

POLICIES AND PROCEDURE MANUAL

Chapter:	Service Delivery System		
Title:	Supports Intensity Scale Quality Lead Policy		
Policy: <input checked="" type="checkbox"/>	Review Cycle: Annually	Adopted Date: 07.05.2016	Related Policies: Support Intensity Scale Policy
Procedure: <input type="checkbox"/>	Author: Utilization Management and Waiver Director	Review Date: 05.08.2018	
Version: 2.0		Revision Eff. Date:	
Page: 1 of 2			

Purpose

Mid-State Health Network (MSHN) shall ensure that all Supports Intensity Scale (SIS) assessors meet quality and reliability standards and allow the completion of assessments within each three-year timeframe through development of a SIS Quality Lead.

Policy

MSHN shall comply with the Michigan Department of Health and Human Services (MDHHS) section 7.7.3 Supports Intensity Scale of the PIHP Contract and the MDHHS SIS Implementation Manual by identifying, developing, and utilizing a SIS Quality Lead.

PIHP SIS Quality Lead is a SIS assessor and ensures that all SIS assessors in the MSHN region continue to meet AAIDD quality and reliability standards and allow the completion of assessments within the three-year timeframe. The PIHP SIS Quality Lead is intended to be a liaison to the SIS assessors within the MSHN region as the individual responsible for the development and maturation of the region's SIS assessor skillsets. The SIS Quality Lead shall develop and maintain the appropriate skillset and meet the following criteria:

1. Passed (at the Qualified: Excellent-Excellent or higher level) an Interviewer Reliability and Qualification Review (IRQR) conducted by an American Association on Intellectual and Developmental Disabilities (AAIDD) recognized trainer;
2. Have experience conducting assessments for a range of individuals with varying needs and circumstances;
3. Participated in regular Quality Assurance and Drift Reviews to develop his or her skills.
4. Possess the ability to transform from a skills focus while conducting assessments to a needs and supports orientation;
5. Effective communication skills;
6. Public speaking skills;
7. Ability to relate well to groups;
8. Ability to work well with people with various backgrounds;
9. Effective audience management skills;
10. Flexibility with work schedule, including commitment to completing work within designated timeframes;
11. Willingness and eagerness to participate as an internal lead;
12. Analytical skills to address difficult questions or problematic participants;
13. Ability to effectively use audio-visual equipment;
14. Effective time management skills;
15. Flexibility to modify presentation based on audience;
16. Strong organizational skills;
17. Practical knowledge of adult learning strategies;
18. Ability to deal with ambiguity (the rules will not always be clear or multiple changes may need to occur);

19. As ambassadors of the SIS implementation strategy, the person selected should present a positive view of the process and have a solid understanding of the SIS process and the tool;
20. Always seek to improve effectiveness and achieve greater efficiencies in the implementation strategy; and
21. Demonstrate a sense of humor as the ability to promote humor in a SIS training session is essential.

Applies to:

- ☐ All Mid-State Health Network Staff
- ☒ Selected MSHN Staff, as follows: MSHN UM and Waiver Director
- ☒ MSHN's Affiliates: ☐ Policy Only ☒ Policy and Procedure
- ☐ Other: Sub-contract Providers

Definitions:

AAIDD: American Association on Intellectual and Developmental Disabilities

CMHSP: Community Mental Health Service Program

IRQR: Interviewer Reliability and Qualification Review

MSHN: Mid-State Health Network

MDHHS: Michigan Department of Health and Human Services

PDR: Periodic Drift Review

PIHP: Prepaid Inpatient Health Plan

QL: Quality Lead

SIS: Supports Intensity Scale

UM: Utilization Management

Other Related Materials:

N/A

References/Legal Authority:

PIHP-MDHHS Contract FY15

MDHHS SIS Implementation Manual

Change Log:

Date of Change	Description of Change	Responsible Party
04.2016	New Policy	UM & Waiver Director
02.2017	Annual review	UM & Waiver Director
01.2018	Annual review/No changes	UM & Waiver Director