

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Hagens / Goldberg</i>	DATE <i>8-10-09</i>
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DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER <i>101077</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____		
2. DATE SIGNED BY DIRECTOR <i>Emma Forkner</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>8-19-09</i> <input type="checkbox"/> FOIA DATE DUE _____ <input type="checkbox"/> Necessary Action		
<i>Close/11/14 per Richard K.</i> <i>on 10/13/09</i>			

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			



THOMSON REUTERS

Beth Jackson
Director
National Quality Enterprise

To Emma Forkner Director Department of Health and Human Services Susie Boykin Waiver Manager Department of Health and Human Services	From Beth Jackson, Ph.D., Director National Quality Enterprise (NQE) Thomson Reuters
<hr/>	
Date August 7, 2009	
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Subject Technical Assistance from CMS' National Quality Enterprise	

Your state will soon be receiving a request from CMS for an evidence report for the HIV/AIDS Waiver (0186), which expires on September 30, 2011. This report will provide CMS with information on how you have met the federal waiver assurances. You will be asked to provide concise, specific information that demonstrates your State's implementation of your quality improvement strategy, i.e. discovery, remediation and improvement activities.

The CMS review of your evidence report will be used to evaluate the overall performance of this waiver program. The results of this review will serve to inform both the State and CMS of the State's compliance with waiver assurances in anticipation of the waiver's renewal.

CMS has funded the Healthcare business of Thomson Reuters to provide technical assistance under the National HCBS Quality Enterprise (NQE) **at no cost to the State**. The NQE is available to assist you to **prepare evidence reports** as well as develop/refine your **Quality Improvement Strategy** to meet CMS' requirements of the waiver application.

If you are interested in Technical Assistance from the NQE or would like more information about the TA we can provide, please submit a
TA Request Form at:

www.nationalqualityenterprise.net/nqe

Please see the attached flyer for additional information about
Technical Assistance available from the NQE at **No Cost** to the State.



THOMSON REUTERS

National HCBS Quality Enterprise

The National Home and Community-Based Services Quality Enterprise (NQE) provides technical assistance on quality to state Medicaid home and community-based services (HCBS) programs. The NQE is funded by the Centers for Medicare and Medicaid Services (CMS) under a grant to the Healthcare Business of Thomson Reuters. Subcontractors include the Human Resources Services Institute and Boston College's National Center for Consumer Direction.

Technical Assistance to States is Free

The NQE offers technical assistance on quality on a range of Medicaid HCBS authorities, including 1915c, 1915i, 1915j and 1115 waivers, combination a/c and b/c waivers, Money Follows the Person (MFP) and the Psychiatric Residential Treatment Facilities (PRTF) grants. NQE team members collaborate with state staff to deliver individualized technical assistance in quality in a variety of formats and areas. Technical assistance to state programs is provided through phone calls, email, webinars, video conferences and on-site engagements. All technical assistance is provided at no cost to states.

Under the NQE, states may request technical assistance in:

- Designing or redesigning comprehensive HCBS quality improvement systems
- Preparing evidence-based reports for CMS reviews of 1915c waivers
- Crafting the Quality Improvement Strategy sections of the waiver application
- Developing performance measures for HCBS quality
- Identifying data sources for performance measures
- Specifying sampling strategies for performance measures
- Developing remediation and improvement strategies
- Analyzing performance measure data and identifying trends
- Designing and implementing incident management systems
- Developing and monitoring risk management and mitigation strategies
- Enhancing provider monitoring
- Developing quality improvement strategies for self-directed HCBS programs
- Defining the role of case management in quality improvement
- Collecting and using Participant feedback including support of the CMS Participant Experience Survey (PES)
- Designing, testing, and fielding surveys for consumers and providers

To request Technical Assistance, please visit
www.nationalqualityenterprise.net and submit a TA Request Form.

Project Director: Beth Jackson, Ph.D., Thomson Reuters
Project Officer: Anita Yuskaskas, Ph.D., CMS

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Beth Jackson
Director
National Quality Enterprise

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Emma Forkner Director Department of Health and Human Services	Beth Jackson, Ph.D., Director National Quality Enterprise (NQE) Thomson Reuters
Susie Boykin Waiver Manager Department of Health and Human Services	
Date	August 7, 2009
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