

POLICIES AND PROCEDURE MANUAL

Chapter:	Service Delivery System		
Title:	Support Intensity Scale Quality Lead Procedure		
Policy: <input type="checkbox"/>	Review Cycle: Annually	Adopted Date: 05.17.2016	Related Policies: Support Intensity Scale Policy
Procedure: <input checked="" type="checkbox"/>	Author: Utilization Management & Waiver Director	Review Date: 01.2018	
Version: 1.0		Revision Eff. Date:	
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Purpose

The Support Intensity Scale (SIS) Quality Lead (QL) procedure provides guidance to individual Community Mental Health Service Programs (CMHSPs) within the Mid-State Health Network (MSHN) affiliation regarding the use of a SIS QL for the development and maintenance of SIS assessor quality and reliability skills.

Procedure

Quality Lead responsibilities shall include, but are not limited to, the following minimum standards:

1. Conduct, at a minimum, three Periodic Drift Review (PDR) every year with each assessor in the region (one half-day per year, per assessor).
2. Conduct, at a minimum, one Interviewer Reliability and Qualification Review (IRQR) every year with each assessor in the region (one half day per year per assessor).
3. Provide one of the above Quality Assurance activities for each assessor at least once every quarter.
4. Receive and/or create and manage SIS Quality Assurance summaries.
5. Provide coaching (“coach to pass”) as needed to address any procedural drift, reliability, or technique issues observed during regularly scheduled quality assurance activities (time devoted depends on assessor need).
6. Participate in statewide and individual scheduled quality assurance activities.
7. Act as a SIS resource to the local community, professionals, and leadership.
8. Audit local SIS data for compliance and procedural drift markers.
9. Assess the satisfaction of individuals served and other stakeholders with the SIS process.
10. Meet with MSHN UM and Waiver Director for regularly scheduled meetings to address issues affecting assessment completion, efficiency, quality improvement, and effective use of data and related local and regional strategies.
11. Manage the appropriate files and paperwork necessary to complete the tasks of a SIS QL.

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 Prepaid Inpatient Health Plan
MDHHS: Michigan Department of Health and Human Services
PDR: Periodic Drift Review

QL: Quality Lead
SIS: Supports Intensity Scale
UM: Utilization Management

Other Related Materials

N/A

References/Legal Authority

Medicaid Managed Specialty Supports and Services Concurrent 1915(b)/(c) Waiver Program FY 16
MDHHS SIS Implementation Manual

Change Log:

Date of Change	Description of Change	Responsible Party
05.2016	New Procedure	UM & Waiver Director
02.2017	Annual review	UM & Waiver Director
01.2018	Annual review	UM & Waiver Director