

Health Care Policy / Community Supports & Services  
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**CDDO REVIEW REPORT/S**  
**Identified Strengths**  
**( As of November 5, 2007 )**

**1. Information Management**

- **Basic Consumer Information System (BCI)** – The BCI is a newly developed information technology tool for the CDDO and its affiliates. The CDDO and all of its affiliates will now have immediate access to BASIS, plan of care, and demographic information for only those persons served by that specific affiliate. The review team agrees with the CDDO in its belief that BCI will be a powerful tool for CDDO area management and will create several efficiencies related to BASIS, POC and services management for both affiliates and the CDDO.
- **CDDO Monthly Report to CEO** – A comprehensive monthly report is generated by the CDDO for the CEO. This comprehensive report includes information about: probabilities; waiting list persons; crisis determinations; courtesy BASIS assessments for foster care placements in other areas; and eligibility determinations etc. It is a very comprehensive report and is a strong mechanism to ensure CDDO services are effectively communicated and monitored within the organization.
- **CDDO Management Information Report** – A comprehensive report is generated by the CDDO. This report includes information about major CDDO functions and is clearly a good management tool. It is a strong mechanism to ensure CDDO services are effectively communicated and monitored within the organization.
- **Mailing List** - The CDDO and CSP mailing lists are clearly maintained separately and the CSP does not have access to the CDDO mailing list.

**2. Communication**

- **Affiliate Meetings** – The CDDO conducts an affiliate meeting monthly. Having the affiliate meetings monthly ensures up-to-date information on CDDO area management issues and ample opportunity to provide feedback to the CDDO. Even though affiliate meetings are not new, novel ideas, the review team felt it was important to recognize the CDDO for their efforts because of the frequency of the meetings and the depth of information shared. This process is another example of the CDDO's

commitment to its affiliates, timely communication, and quality management practices.

- **CDDO Website** – The website was easy to navigate and contained comprehensive information regarding services, the provider network, policies etc. Some information on the website was also available in Spanish.
- **CDDO Service Information Packet** – A packet of brochures describing available services, rights and responsibilities, and the dispute resolution process is shared at least annually and during initial contact. The brochures are easy to understand and are also available in Spanish. The dispute resolution brochure made the complicated process more understandable.
- **Affiliate Communication and Collaboration** – The CDDO routinely communicates with affiliates through meetings. A positive result of these meetings and a definite sign of commitment to collaborate is the establishment of local workgroups when local system design occurs.

### 3. Affiliation

- **Affiliation Process – Business Plan Requirement** – Each prospective affiliate is required to devise a business plan and submit it to the CDDO prior to affiliation. This requirement serves the CDDO well in developing affiliates which have a greater chance of sustaining their services well into the future.
- **Affiliate Satisfaction Survey** – The use of this survey shows the CDDO values its relationship with affiliates and has true commitment to assessing its own services on a formal on-going basis.

### 4. Quality Assurance

- **Targeted Case Management (TCM) Reviews** – The CDDO annually performs an in depth review of all its affiliated case management providers and individual case managers. The review includes administrative and service quality components. These reviews have resulted in an increased quality of case management. It also provides the CDDO, in its capacity as the enrolled Medicaid TCM provider, some assurances of proper billing / administrative practices.
- **Paid Claims Monitoring** – The CDDO quality assurance staff has a very strong process for monitoring whether or not services that have been paid for were delivered. The process compares claims paid to time sheets and evidence of service provision.
- **Quality Assurance System** – The CDDO has a comprehensive quality assurance process. The process ensures random sampling for each its

quality reviews through a detailed process that includes the use of the [www.randomizer.org](http://www.randomizer.org) website. Data collected through quality assurance activities is tracked and trended on an on-going basis. Reports generated are used to monitor provider issues as well as the entire CDDO region. Uniform processes and forms are used when requiring corrective action/s of any CSP. All children receiving services are reviewed annually by the CDDO quality assurance process.

- **Quality Assurance Forms** – The form includes visual aids for use when interviewing persons served. There is a clear delineation between the responsibilities of the BASIS assessor during the annual review and the responsibilities of the quality assurance committee members on an on-going basis.
- **Quality Assurance Process** – The CDDO’s quality assurance process is designed in a manner that requires the affiliate CSP representatives to review the CDDO’s CSP quality and vice versa. This process design minimizes potential conflicts of interest in the quality assurance committee reviews.

## **5. Service Referral Management**

- **Uniform CSP Marketing Requirements** – The CDDO requires that all CSP marketing information meet uniform requirements when the CDDO will be distributing the information as part of its single point of entry or service referral processes. These uniform requirements ensure that no provider is benefitted solely based upon the mode or format of the information presented. These requirements do not apply to any information the CSP chooses to distribute directly to persons through its own marketing plans.
- **Provider Change Request Form Tracking** – Each provider change notification form is issued a number when the form is requested. This numbering system allows the CDDO to more easily manage and track the notifications.
- **Provider Fairs** – Provider fairs are offered to persons as an option to assist them in determining which provider to choose. These provider fairs allow each service provider a set amount of time to meet with and market itself to persons seeking new or different services.
- **CDDO Management of Service Provider Changes** – A CDDO staff meets individually with each person requesting a change in service providers. This process applies to any service provider change request. Additionally, the form the CDDO completes with the person is a strong mechanism to ensure the person has considered all potential impacts when making his/her decision. Management of service provider changes is a significant strength of the CDDO.

## **6. Resource Management**

- **Local Finance Plan** – The local finance plan distributes county and state funds to providers for various services. The plan ensures equitable distribution of the identified funds. The funding in the local finance plan will follow the person from one provider to another as long as the person still resides in the CDDO region. The development of the finance plan allows all providers the opportunity for input.
- **County Mill Levy Funds** – The CDDO shares the area’s county funding with the affiliate providing services in the county the funds were generated. The review team identified this as a strength and as an indicator of the CDDO’s commitment to its fully licensed affiliate and area capacity.
- **Affiliate Access to County Funding** – The CDDO has an application process for affiliates to request access to county funds. The sharing of county funding is another strong sign of commitment to its affiliates and area capacity.

## 7. Administration

- **CDDO Area Training Opportunities** – The CDDO publishes a monthly calendar of free trainings available to its affiliates and interested members of the community. The training available includes both routine systems training as well as issue specific training by experts from outside the state. The review team was very impressed with the number and depth of the continuous training offered within this CDDO area.
- **CDDO Oversight Committee** – The CDDO does not operate under its own Board of Directors. However, some of the corporation’s Board of Directors are designated as liasons between the CDDO and the corporation’s Board of Directors. The corporate board designees meet with the CDDO prior to board meetings and appraise the full Board of Directors on CDDO related issues.
- **Management of Plans of Care and BASIS** - The CDDO when compared to other CDDOs of its size had a much below average number of errors reported for the review time frame. The CDDO has demonstrated exemplary work in these areas. The CDDO utilizes an internal audit / checklist of BASIS information to minimize the likelihood of any errors.
- **CDDO Policies and Procedures** – The CDDO formally reviews its policies annually and submits any substantive revisions to SRS approval. This annual review process has resulted in a very comprehensive, up-to-date set of CDDO policies and forms.
- **CDDO Strategic Plan** – A facilitator is hired to facilitate input on and review of the CDDO’s strategic plan. CDDO staff members do not participate in this endeavor in an effort to ensure open, unbridled review and communication by persons served and providers who choose to participate in the facilitated activity.

- **Crisis Request Information Verification** – CDDO Quality Assurance staff, when needed, are sent to verify situations and information submitted in crisis requests. This occurs in most instances when a crisis request is received by the CDDO.
- **Council of Community Members** – The council is organized and utilized in a way that ensures meaningful input and educational opportunities for all council members.
- **CDDO as Separate Department** – An overall theme throughout the interviews with family members was their appreciation of the CDDO Director and processes of the CDDO. Several family members commented on how much more aware they are of service provider options and feeling much more informed since the CDDO became a separate department.
- **CDDO Budget** – The CDDO has its own separate budget within the agency’s overall budget. This is a positive step towards maintaining separation in CDDO and CSP functions.

## 8. Other