



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF MENTAL RETARDATION SERVICES
ANDREW JACKSON BUILDING, 15th FLOOR
500 DEADERICK STREET
NASHVILLE, TENNESSEE 37243

August 11, 2008

Kyle Hauth, Executive Director
Orange Grove Center
615 Derby St.
Chattanooga, TN 37404-1632

Dear Mr. Hauth:

For the past two years, the Division of Mental Retardation Services (DMRS) has worked to establish a comprehensive quality management system which includes numerous mechanisms to measure the quality of services and supports provided by community-based providers. The foundation of the quality management system is a set of outcome-based quality assurance survey tools that were designed with assistance from consultants provided by the Center for Medicare and Medicaid Services (CMS). We now have two complete years' worth of data regarding survey results across day, residential, clinical and support coordination agencies.

In addition to the foundational tools, we have also developed mechanisms for the review and trending of data related to incidents and investigations for each provider, as well as other quality-related data that are available within our system. For example, we review the status, where applicable, of each day and residential provider with the Court Monitor's Quality Tier system. We also review the status as to resolution of all complaints regarding a provider.

All of this information generates a portrait as relates to the level of performance of each provider.

During the development of the quality management system, DMRS made a commitment to examine the frequency with which we were monitoring providers. We have attempted to make some adjustments in that frequency, based on provider performance. We have worked to develop specific criteria to utilize in making decisions about the number of monitoring visits by DMRS. A document discussing those criteria is attached for your information.

Rec'd 8-18-08

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Based on these criteria, I am pleased to notify you that Orange Grove Center has been designated a ★★ Agency for FY 2008 – 09. Your staff and others associated with the operation of Orange Grove Center should feel a much deserved sense of accomplishment because of your achievement. Please accept the enclosed certificate as evidence of this designation.

Orange Grove Center is exempt from the requirement of having a quality assurance survey during FY 2008 – 09. Additional information about the monitoring schedule is included in the criteria document. Please review this closely for a specific understanding of the designation and its implications for your agency in the future.

Congratulations on attaining the ★★ designation.

Sincerely,



Stephen H. Norris
Deputy Commissioner

SHN:pna

Enclosure

Cc Debbie Payne
 Laura Doutre
 Pat Nichols
 John Craven
 Nancy Krahenbill

Division of Mental Retardation Services Monitoring Frequency Based on Agency Performance

All final decisions for reduced monitoring and increased monitoring will be made by the Statewide Quality Management Committee, following receipt of recommendations from the Regional Quality Management Committee.

The following are criteria for decreasing the number of monitoring visits by DMRS based on agency performance.

1. Minimum requirements for **★★★★ Agencies**:
 - 96% or above overall compliance on QA surveys for two consecutive years, with no domain score of below Partial Compliance. Agency must achieve a rating of Substantial Compliance in Domain 3 (Safety and Security). For an ISC agency, the rating for Domain 2 (Individual Planning and Implementation) must be Substantial Compliance.
 - No preventable egregious events resulting in the death of an individual for one year;
 - An annualized substantiated investigation rate of 10 substantiations per 100 persons served (10:100), or less, for one year;
 - Quality Tier designation from Court Monitor, if applicable.

2. Monitoring schedule for **★★★★ Agencies**
 - Every other year full Quality Assurance Survey;
 - One Targeted Elements Assessment (TEA) review, as applicable, during the off survey year with focus on quality improvement planning, including the agency's Quality Improvement Plan (QIP) and self-assessment;
 - Every other year training audits, with agency conducting a self-audit of training requirements during the off survey year and submitting the findings to the Agency Team, along with an explanation of how the findings are incorporated into the QIP;
 - Quality Tier designation from Court Monitor, if applicable;
 - Agency to submit annual trend analysis of incidents and investigations with evidence of proactive efforts for improvement to Protection from Harm Unit.

3. Minimum requirements for **★★★ Agencies**:
 - At least 85% overall compliance on QA surveys for two consecutive years, with no domain score of below Partial Compliance. Agency must achieve a rating of Substantial Compliance in Domain 3. For ISC agencies, the rating for Domain 2 must be Substantial Compliance.
 - No preventable egregious events resulting in the death of an individual for one year;
 - An annualized substantiated investigation rate of 10 substantiations per 100 persons served (10:100), or less, for one year;
 - Quality Tier designation from Court Monitor, if applicable.

4. Monitoring schedule for **★★★ Agencies**
 - Every other year full Quality Assurance Survey;
 - Two TEA reviews, as applicable, during the off survey year with one focused on quality improvement planning, including the agency's QIP and self-assessment;
 - Every other year training audits, with agency conducting a self-audit of training requirements during the off survey year and submitting the findings to the Agency Team, along with an explanation of how the findings are incorporated into the QIP;
 - Quality Tier designation from Court Monitor, if applicable;
 - Agency to submit annual trend analysis of incidents and investigations with evidence of proactive efforts for improvement to Protection from Harm Unit.

5. In the event that the performance level of an **★★★★ Agency** or **★★★ Agency** decreases, the Regional Quality Management Committee will examine the need to increase monitoring activity. Indicators for consideration of increased monitoring include:

- TEA predictor indicates less than "Fair" QA rating;
- Pattern of egregious or immediate jeopardy events;
- Increase in agency investigation substantiation rate or indicators of under-reporting of incidents;
- Other performance issues as identified by the Regional Quality Management Committee.

6. Increased monitoring will be as follows:

★★★★ Agency – Two TEAs per year, with a full QA survey the following fiscal year.

★★★ Agency – Three TEAs per year, with a full QA survey the following fiscal year.

7. The specific increased monitoring schedule will be determined by the Regional Quality Management Committee.