**DDS Update to the Federal OIG Report**

The Federal OIG report came out in July 2016. While DDS had concerns with some of the methodology, it recognized that improvements and enhancements to monitoring systems would further safeguard and support individuals it serves. Based on OIG recommendations, DDS has initiated or completed the following improvements:

1. Develop and provide training for staff of DDS and group homes on how to identify and report critical incidents and reasonable suspicions of abuse or neglect

DDS Actions:

* Developed and implemented a mandated reporter training. Training materials distributed to providers in December., 2016  New employees: Training in place by April 1, 2017; All employees: Training in place by April 1, 2018
* Providers may submit own training to DDS for approval.
* Two fact sheets distributed to DDS staff and providers in December, 2016

1. Develop a data-exchange agreement and related analytical procedures to ensure DDS access to the Medicaid claims data so that it can detect unreported incidents

DDS Actions:

* A data exchange agreement was developed and implemented
* Data analysis ongoing on a quarterly basis from July-September 2016 onward
* Follow up with area offices and providers for systems improvements.

1. Develop and provide training for staff of DDS and group homes to ensure that action steps are identified to prevent similar incidents from recurring

DDS Actions:

* A series of webinar and face to face trainings have occurred with DDS staff and providers
* DDS management staff training on available reports and how to conduct a thorough review of incidents was completed
* Trainings for DDS provider and state staff on the updated incident management system were completed
* A “Quality in No Accident” brief on ER/Urgent Care was disseminated in December, 2016

1. Coordinate with DPPC to ensure that any potential cases of abuse or neglect that are identified as a result of new analytical procedures are investigated as needed.

DDS Actions:

* Further guidance was given to managers to aid in the review process
* A question was added to “trigger” reports related to whether DPPC should have been notified
* A filter has been added to management reports related to whether DPPC has been notified

1. Update DDS policies and procedures so they clearly define and provide examples of potential abuse or neglect

DDS Actions:

* DDS and DPPC confirmed and documented the “reasonable cause to believe” standard
* DDS and DPPC coordinated efforts on the Mandated Reporter Training
* DDS and DPPC  have been co-presenting to DDS and provider staff on a regional basis. Presentations completed in February, 2017

December 2017