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NEWS
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Training Announcements

The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Human Resources and Learning, is currently offering virtual trainings. Listed below are those currently scheduled. For more information regarding trainings, [click here](#).



- [Positive Behavior Supports Curriculum Train the Trainer Series - Virtual](#)
- [I/DD Participant Direction New Enrollment Webinar](#)

If you have any questions, please contact DBHDDLearning@dbhdd.ga.gov.

I/DD Statewide Provider Meeting

February 9, 2023
9:00 am - 12:30 pm

The DBHDD Division of Developmental Disabilities will be hosting an Intellectual and Developmental Disabilities (I/DD) Statewide Provider meeting. This meeting will be conducted remotely via our WebEx platform.

[Click here to register.](#)

IMPORTANT NOTE: All I/DD Provider Agencies are required to have a representative in attendance at the I/DD Statewide Provider Meetings.

Featured Article

Georgia Collaborative ASO Resumes Onsite Quality Reviews

**All Behavioral Health and
Intellectual/Developmental Disabilities Providers**



As mentioned in the November 1, 2022, Network News newsletter, the Georgia Collaborative ASO will resume onsite quality reviews beginning January 3, 2023. After taking into consideration the success of the remote process, reviewing our previous onsite process, and listening to Provider feedback, we've partnered with the Georgia Collaborative ASO to create a hybrid quality

review process. This hybrid process is designed to ensure we meet our obligation to provide oversight and technical assistance, while instituting or continuing changes to the review process which reduce provider burden.

Prior to the beginning of the quality review:

Notification timeframes will remain the same. We will continue with the remote 'touch base' call after notification of the review, and before the beginning of field work. During this call, providers will be oriented to the Programmatic Documentation Checklist, Documentation Location Survey (BHQR, CSUQR, QEPR), and Key Staffing contact list. Providing or updating these documents prior to the initiation of fieldwork will help minimize time spent onsite by quality assessors.

During the quality review:

For many providers, fewer quality assessors will be onsite for a shorter period of time. Additional quality assessors will work on the review remotely. Timeframes for production of records or granting of access to Electronic Medical Records (EMRs) will return to the onsite standards.

We will continue using the missing documentation forms. The same timeframes for production of missing information will apply. The entrance conference will continue to be conducted remotely, and the exit conference may be conducted onsite or remotely, depending on the provider's preference.

After the quality review:

The same timeframes for production and posting of the final quality report will remain. The appeals process will remain unchanged.

For Intellectual and Developmental Disability Providers only:

Quality Technical Assistance Consultations (QTACs) will be completed remotely unless there is an immediate action item (IAI) or quality of care concern (QCC) which was not resolved during fieldwork. Any QTAC for IAIs or QCCs not resolved during fieldwork will be conducted onsite.

DBHDD Policy Information

Since November 1, 2022, DBHDD updated or developed the following policies:

Emergency Receiving Facility Reporting, 13-107

As a reminder, all current policies can be found on [PolicyStat](#).

Please direct all policy-related questions to the Office of Provider Relations via the Provider Issue Management System (PIMS). To submit your questions [click here](#).

Office of Disaster Mental Health Services

As we approach the holiday season and time of giving it is important to consider purchasing items which can be used in the event of an emergency. Below are a few ideas to get started brainstorming:

- **Battery powered lamps, rechargeable LED**



lights: Fun for kids to have in their rooms and great to have in case of a power outage.

- **Books, puzzles, and quiet games:** Keeps children entertained and is a great distraction in the event of a shelter-in-place emergency.
- **Portable toolkits/ first aid kits:** Essential for disasters and a good gift for young adults recently living on their own.
- **Tents, sleeping bags, portable cooking equipment, flashlights, torches, headlamps, coolers:** Can be used in case of an emergency and on a fun camping trip!

Continuity of Operations Plans (COOP)

Continuity of Operations (COOP) is an effort within individual executive departments and agencies to ensure Primary Mission Essential Functions (PMEFs) continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.

The objective for organizations is to identify their **Essential Functions (EFs)** and ensure those functions can be continued throughout, or resumed rapidly after, a disruption of normal activities. **Essential Functions** are critical activities performed by organizations, especially after a disruption of normal activities. The following are examples:

- Order of Succession
- Delegation of Authority
- Continuity Facilities
- Continuity Communications
- Vital Records Management
- Human Capital
- Tests, Training, and Exercises
- Devolution of Control and Direction
- Reconstitution

There are four (4) Phases of Continuity of Operations Activation:

- **Phase I:** Readiness and Preparedness
- **Phase II:** Activation and Relocation
- **Phase III:** Continuity Operations—full execution of essential operations at alternate operating facilities is commenced
- **Phase IV:** Reconstitution—operations at alternate facilities are terminated and normal operations resume.

To learn more about Continuity of Operations (COOP), please reference the [FEMA Guide](#) or contact Kalie Burke at kalie.burke@dbhdd.ga.gov.

Tools & Resources:

[Continuity of Operations directives, templates, and guidance from the Federal Emergency Management Agency \(FEMA\)](#)

[Disaster Mental Health: A Critical Response: A Training Curriculum for Mental Health and Spiritual Care Professionals in Healthcare Settings from the University of Rochester Medical Center – 2006 \(PDF | 19 MB\)](#)

[Healthy, Resilient, and Sustainable Communities After Disasters from the National Academies Press – 2015](#)

[GEMA: Planning](#)

Resources for Providers

[Disaster Preparedness, Response, and Disaster Recovery Requirements for Community Providers, 04-102](#)

[Disaster Mental Health Services: A Guidebook for Clinicians and Administrators from the Homeland Security Digital Library – 1998](#)

If you have any questions, please contact the DBHDD Office of Disaster Mental Health Services at kalie.burke@dbhdd.ga.gov or 404-416-2829.

Office of Provider Relations & ASO Coordination

JUST A REMINDER... Question for your Provider Relations Team?

The Provider Issues Management System (PIMS) is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews. You can access the PIMS site directly by using the link below.

[PROVIDER ISSUES MANAGEMENT SYSTEM](#)

PIMS is also accessible through the [DBHDD website](#) by hovering over the **"For Provider"** tab located across the top of the page. When the drop-down menu appears, click on **"Questions for your Provider Relations Team"**.

Director
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Carole Crowley
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For Provider Relations inquiries,
please contact us at
DBHDD.Provider@dbhdd.ga.gov.



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