



"News You Use" – November 2013

Ok, folks as promised, this newsletter will discuss things that CARF will be looking at during their visit.

CARF will visit each and every Universal office across the state. Therefore, we all must be following our processes as they have been set up. CARF will look at charts of the persons we serve as well as our personnel and training files. We do have internal review forms that are mandated to be completed annually and when filled out correctly, these forms ensure that we are meeting all mandates. In addition to our review forms, QI will be visiting all of the Universal offices (state wide) to ensure all mandates are being met. While I do have to visit all offices, there are some events that may trigger a focused visit at your office. Examples of these events may be:

- Complaints from persons served/stakeholders/MCO's
- Follow-ups on completed internal review forms
- Announcement of review from an MCO or the Division
- Problems with QI receiving required forms late or incomplete

While I do try to schedule my visits with the Regional Directors/Managers, some visits will be unscheduled.....It is the goal of QI to be "Audit ready--all the time" and that goal begins internally!

The findings from the QI visits are always shared with the Regional Director/Manager and with our Agency Director. These findings help our management team to know how we are doing in each office and even with each staff member. This information lets us know where more trainings are needed and where additional supervision may be required.

So, for this month, lets begin really focusing on our charts (both of persons served and personnel) and making sure we are using the tools we have to ensure we are following the rules!

I will provide you with more information in January on some of the other specific areas that CARF will be reviewing as well as some of the things that you will be expected to know and do.

'Til next month,

Tracy Frye,
Quality Improvement Specialist