

FUNCTIONAL SCREEN QUALITY POLICY		
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Reference: <i>ADRC-State Contract</i>		Approved By: <i>Governing Board</i>
Cross Reference:		

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Definitions

- **FSIA**: Functional Screen Information Application, the web-based computer application that screeners use to calculate and store functional screens.
- **View-only access**: An individual who is authorized to view individual LTCFS, but who may not enter, edit, update or calculate the LTCFS. Certification is not required for this access.
- **Screen transfer access**: Access to FSIA that is allowed for agency administrative or support staff whose sole function is to transfer screens to other screening agencies. This access does not require certification.
- **Regional Screen Liaison**: An Information and Assistance Specialist, certified screener, authorized and recognized by the ADRC of Eagle Country to perform duties and responsibilities described in this document.
- **Screen Liaisons**: Each office will have an assigned Information and Assistance Specialist, certified screener, to perform the duties and responsibilities described in this document.
- **Screener**: Information & Assistance Staff, certified screeners, in each office.
- **Official DHS Functional Screen Website**:
www.dhs.wisconsin.gov/lcicare/functionalscreen

Purpose

The purpose of this policy is to assure that staff administering the Long Term Care Functional Screen (LTCFS) are appropriately trained and mentored, and that other processes are in place to assure Functional Screen accuracy and quality. This policy is intended to articulate a baseline for quality in Aging & Disability Resource Center

(ADRC) of Eagle Country. This policy also outlines the roles and responsibilities of the Regional and Office Managers, Regional Screen Liaison, Screen Liaisons, and Screeners.

Policy

REGIONAL POLICY:

Aging & Disability Resource Center (ADRC) staff who are administering, consulting or acting as the Screen Liaison will be properly trained, certified and mentored prior to independently conducting Functional Screens and/or providing related consultation, training or technical assistance. Policies #31-02-a & b outline a training plan for new screeners and policies 31-02-c outlines experienced screener ongoing training, monitoring and quality monitoring.

Each office will appoint a Screen Liaison to manage access and training for FSIS and provide oversight of screening activity

The Management Team will appoint a Regional Screen Liaison. Their roles are outlined in the following procedures as well as in this policy #31-01-b.

Training and monitoring contract requirement activities related to the Long Term Care Functional Screen are the shared responsibility of the Department, the Regional Management Team, Regional Screen Liaison and the Screen Liaison - in each local office.

Procedure

REGIONAL MANAGER PROCEDURE:

Insure Quality Assurance practices are fulfilled.

Regional Manager will coordinate additional training or clarification when trends are revealed.

OFFICE MANAGERS PROCEDURE: (Shared responsibility of Regional Manager)

Insure all screen users have appropriate training in confidentiality of personally identifiable records.

Insure each screener meets the screener qualification specified in the contract between DHS and the region.

Insure each screener perform LTCFS continuing skills testing or inter-rater reliability testing required by DHS.

Develop, monitor and participate in and report on plans of correction for screener who fail continuing skills testing or inter-rater reliability testing required by DHS.

In conjunction with DHS, proctor individual screener testing, when offered by DHS

Maintain a copy of the certificates documenting Screeners have passed the required certification course in a secure file.

REGIONAL SCREEN LIASON PROCEDURE:

Bring to the attention of the screener's supervisor any performance issues needing to be addressed through follow up or quality improvement activities

Serve as conduit to and from DHS staff for agency screeners when technical assistance or consultation is needed

All technical assistance (TA) will be first directed to Screen Liaisons. When additional technical assistance is required, the Screen Liaison or if delegated the Screener will contact the Regional Screen Liaison for technical assistance. If further TA is required, the Screen Liaisons and the Regional Screen Liaison will decide who will contact Department Screen Liaison based on the complexity of the situation. They will discuss how to keep the Regional Screen Liaison informed of the TA such as CC in e-mails or joint conference calls.

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The Regional Screen Liaison will disseminate TA out to the region as appropriate to enhance the quality of screens throughout the region. The Regional Screen Liaison will maintain all TA documents and correspondence with DHS in an organized fashion such that information can be passed on to another Screener when positions/roles change in the region.

Insure written responses to findings of DHS LTCFS quality reviews are submitted to the Department

Insure that all screeners and agency staff who utilize the FSIA and LTCFS receive copies of technical assistance or other information bulletins from DHS.

Participate in DHS Screen Consultation Workgroup, as requested:

SCREEN LIAISON PROCEDURE:

The ADRC Office Manager and designated Screen Liaison are responsible for implementation of ADRC-State contract requirements as well as regional policies related to both Functional Screen administration, and quality. This includes, but is not limited to, assuring that staff being considered for hire have the education and experience required to perform functional screening; providing the materials and guidance necessary for new staff to take and pass the on-line Functional Screen training course; and assuring additional training, mentoring and monitoring for new and experienced Screeners in accordance with the established Regional Training Plan.

The Screen Liaison is expected to participate in all scheduled Functional Screen meetings and webcasts scheduled by the Department as well as sign on to the Department's Functional Screen ListServ. He/She is also responsible for assuring that all Screeners promptly receive the information, updates, and technical assistance documents that are provided by the Department.

The Screen Liaison is responsible for assuring that, all Screeners have copies of the most current Functional Screen form, directions, cue sheet, decision trees, and other related information.

The Screen Liaison is responsible for maintaining an accurate, complete and up-to-date list of all staff who administer's the LTCFS in his/her local office. This includes a) providing information and guidance to newly certified Screeners to help them obtain initial security clearance and access to the Functional Screen website; and b) making changes and deletions to security clearances as necessary. This includes assuring that within one business day of a Screener's involuntary termination, and within three business days of the voluntary departure or reassignment of a Screener, that his/her security access is deactivated.

The Screen Liaison is responsible for setting up and implementing Department planned and directed periodic continuing-skills testing (sometimes called inter-rater reliability testing or IRRT) for all certified Screeners in the local office, and reporting results to the Office Manager.

The Screen Liaison will work with the ADRC Office Manager and/or the Department, as appropriate, to plan and implement office, region-wide and state-wide LTCFS training;

The Screen Liaison will review and respond to any quality assurance issues detected and work in collaboration with the Regional Screen Liaison.

All office communication with the Department Screen Liaison regarding the LTCFS will be made through the Regional Screen Liaison unless otherwise agreed upon by the Regional Screen Liaison. Screen Liaison's will consult with their Office Manager prior to contacting the Regional Screen Liaison. This includes consulting on cases where it is proving unusually difficult for the ADRC to complete an accurate screen on an

individual, or to interpret all or part of a completed screen. This will normally be done via email or phone conference, but may at times involve sending a completed screen and/or supporting documents to the Regional Screen Liaison for consulting with the Department Screen Liaison.

The Screen Liaison will complete the quarterly screen reviews as outlined in policy 31-02-c.

SCREENER PROCEDURE:

Both new and experienced screeners will participate in training, mentoring and monitoring activities as described in the “Functional Screen Training Plan”. New staff will document initial training related to the LTCFS on the “*Functional Screen Training Checklist for New Screeners.*” After initial orientation and training, Screen Staff will document ongoing in-service and formal training related to the Functional Screen on the “*Staff Training Documentation Form.*”

At all times Screeners must have copies of, and regularly use in their daily work, the most recent version of documents such as the Functional Screen, Functional Screen directions, cue sheet, decision trees, and other related documents. If you are not sure whether you have the most recent versions, consult the Screen Liaison.

The Regional Screen Liaison is the official contact person between the Department and the local office, and therefore all contacts with the Department must be made through the Regional Screen Liaison.

Screeners are to consult with the Liaison when there are questions related to how to properly complete the Functional Screen, interpret directions, or use related tools. This includes consulting on cases where there are unexpected results, where the Screener is finding it difficult to complete the screen on an individual, or where the Screener needs assistance to interpret and apply the Functional Screen directions or related tools and supporting documents.

The Screener will initiate and, when possible, complete the LTCFS within 14 working days of the time the consumer requested or accepted the offer of a screen.

In order to verify the accuracy of diagnosis and the need for health-related services Screeners will, as appropriate and available, consult with an R.N., use available reference materials, contact the individual’s doctor, review facility health and medical records, and/or contact schools, the Social Security office, or other agencies.

Prior to contacting a doctor, hospital, clinic or other organization or facility to obtain confidential health and medical information, Screeners must obtain written authorization from the individual using the office’s official form and procedure for release of confidential information.

When LTCFS results show a consumer to be either functionally ineligible, or eligible at the non-nursing home level of care, the ADRC Screener will send a standard notification letter and notice of appeal rights to the consumer within two working days, using the appropriate “*Notice About Your Application*” and enclosing the “*Notice of Complaint and Appeal/Grievance Process*.”

Forms Used in Functional Screen Activities

- 31-01-a Functional Screen Quality Policy*
- 31-01-b Addendum:2013 ADRC of Eagle Country Contracts*
- 31-02-a Functional Screen Training Plan and Checklist for New Screeners*
- 31-02-b Functional Screen (LTC FS) Clinical Certification Course*
- 31-02-c Functional Screen Training/Mentoring for Experienced Staff*
- 31-03-a Functional Screen Quality Reviewer’s Guide.doc*
- 31-03-b Functional Screen Quality Review Form*
- 31-03-c Functional Screen Quarterly Quality Assurance*
- 31-04 Notice of Eligibility for Long Term Care Programs*
- 31-05 Notice of Complaint/ Appeal Process*
- 31-06 Complaint Form*

History: New policy/procedure approved by Joint Regional Management Team 6/12/09. Approved by North Governing Board 7/31/09. Updates to policy/procedure made on 9/13/2011 approved by North Governing Board on 11/4/2011.

10/2012 ADRC Name Change: ADRC of Eagle Country
Simplified and separated out procedures 1/2014 B.Dahl

Annual Review Dates:

Reviewed & revised by Functional Screen Quality Function team on October 11, 2010 approved and is ready to send to the Joint Management Team. Reviewed and updated by Function Screen Quality Function Team 6/13/2011 and 9/13/11. Joint Management Team reviewed and approved 9/13/11 updates. Reviewed and trained I & A staff 2/4/2014