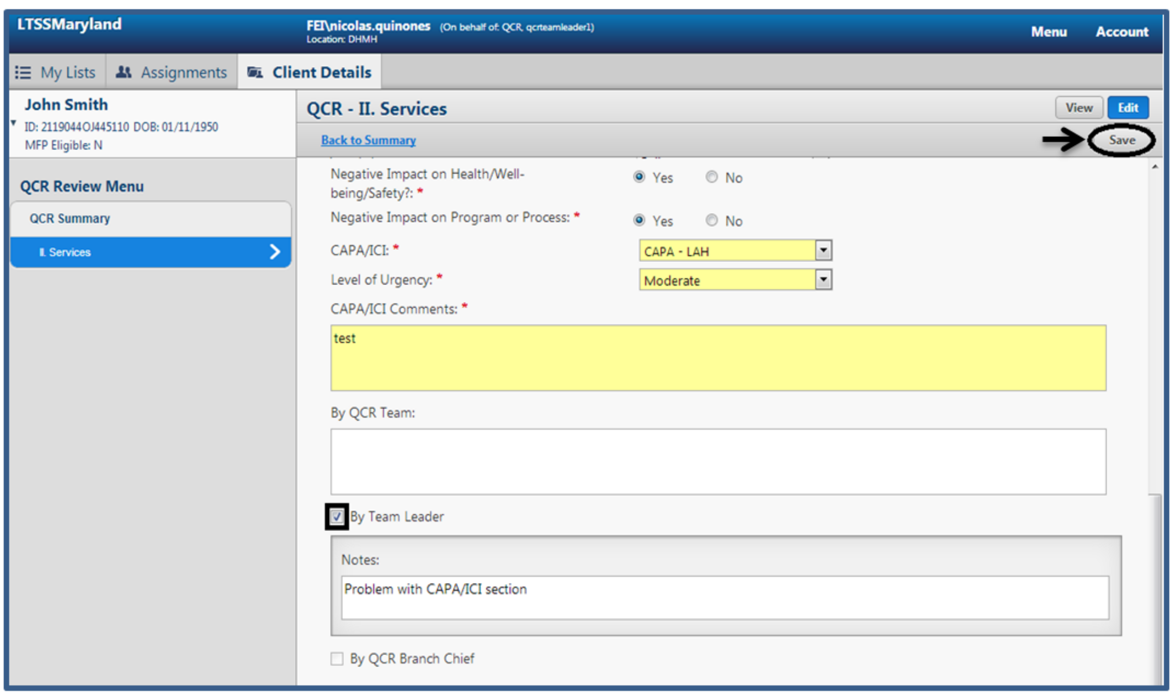



### 3.7.3 Identifying a Problem as QCR Team Leader in a List Entry

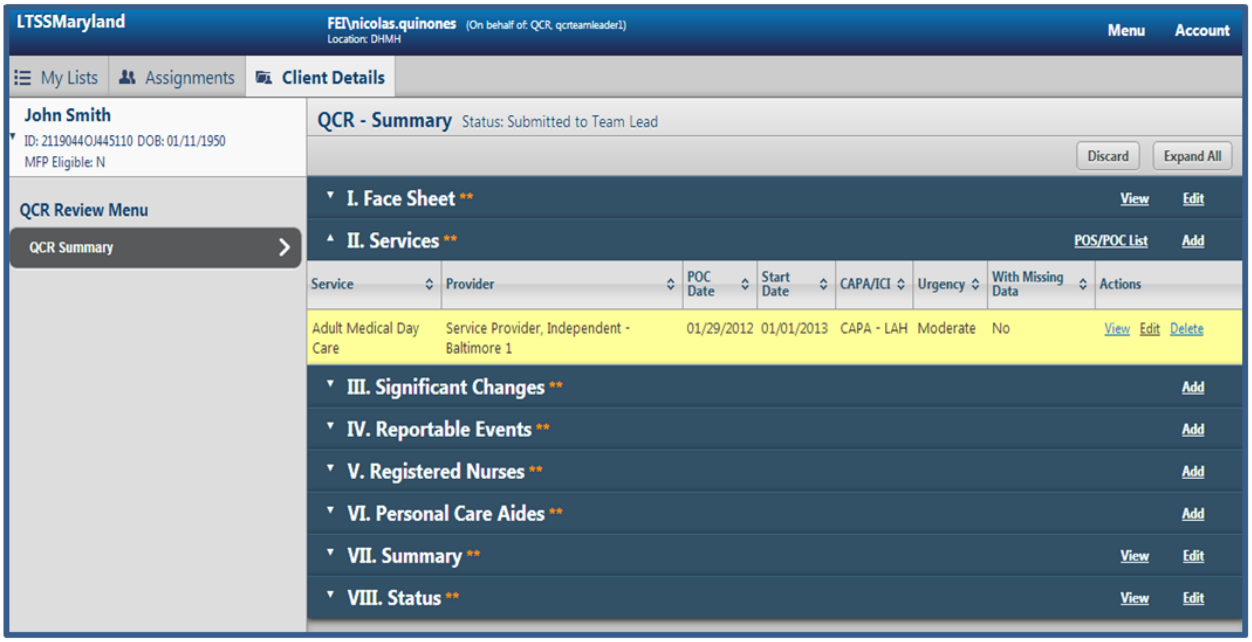
By clicking the Edit link for a specific entry within a list on the QCR Summary page, the assigned QCR Team Leader can review that entries information.




To *identify a problem with an entry*, the assigned QCR Team Leader would navigate to the bottom of the page and put notes into the *By Team Leader Notes field*. Selecting the **checkbox** next to **By Team Leader** will identify that this entry has a problem that needs review. Click the ***Save button*** to save the entry and mark it as a problem needing review.

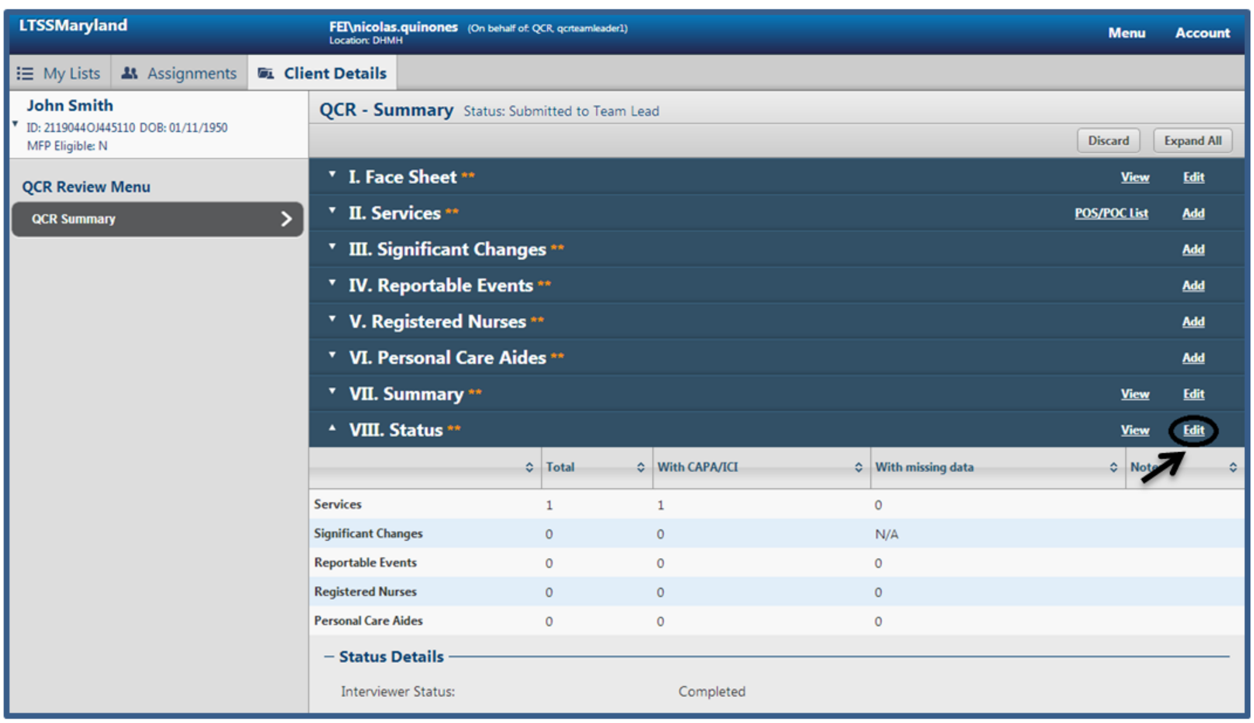



After saving the entry with By Team Leader Notes checkbox selected the entry will be highlighted yellow in the list, identifying that it has a problem needing correction.

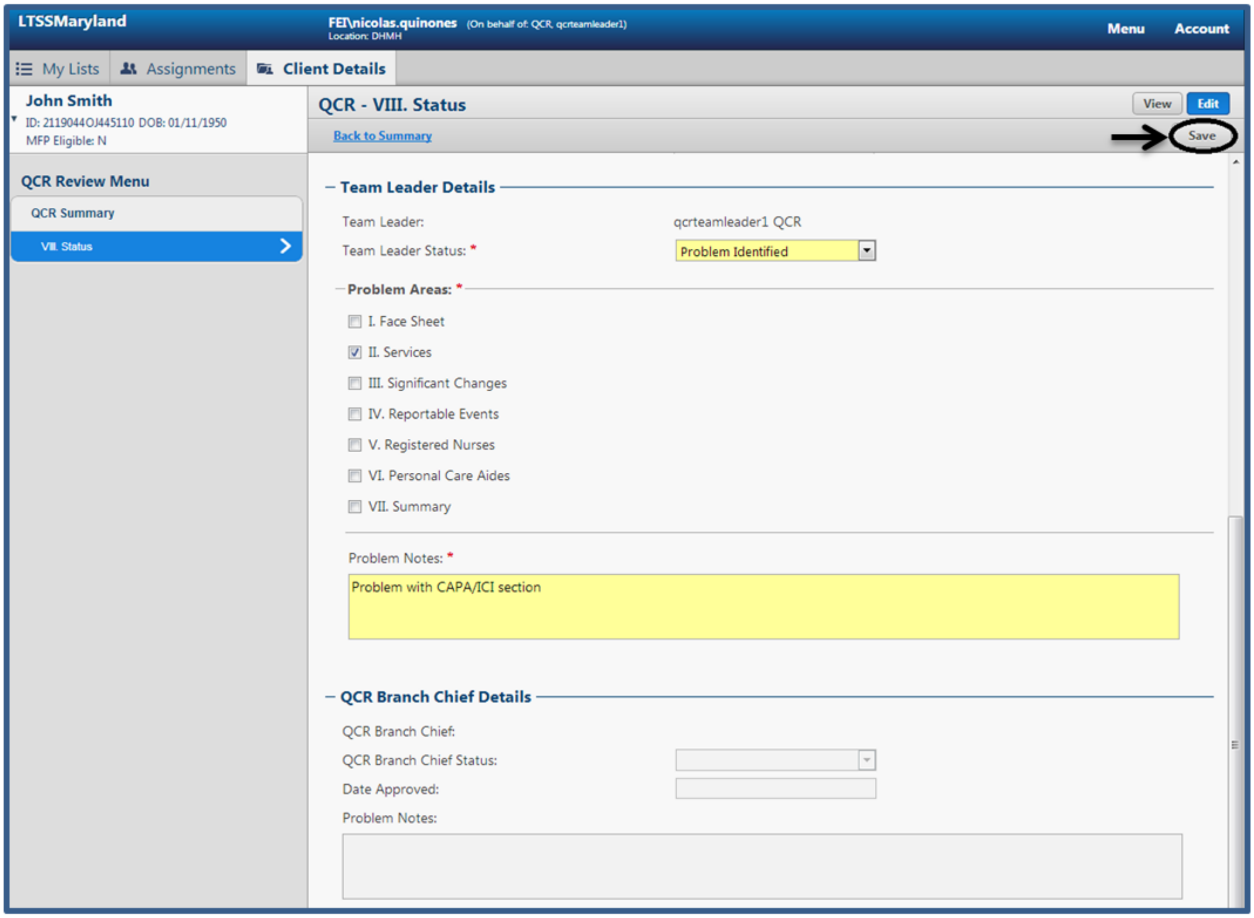



## 3.7.4 Submit QCR Worksheet: Team Leader Status "Problem Identified"

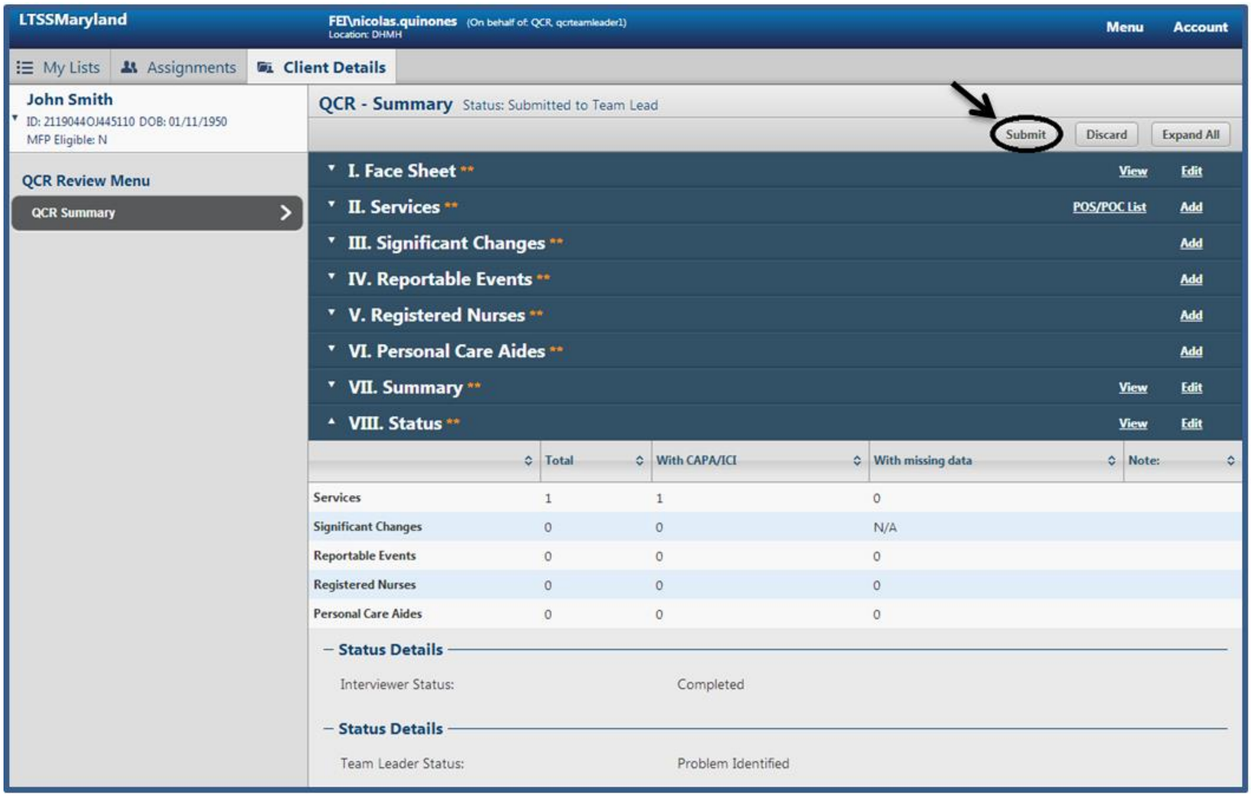
If the QCR Team Leader completes the review process of the client and finds a problem they will navigate into Edit mode of the Status Form as seen in the figure below.



The actor will set the *Team Leader Status as "**Problem Identified**."* By selecting Problem Identified, the actor must identify Problem Areas and Problem Notes. The Problem Area selections should correspond to the QCR Worksheet sections where the QCR Team Leader found and marked problems using By Team Leader Notes fields. Upon entering the required information click the ***Save button*** as seen in the figure below.

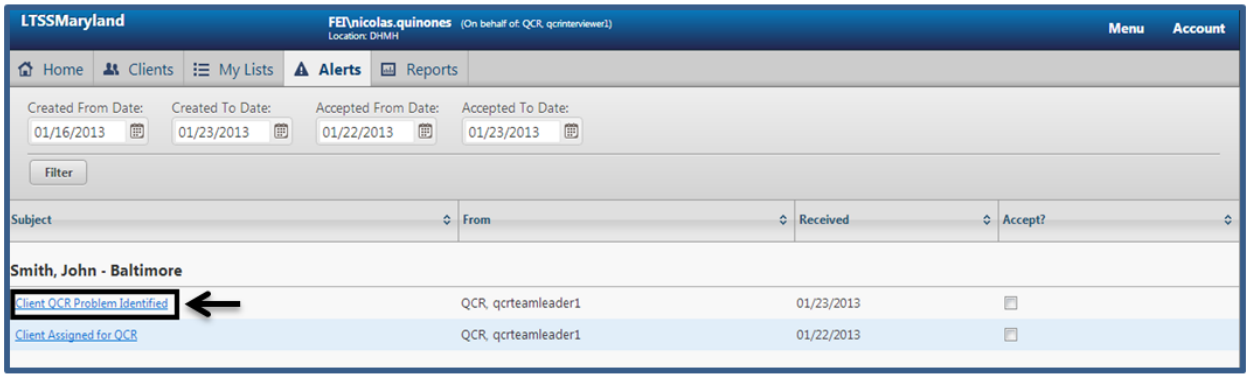



After saving the Status Form with a Team Leader Status of "*Problem Identified*," the actor will see a ***Submit button*** on the QCR Summary page as seen in the figure below. By clicking the Submit button the actor is submitting the clients QCR Worksheet to the clients *Assigned QCR Interviewer* for correction. After clicking Submit the clients Status will change to "***In Progress***," because the QCR Team Leader is sending the clients QCR Worksheet back to the QCR Interviewer for the QCR Interviewer to make corrections to the problem areas.




By clicking the Submit button the actor is submitting the clients QCR Worksheet to the clients *Assigned QCR Interviewer* to be corrected. After clicking Submit the clients Status will change to "***In Progress***." When the clients Status is "In Progress," only the Assigned QCR Interviewer will have the ability to Add/Edit sections/entries of the clients QCR Worksheet. Other QCR actors will only be able to View the clients QCR Summary page.

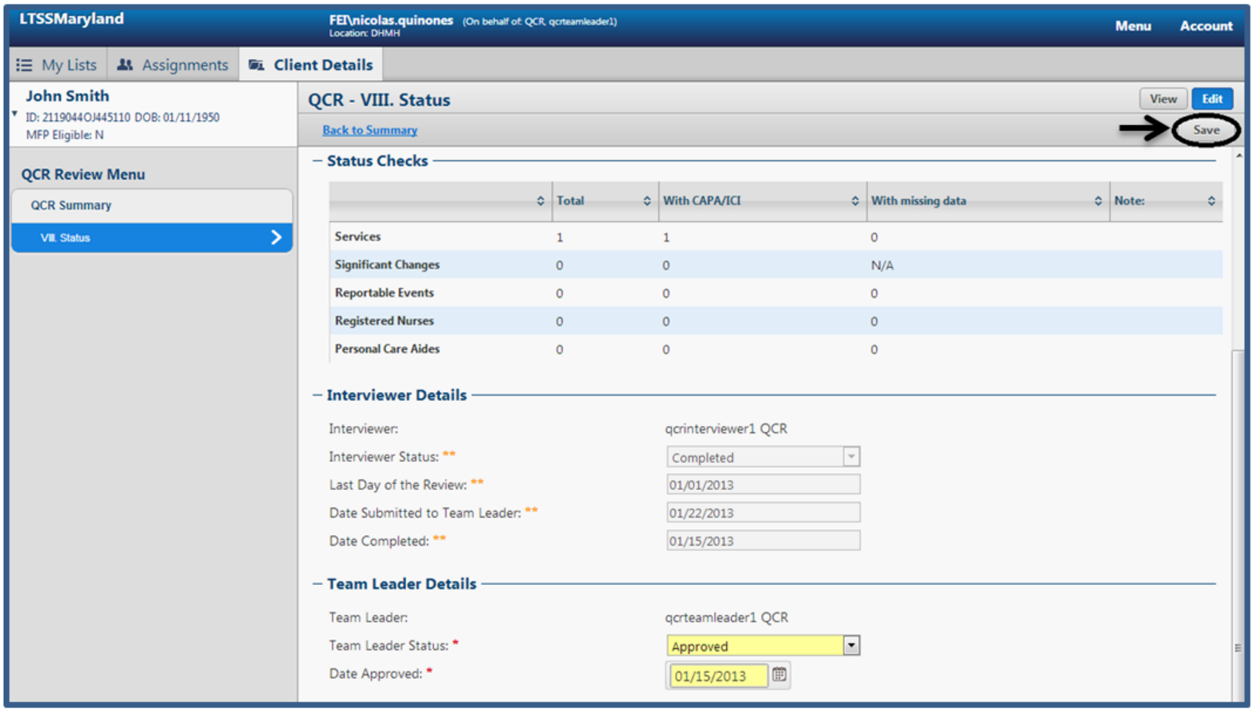
After the assigned QCR Team Leader Submits the clients QCR Worksheet with a Team Leader Status of "Problem Identified," the assigned QCR Interviewer will receive an alert notifying them that corrective action is required on the clients QCR Worksheet. The assigned QCR Interview will log into LTSS and navigate to the Alerts tab where they will see the alert and click the **Client QCR Problem Identified link** as seen in the figure below. This will take the actor to the QCR My List where they can navigate into the clients QCR Worksheet through the Summary link.



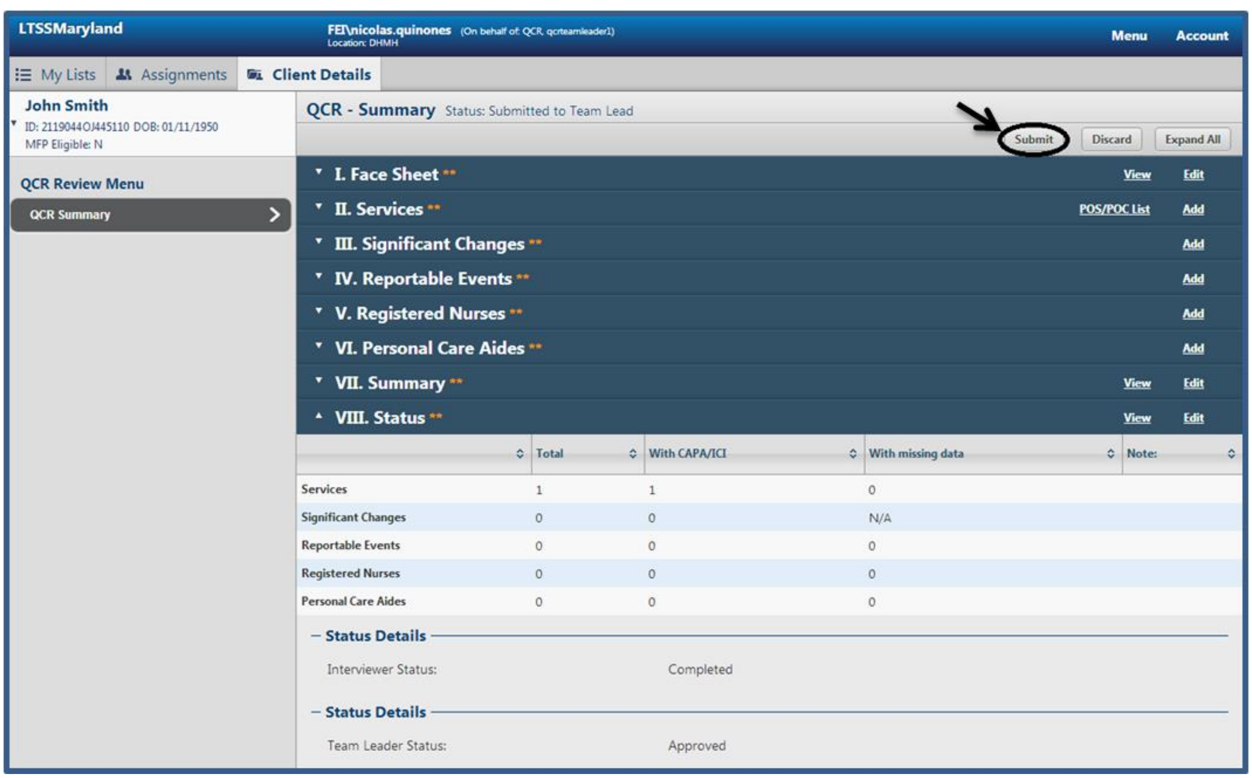

The assigned QCR Interviewer will navigate to the clients QCR Summary page, make corrections to all problems identified by the QCR Team Leader and Submit the clients QCR Worksheet back to the assigned QCR Team Leader after updating the Status section. When the assigned QCR Interviewer Submits the clients QCR Worksheet back to the assigned QCR Team Leader the clients Status will change to "Submitted to Team Lead." The assigned QCR Team Leader will receive another alert to review the clients QCR Worksheet and navigate to the clients QCR Summary and verify the problem areas were corrected.

### 3.7.5 Submit QCR Worksheet: Team Leader Status "Approved"

When the QCR Team Leader completes the review process of the client and either verifies that the problem areas have been corrected or there are no problems they will navigate into Edit mode of the Status Form and set the *Team Leader Status as "**Approved**."* By selecting Approved, the actor must identify the Date Approved. Upon entering the required information click the ***Save button*** as seen in the figure below.



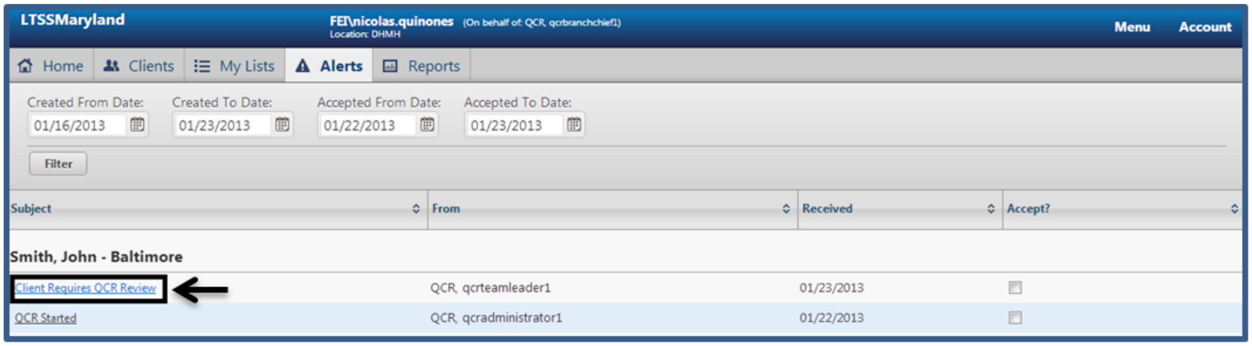

After saving the Status Form with a Team Leader Status of "*Approved*," the actor will see a ***Submit button*** on the QCR Summary page as seen in the figure below. By clicking the Submit button the actor is submitting the clients QCR Worksheet to the QCR Branch Chief for review.



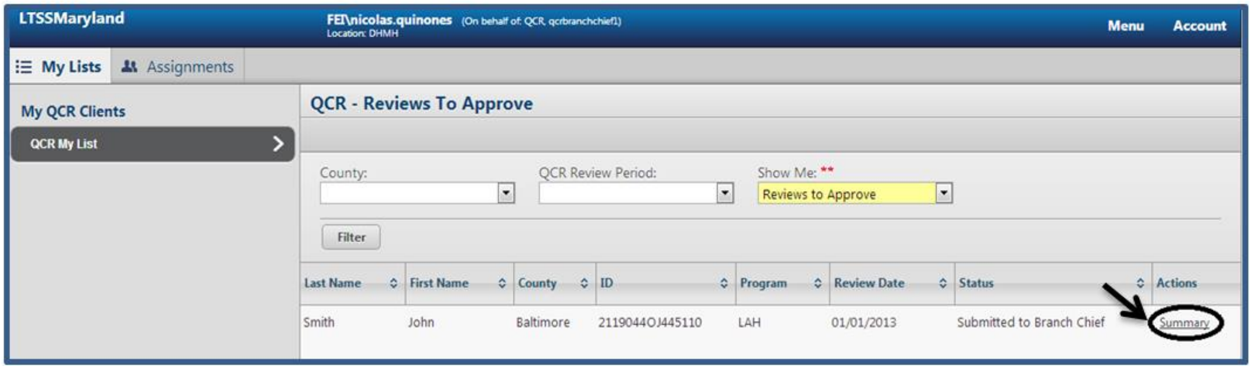
After clicking Submit the clients Status will change to "***Submitted to Branch Chief***." When the clients Status is "Submitted to Branch Chief," only the QCR Branch Chief will have the ability to Add/Edit sections/entries of the clients QCR Worksheet. Other QCR actors will only be able to View the clients QCR Summary page.


## 3.8 QCR Worksheet: QCR Branch Chief

When the QCR Branch Chief logs into LTSS they will navigate to the **Alerts tab** as shown in the figure below. The actor will see that they have an alert indicating that a review is required for the client. Click the **Client Requires QCR Review link** under the Subject column to navigate to the *My List tab* of QCR and find the clients QCR Worksheet.

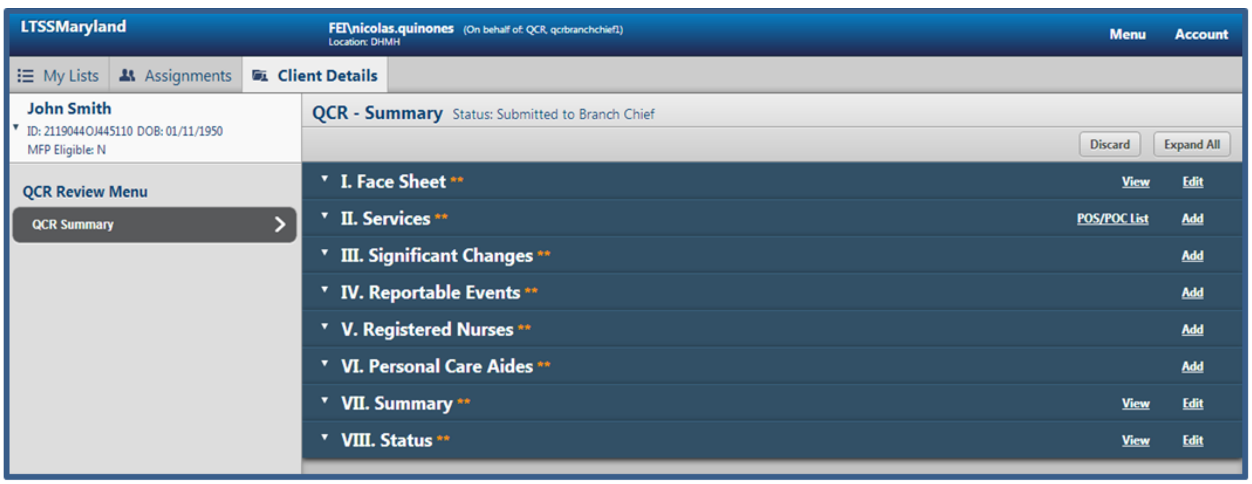



After receiving an alert that a client's QCR Worksheet has been submitted for QCR Branch Chief review, the QCR Branch Chief will navigate to *My Lists* within the QCR sub-system. The actor will select Show Me option "***Reviews to Approve***," and can optionally put in filters for *County* and *QCR Review Period*. To review the work done by the assigned QCR Interview and Team Leader navigate to the clients QCR Summary by clicking the ***Summary link*** as seen in the figure below.



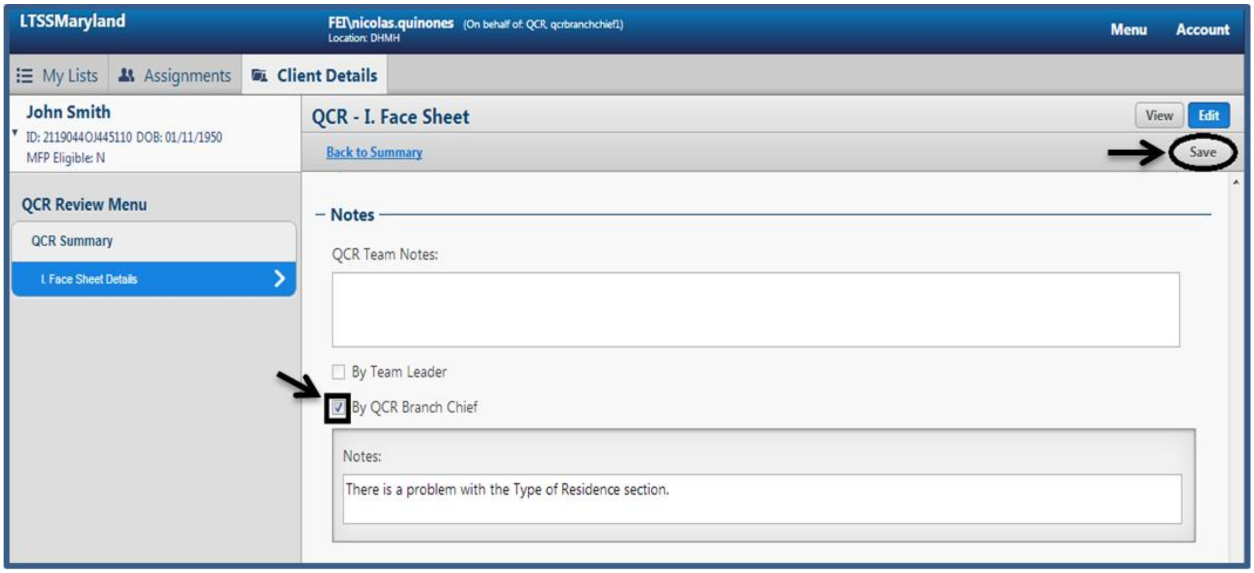

### 3.8.1 QCR Branch Chief Review of QCR Summary

Clicking the Summary link will take the actor to the QCR Summary page. The QCR Branch Chief will now have the ability to Add/Edit all sections of the clients QCR Worksheet. The actor will go through each section of the clients QCR Summary and verify the information entered.

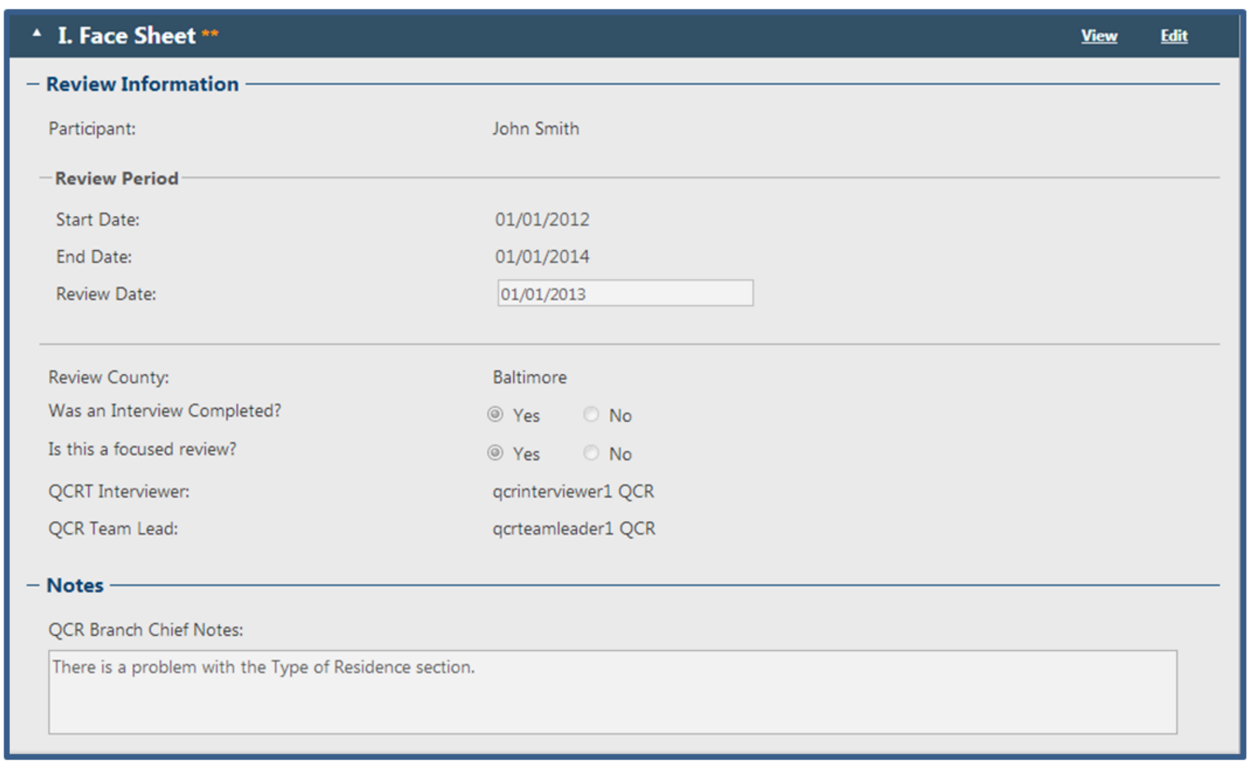



### 3.8.2 Identifying a Problem as QCR Branch Chief in a Section

By clicking the Edit link in the Face Sheet panel the QCR Branch Chief can review the information captured on the clients Face Sheet. To identify a problem with the Face Sheet, the QCR Branch Chief would navigate to the bottom of the page and put notes into the By QCR Branch Chief Notes field. Selecting the checkbox next to By QCR Branch Chief will highlight the notes upon save and put them into the Face Sheet panel on the QCR Summary page so that it can be easily identified that there is a problem with the Face Sheet.

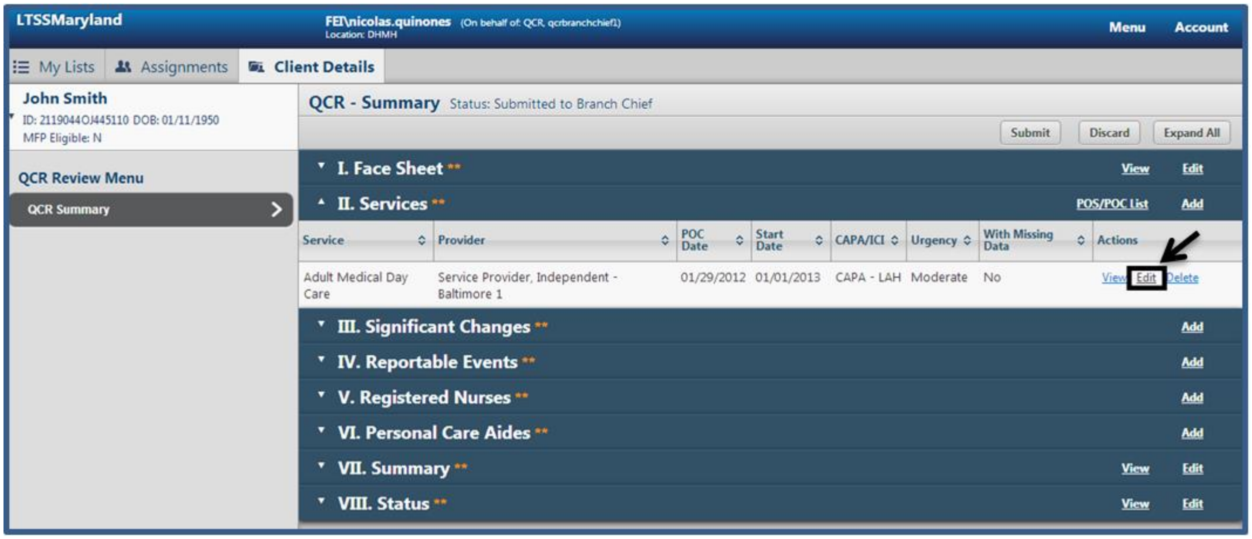



Upon saving the Face Sheet with By QCR Branch Chief Notes that have its associated checkbox selected, the By QCR Branch Chief Notes will display in the Face Sheet panel as seen in the figure below.

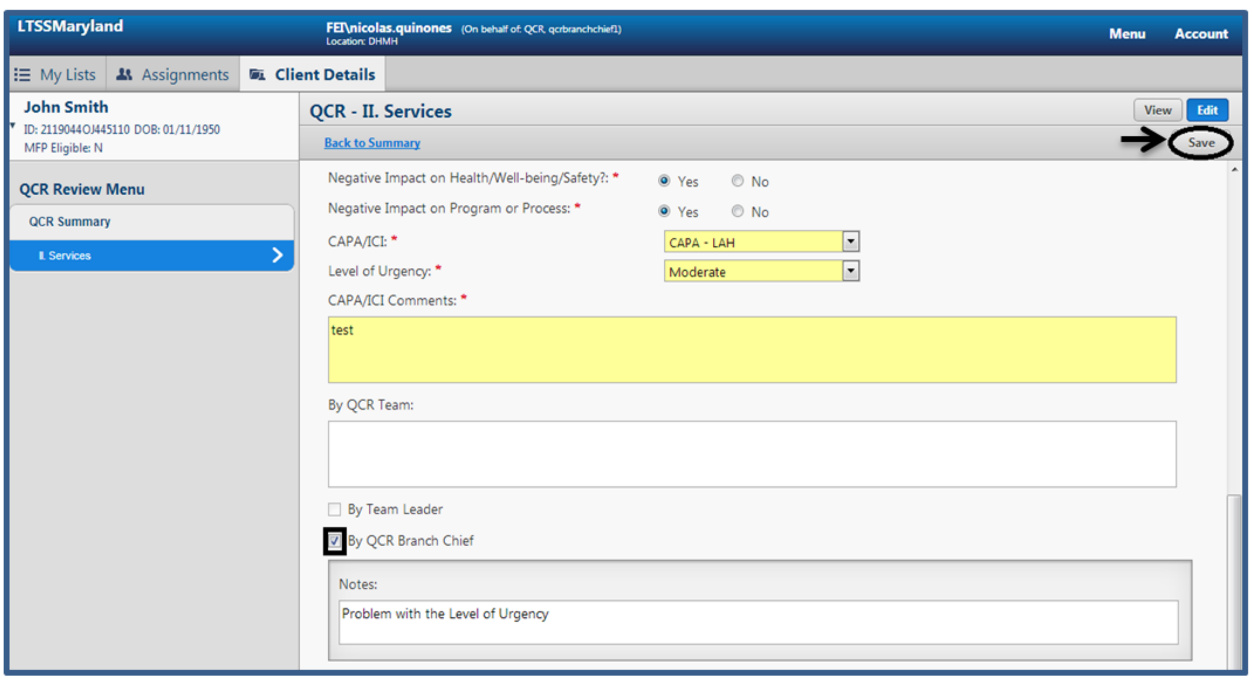


### 3.8.3 Identifying a Problem as QCR Branch Chief in a List Entry

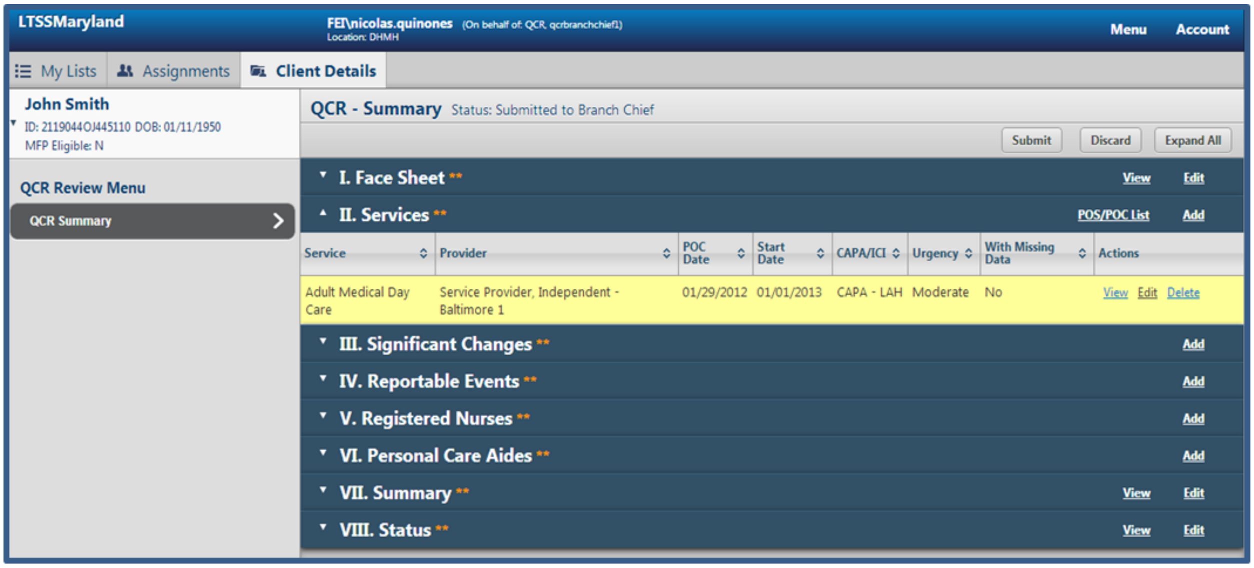
By clicking the Edit link for a specific entry within a list, the QCR Branch Chief can review that entries information.




To *identify a problem with an entry*, the QCR Branch Chief would navigate to the bottom of the page and put notes into the *By QCR Branch Chief Notes field*. Selecting the checkbox next to By QCR Branch Chief will identify that this entry has a problem that needs correction. Click the ***Save button*** to save the entry and mark it as a problem needing correction.

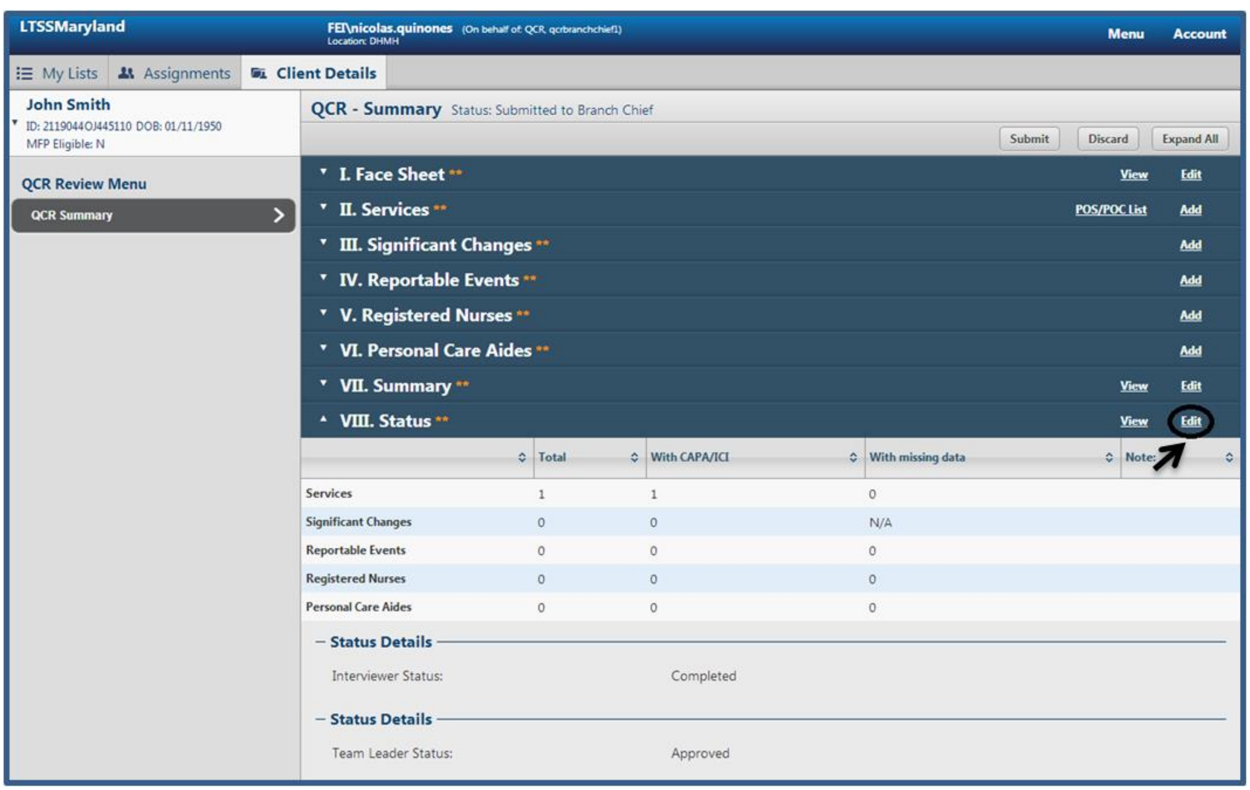


After saving the entry with By QCR Branch Chief Notes checkbox selected the entry will be highlighted yellow in the list, identifying that it has a problem needing correction.

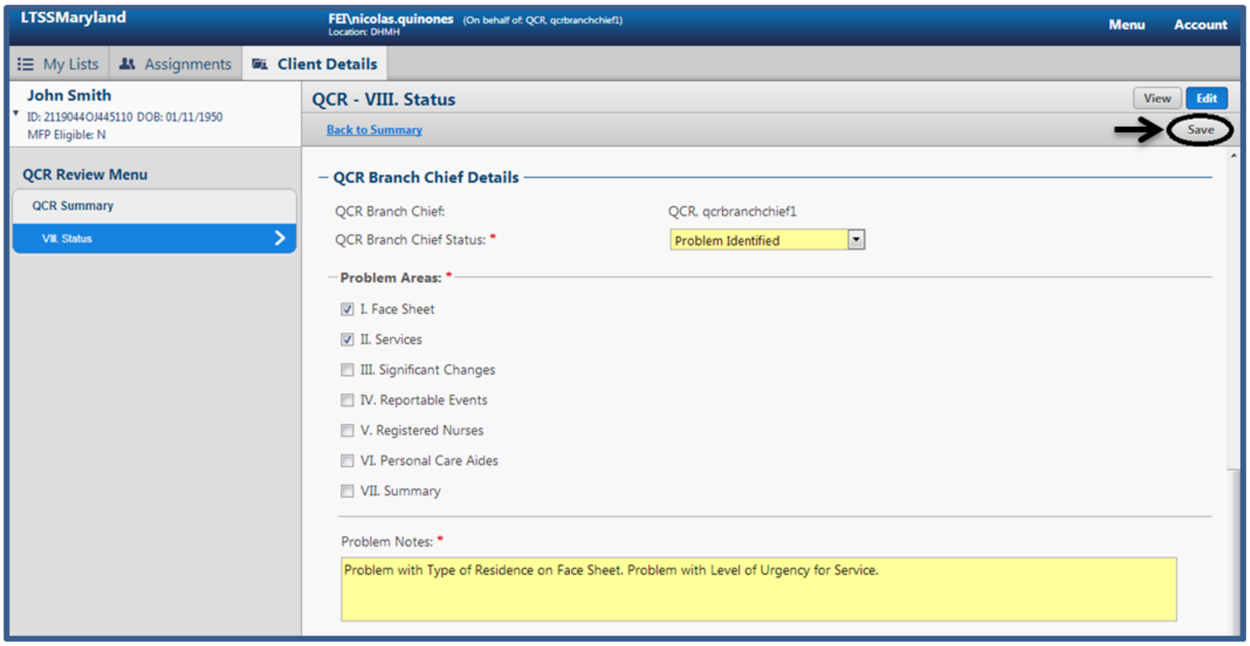



### 3.8.4 Submit QCR Worksheet: QCR Branch Chief Status "Problem Identified"

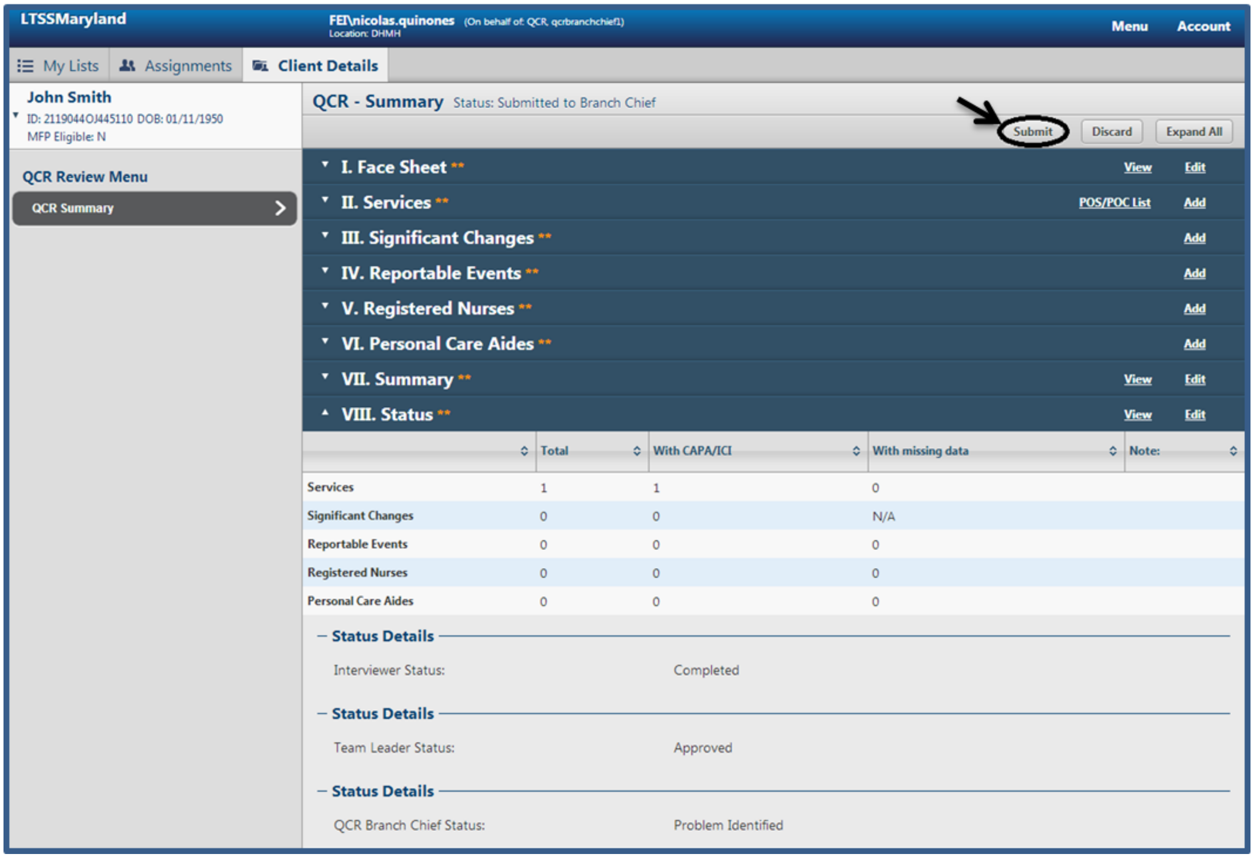
When the QCR Branch Chief completes the review process of the client and finds a problem they will navigate into Edit mode of the Status Form by clicking the **Edit link** as seen in the figure below.



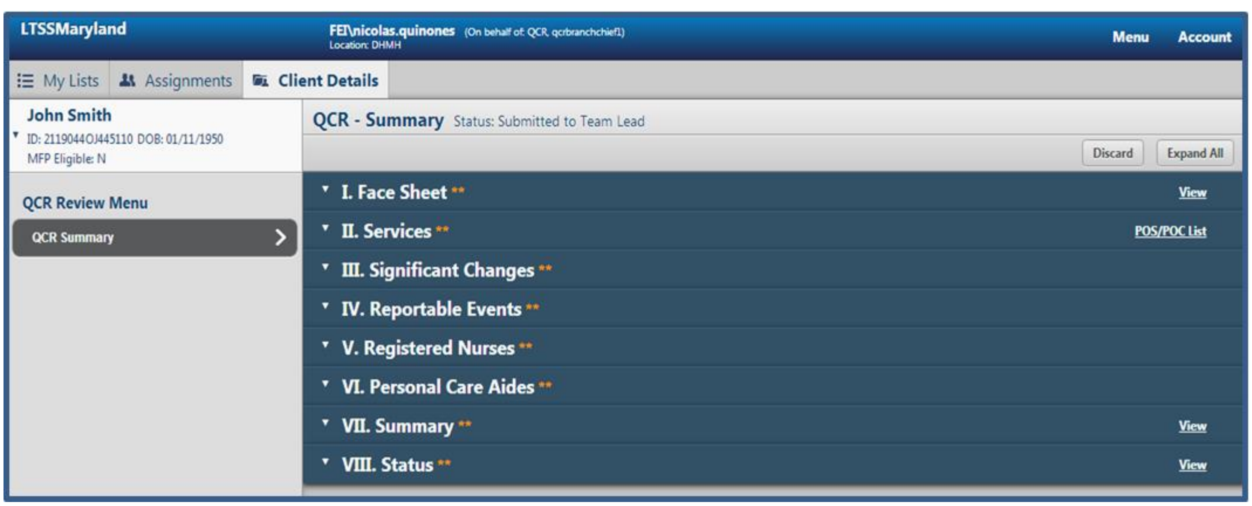
The actor will set the *QCR Branch Chief Status as "**Problem Identified**."* By selecting Problem Identified, the actor must identify Problem Areas and Problem Notes. The Problem Area selections should correspond to the QCR Worksheet sections where the QCR Branch Chief found and marked problems using By QCR Branch Chief Notes fields. Upon entering the required information click the ***Save button*** as seen in the figure below.



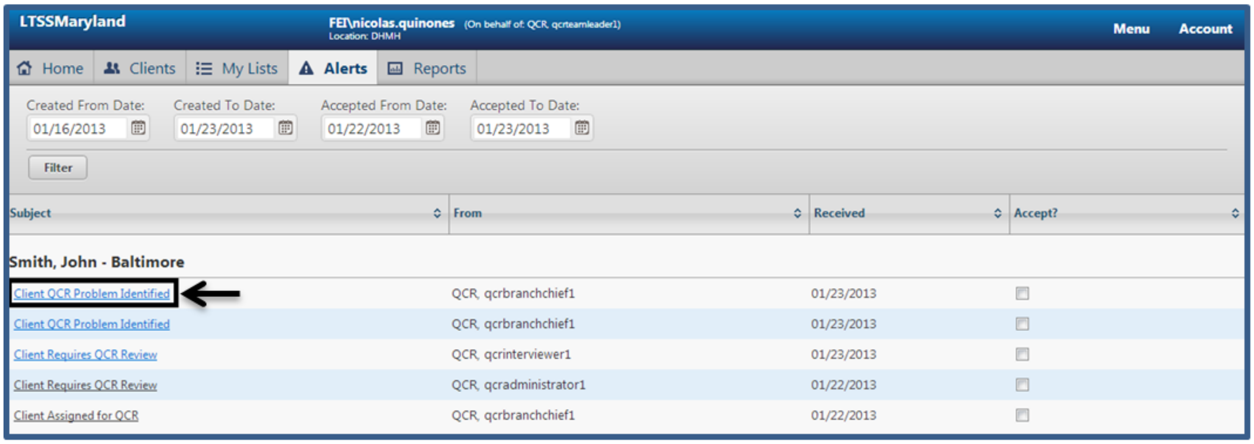

After saving the Status Form with a QCR Branch Chief Status of "*Problem Identified*," the actor will see a ***Submit button*** on the QCR Summary page as seen in the figure below. By clicking the Submit button the actor is submitting the clients QCR Worksheet to the clients *Assigned QCR Team Leader* for correction. After clicking Submit the clients Status will change to "***Submitted to Team Lead***," because the QCR Branch Chief is sending the clients QCR Worksheet back to the QCR Team Leader for the QCR Team Leader to make corrections to the problem areas.



By clicking the Submit button the actor is submitting the clients QCR Worksheet to the clients *Assigned QCR Team Leader* to be corrected. After clicking Submit the clients Status will change to "***Submitted to Team Lead***." When the clients Status is "Submitted to Team Lead," only the Assigned QCR Team Leader will have the ability to Add/Edit sections/entries of the clients QCR Worksheet. Other QCR actors will only be able to View the clients QCR Summary page.



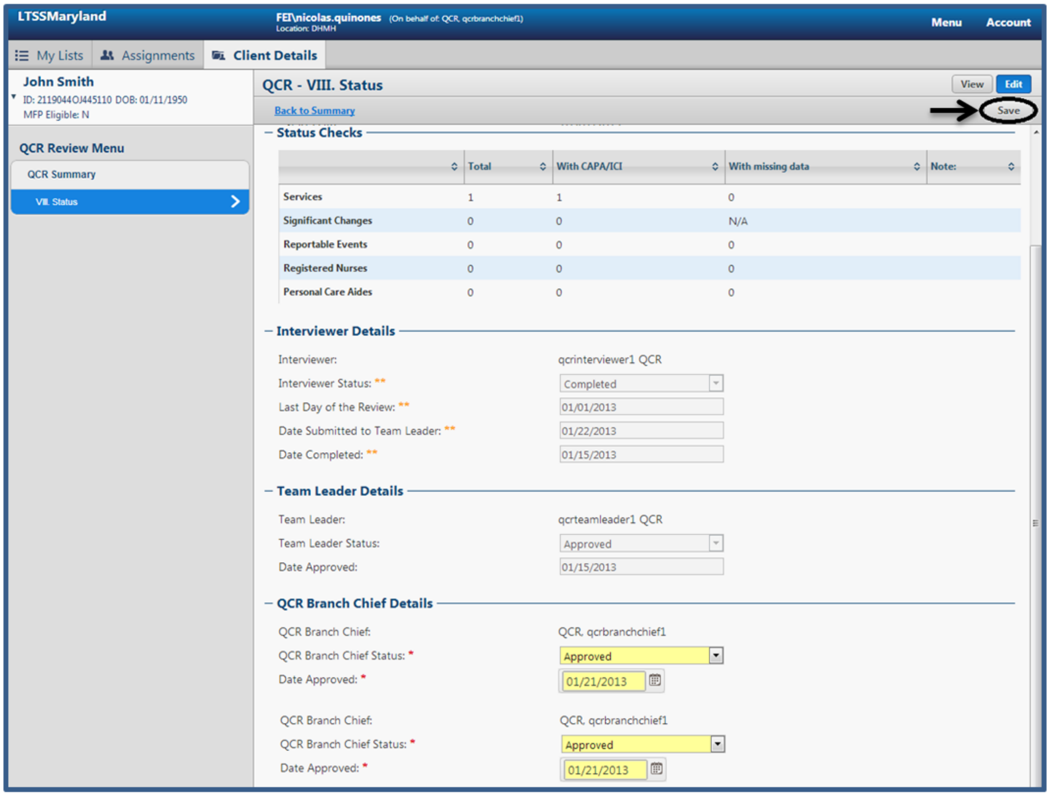
After the QCR Branch Chief Submits the clients QCR Worksheet with a QCR Branch Chief Status of "Problem Identified," the assigned QCR Team Leader will receive an alert notifying them that corrective action is required on the clients QCR Worksheet. The QCR Team Leader will log into LTSS and navigate to the Alerts tab where they will click the Client QCR Problem Identified link as seen in the figure below.



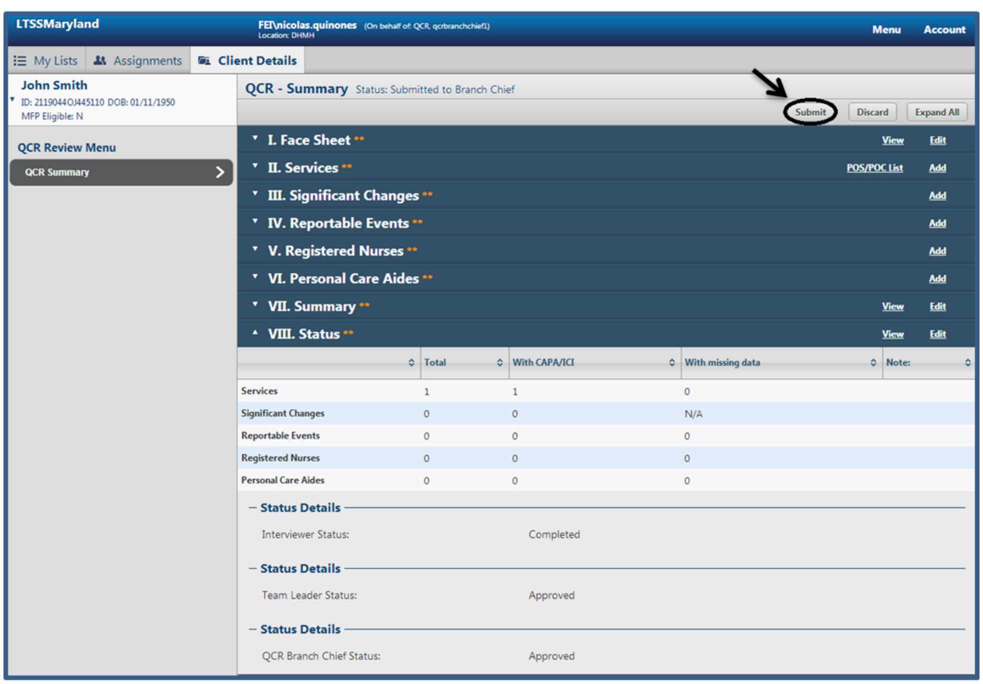

The assigned QCR Team Leader will navigate to the clients QCR Summary page, make corrections to all problems identified by the QCR Branch Chief and Submit the clients QCR Worksheet back to the QCR Branch Chief after updating the Status section. When the assigned QCR Team Leader Submits the clients QCR Worksheet back to the QCR Branch Chief the clients Status will change to "Submitted to Branch Chief." The QCR Branch Chief will then navigate to the clients QCR Summary and verify the problem areas were corrected.

### 3.8.5 Submit QCR Worksheet: QCR Branch Chief Status "Approved"

When the QCR Branch Chief completes the review process of the client and either verifies that the problem areas have been corrected or there are no problems they will navigate into Edit mode of the Status Form and set the *QCR Branch Chief Status as "**Approved**."* By selecting Approved, the actor must identify the Date Approved. Upon entering the required information click the ***Save button*** as seen in the figure below.



After saving the Status Form with a QCR Branch Chief Status of "*Approved*," the actor will see a ***Submit button*** on the QCR Summary page as seen in the figure below. By clicking the Submit button the actor is submitting the clients QCR Worksheet and the clients Status will change to "Complete."



By clicking the Submit button the actor is submitting the clients QCR Worksheet for the final time. After clicking Submit the clients Status will change to "***Completed***." When the clients Status is "Completed," none of the actors within QCR will be able to modify anything on the clients QCR Worksheet.

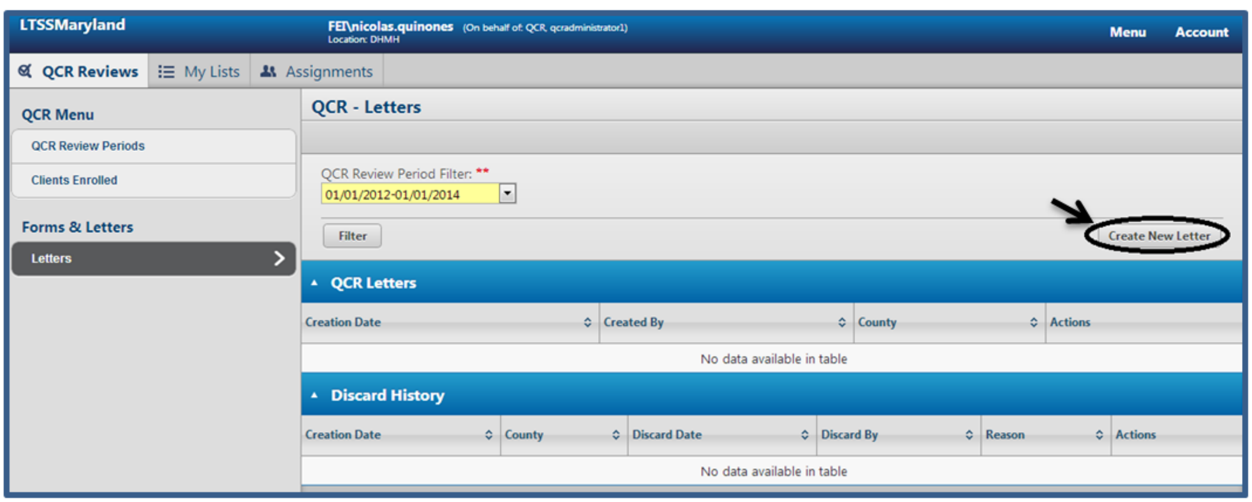

## 3.9 Discard a Clients QCR Worksheet

Any actor that has access to a client's QCR Summary page may discard the clients QCR Worksheet. The clients QCR Worksheet can be discarded by clicking the ***Discard button*** as seen in the figure below at any time by any QCR actor as long as the client is not in a Status of "Completed." Once the client enters a Status of "Completed," the QCR Worksheet can no longer be discarded.

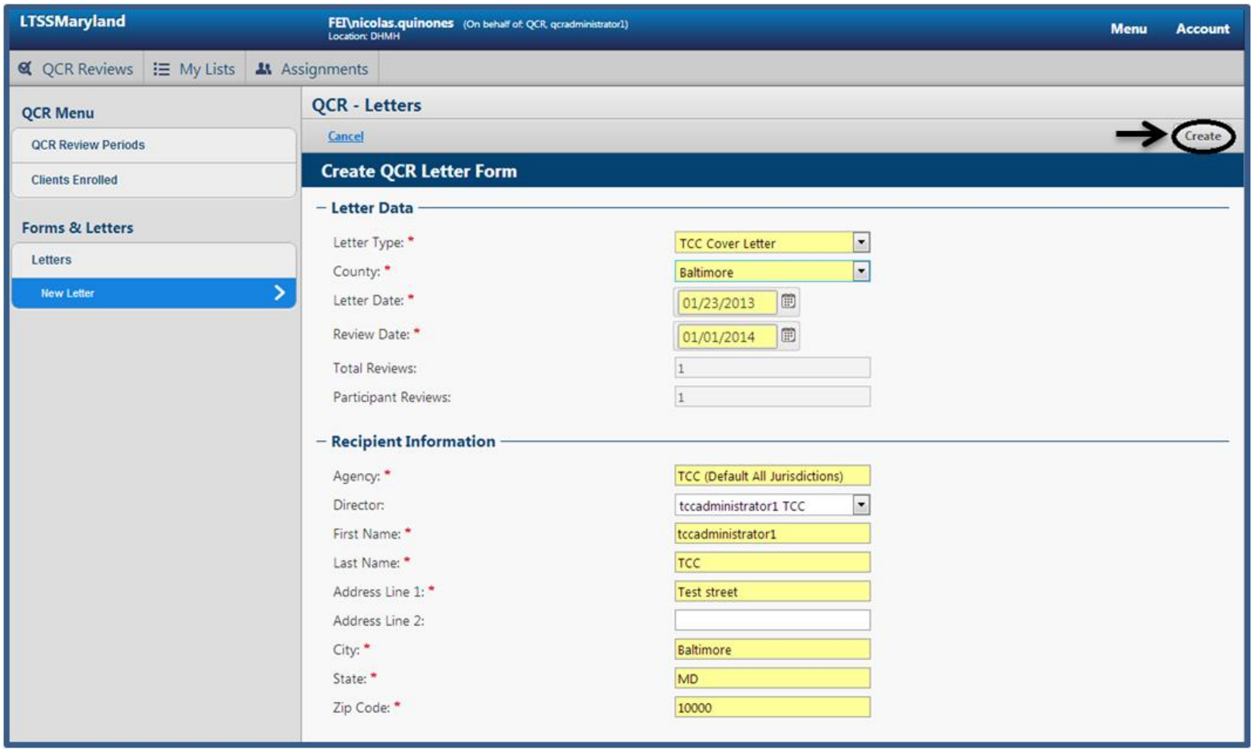
## 3.10 Create QCR Letters

An actor with a role of QCR Administrator can create QCR Letters. To navigate to the QCR Letters page, go to the *QCR Reviews tab* in the QCR sub-system and click on the ***Letters tab*** under Forms & Letters as seen in the figure below. From the QCR Letters page the actor will select a *QCR Review Period* from the dropdown. Upon making the required selections, click the ***Filter button*** as seen in the figure below.

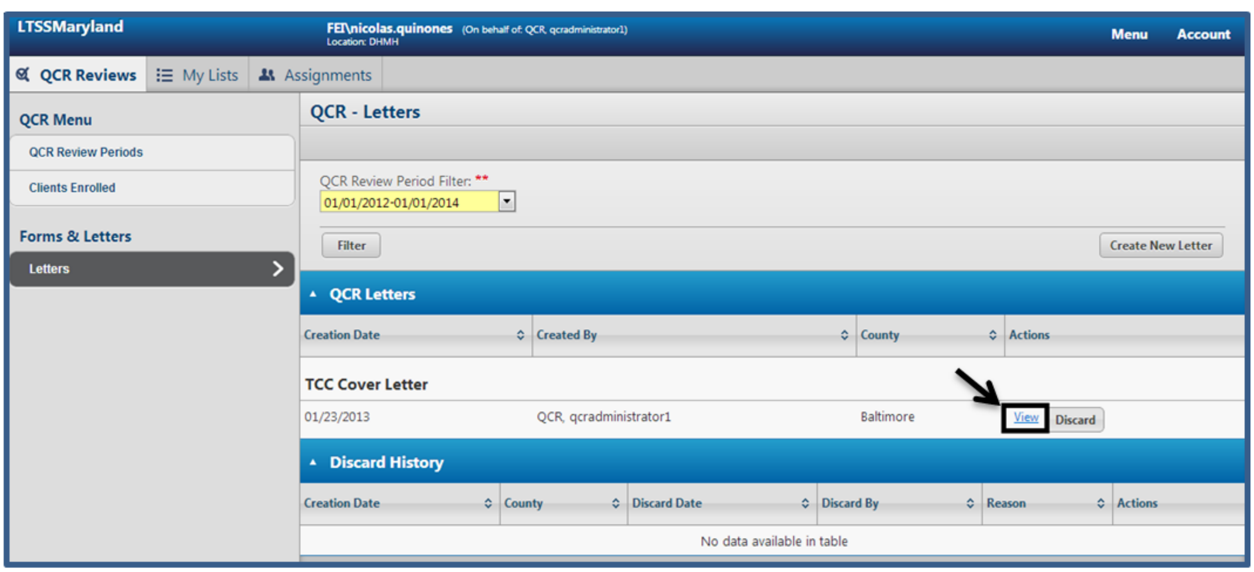

After clicking the Filter button the page will refresh and show the QCR Letters table and Discard History table specific to that QCR Review Period as seen in the figure below. The actor will click the **Create New Letter button** to create a QCR Letter specific to that QCR Review Period as seen in the figure below.




The *QCR Letter* page will appear and the actor will fill out the QCR Letter Form. The actor will enter all required information, which will be highlighted yellow or marked with an asterisk. Selection of a Letter Type and County will pre-populate all of the information in the Recipient Information section. After entering all required information click the ***Create button*** as seen in the figure below.




After clicking the Create button the actor will be taken back to the QCR Letters page. The letter created will be placed into the QCR Letters list as seen in the figure below. The QCR Letters panel captures the letter created, creation date, who created the letter and the county the letter was created for. The actor can view a PDF of the letter by clicking the ***View link*** as seen in the figure below.



After clicking the View link a PDF of the letter will be generated in a separate tab as seen in the figure below.

January 23, 2013

tccadministrator1 TCC
TCC (Default All Jurisdictions)
Test street
Baltimore, MD 10000

Dear tccadministrator1 TCC:

On 01/01/2014, the Quality Care Review (QCR) Team completed an on-site review. The Department would like to thank you for your cooperation during the review process. Members of the team reviewed services provided to Living at Home Waiver (LAH) participants to assess how well participant's health, welfare, and safety needs were managed and to determine if identified services were being provided based on the plan of care/services and in accordance with COMAR regulations.

This process included staff interviews and a closed record review of pertinent clinical/medical information. Enclosed is the summary report of the findings. A correction and preventative action plan (CAPA) is required from TCC (Default All Jurisdictions) and from the provider agency. Please forward the finding report to the provider agency.

Instructions for how to respond to the identified problem areas are attached. A written response to each CAPA is due within 60 days of the date of this letter. Please send your response to Jane Sacco, Chief, Division of Long Term Care Services, Maryland Department of Health and Mental Hygiene at 201 West Preston Street, Room 120, Baltimore, MD 21201.

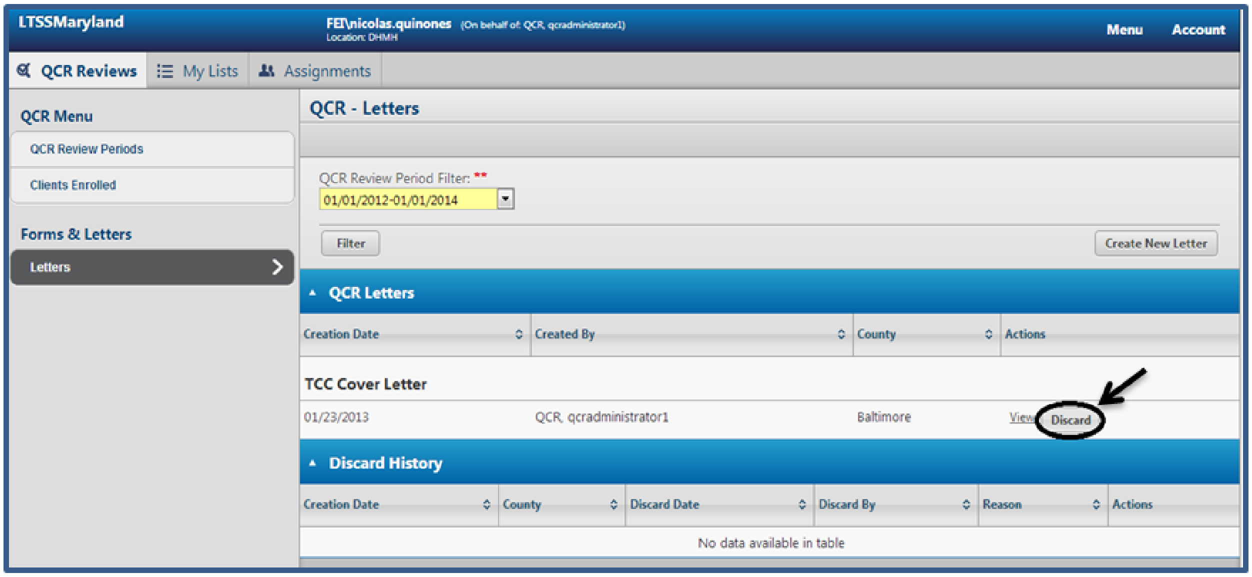
If you have any questions, please contact me at 410-767-1736. We appreciate your commitment to serving participants of the Living at Home Waiver Program.

Sincerely,

Jane Sacco, Chief
Division of Long Term Care Services

Enclosure(s)
cc:
Warren Sraver, OAW Program Manager, Maryland Department of Aging
Jane Wessely, Chief, Division of Waiver Programs, DHMH
Hakeem Sule, QCR Coordinator, DHMH
William T. Dorrill, Deputy Director, OHCQ

The actor can also discard a created QCR Letter by clicking the ***Discard button*** as seen in the figure below.




When clicking the Discard button a pop-up window will appear prompting the actor to verify that they wish to discard the record and requiring the actor to input a comment to describe the reason for discarding. Upon entering the required information and clicking the Yes button the selected QCR Letter will be moved to the Discard History table on the QCR Letters page.