



State of Connecticut
Department of Developmental Services

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

QSR Reopening Plan

TO: DDS Qualified Providers

FROM: David Sokolow, Quality Review Specialist Supervisor

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Krista Ostaszewski, Health Management Administrator, Jackson Pierre-Louis, Quality and Systems Improvement, DDS QSR Reviewers, Regional Directors, Assistant Regional Directors, Resource Administrators, The Alliance, The Arc CT

DATE: July 15, 2021

SUBJECT: QSR Reopening Plan

The Department of Developmental Services (DDS) is in the process of resuming all phases of the Quality Service Review (QSR). Beginning July 1, 2021, QSR staff members have been communicating directly with you, as a qualified provider, regarding the revised QSR process for your reviews.

QSR reviews will be completed as follows:

All reviews will be completed onsite except for the following:

- If a provider utilizes an electronic recordkeeping platform, then the QSR reviewer will request access and training on that platform. A review of the documentation, on these platforms, will be completed prior to the onsite Observation, Interviews, and/or Safety Checks (where applicable).
- CLA reviews will be conducted jointly with the QSR and CLA reviewers; when licensing is due to be completed. CLA reviewers will inform the QSR reviewers when the inspections on the QSR sample is slated to take place. (The QSR sample has been shared with the CLA unit.) In this case, the QSR reviewer will only review documentation for the sample individual, either on site (on the same day as the licensing review) or via an electronic platform, as previously noted. If an inspection has already occurred for the fiscal year, then the QSR review will be conducted well after the licensing inspection (to avoid any undue stress on the provider). CLA/QSR reviews that are not completed in association with CLA licensing will have unannounced QSR visits conducted (Interviews, Observation and/or Safety Checklist) in addition to the documentation reviews (electronically or at the physical location).

- Fire Drills and/or financial records will be reviewed onsite unless they are stored electronically, in which case, they can be reviewed through the electronic recordkeeping platform.

When conducting onsite reviews, QSR Reviewers will follow all visitation procedures set forth by the provider. They will always also wear face masks while onsite.

- QSR onsite reviews will not take place if any individual or staff person (including the QSR Reviewer) has been recently (within the last 10 days of the scheduled visit) been diagnosed with COVID-19, if the location is in quarantine or if anyone in the setting is displaying symptoms of COVID.

DDS understands that some providers may have questions about this review process, please email David Sokolow, Quality Review Specialist Supervisor at David.Sokolow@ct.gov