

<p><b>Outcome:</b>                  100% of the children enrolled in First Step in Cluster B will have timely delivery of services as written on their IFSP</p>	<p><b>So that:</b>                  They and their families have the optimum amount of therapy services for learning and acquiring skills as written on their IFSP.</p>
<p><b>Explanation of Data:</b>                  Quarterly Data 89.5% (51/57)</p> <p>6month reviews data:                  1 miscalculated and started on Day 31                  2 started within 30 days of the authorization not 30 days of the parent signature</p> <p>Initial-                  2 siblings - The COTA assigned to the plan never contacted the family. SC contacted the agency on day 28 as the family informed her they had not heard from the provider. The agency assigned an OT who started services on day 69.</p> <p>Annual                  1- Therapist contacted family and scheduled initial appointment for day 19 then contacted mom she was sick and would reschedule, she was sick for days 19-22 and was unable on days 23 and 24 to see the family. When she asked mom about the following week mom said she would be out of town and the dad would have the child. He resides in Indy.                  Services started on day 33.</p> <p>The Data/Child-Find Committee did not identify any trends or patterns with the 6 occasions services were not delivered timely. Four of the six incidences appeared to be honest mistakes or mishaps. Two of the six incidences were the COTA did not contact the family the agency took correct action measures to assure this will not occur again with this provider.</p>	<p><b>Strategies(Who is responsible/timeline/evaluation):</b></p> <p>We know that two of the errors were as a result of starting the service authorization the first day of the new quarter.</p> <p>If our hypothesize is that the providers determined they had 30 days from the day of the authorization instead of from the parent signature then we need to inform them that the 30 day count begins with the parent signature. The Service Coordinator Supervisor will:</p> <ol style="list-style-type: none"> <li>1) At the January 2015 Service Coordinator team meeting will Inform the Service Coordinators that new services begin 30 days from the parent signature on the change page and not the 1<sup>st</sup> day of the new quarter.</li> <li>2) At the January 2015 Service Coordinator meeting will Train the Service Coordinators to put the new service on the top line of the change page with the start date 10 days from the parent signature and the end date the end of the following quarter. And all ongoing authorizations on the second line etc. with a start date of the 1<sup>st</sup> and end date the last day of the quarter.</li> </ol> <p>The SPOE director will:</p> <ol style="list-style-type: none"> <li>1) In January, 2015 send an email to the agency directors explaining the 30 day start requirement and the added new service will have a different start date than the ongoing services for the new quarter to comply with timely delivery of services.</li> </ol> <p><b>Evaluation:</b>                  Supervisor will review all completed quarterly packets from the Service Coordinators prior to submitting for data entry to verify</p>

	<p>the authorizations are dated to reflect the appropriate start date of service to ensure timely delivery of all services on the plan.</p>
<p><b>List Barriers to accomplishing strategies and how to address them:</b> Agencies need to notify SPOEs as soon as they are aware a provider is leaving First Steps</p>	
<p><b>Resources needed:</b> <input type="checkbox"/> State Clarification    IIDC    Training    <input type="checkbox"/> Mentoring    Other: State</p> <p><b>Explain:</b></p>	
<p><b>Stakeholder Collaboration:</b></p> <p>Data committee invited all agency directors to their January 12, 2015 meeting to assist with the QIP. The Committee reviewed the data and did not identify any trends or patterns, they agreed with training the Service Coordinators with regards to adding a new service and completing the change page. The committee was also recommended that the SPOE add timely delivery of services to the February Agency directors Meeting. The committee felt the strategies were sufficient at this time to address the 2 cases that they identified as within our ability to demonstrate improvement.</p>	