

Regional Follow-Up

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Regional Monitoring

- Regional Offices have begun and will continue monitoring of individual transitioned from a state – hospital to community-based providers.
- Reviews may be conducted by Support Coordination (SC) agencies.
- Findings of SC may be reported to a Regional Office.
- The Regional Office must follow-up if issues necessitate follow-up.

Accountability

- Providers not meeting proficiency in providing quality care are subject to have a decrease or a halt in referrals from the Regional Office.
- Proficiency is determined by the metrics of the provider monitoring tool.

Health and Safety Risks

- Providers who are found to have health and safety risks will:
 - Cause an immediate halt in referrals
 - May be subject to having any individual in their care moved to another provider

Demonstration of Quality

- Providers who cannot demonstrate a level of quality service are at risk of losing their contract ability with DBHDD.
- DBHDD is not under any obligation to sign contracts with vendors who it may have contracted with in the previous year.

Moving Forward

- Regional Offices will address questions submitted on note cards at future regional DD provider meetings.
- Providers should be proactive in meeting and establishing relationships with their regional offices.
- Regional offices in turn will make efforts to be accessible and available to discuss quality of care issues.