



# Senior & Long Term Care Division Community Services Bureau Big Sky Waiver Policy Manual

Title: BSW 610  
Section: ADMINISTRATIVE REQUIREMENTS  
Subject: Quality Improvement Projects  
Reference: Big Sky Waiver (BSW) Application 02-11-2019; 42 CFR 441.302; ARM 37.40.1420, 37.40.1406

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**DEFINITION** Quality Improvement Projects (QIPs) must meet Federal Waiver Assurances as part of the existing quarterly chart audit process. Each Case Management Team (CMT) will work with their assigned RPO to identify one topic per quarter of the state fiscal year to track and trend. The CMT will collaborate with the RPO in developing, implementing and monitoring progress on the goal. The CMT may use the method described below or select an internal business method used by a CMT that includes goals and objectives. One compliance method for QIP is the implementation of the SMART goal process based on findings from the internal chart audit. A SMART goal includes:

1. Identification of a specific goal to achieve.
2. Include criteria in the goal that is measurable.
3. Action specific and attainable/achievable.
4. Relevant to the member and/or the program.
5. Timeframe for achieving the goal and/or objective.

**NOTE:** Refer to BSW 899-2a, 899-2b, and 899-2c for internal chart audit instructions and other reporting requirements. Refer to BSW 899-3 for information about CMS Federal Waiver Assurances.

**CRITERIA** The topic identified must be specific, measurable and relevant to the waiver performance standards. Waiver performance standards and examples of topics to track and trend:

1. **INDEPENDENCE/CHOICE-PERFORMANCE STANDARD I**
  - a. CMT will develop a list of providers, and services they offer. This will be provided to members upon intake.
2. **RELATIONSHIPS-PERFORMANCE STANDARD II**

(between member, workers, and support team)

- a. CMT will work with members and any secondary providers on scheduling coordinated visits outside of annual and six-month visits to strengthen communication when necessary.
1. KNOWLEDGE AND SUPPORT-PERFORMANCE STANDARD III;
    - a. CMT will provide quarterly trainings to members and providers agencies when BSW policies change.
  2. HEALTH AND SAFETY PERFORMANCE STANDARD IV;
    - a. CMT will ensure that all SOR's are completed within the required timeframe and are completed with all necessary subtypes.
  3. FINANCIAL ACCOUNTABILITY-PERFORMANCE STANDARD V
    - a. CMT will develop a scheduling system that ensures that all appropriate annual prior authorizations are submitted to RPO at least 10 days in advance of the annual visit.

## PROCESS

The following timeline describes the actions required during each quarter.

1. Identify the issue and collect baseline information. The CMT will notify the RPO of the issue selected for review and include baseline data to support the rationale for working on the issue. The RPO as to be consistently informed of the trends/tracking of the CMT's work.
2. Write a goal that includes a measurable percent of movement towards the goal as well as an anticipated deadline to achieve the goal. At minimum, one objective will be written as evidence of the CMT's efforts to plan positive movement towards the goal.
3. Implement/complete the objective(s).
4. The CMT will review the results quarterly and determine whether to continue with the goal or select a new goal. The outcome of the quarter will be reported to the RPO in writing.

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#### TIMELINE

1. Quarter One-Due December 31
2. Quarter Two-Due March 31
3. Quarter Three-Due June 30
4. Quarter Four-Due September 30

#### EXAMPLE:

Issue: Completed psychosocial summaries were not in accordance with BSW 899-17.

Baseline: During an internal chart audit, we discovered that our CMs were updating the psychosocial summaries at different intervals and using different update methods in CaseWave. Goal: One hundred percent of the members have a psychosocial summary completed upon admission to waiver. Twenty percent of the subsequent psychosocial summaries were in compliance with BSW 899-17.

#### SMART GOAL:

Increase the number of members who have accurately completed psychosocial summaries by 10% by (date).

#### OBJECTIVE:

1. Each CM will review BSW 899-17 by (date).
2. The CM supervisor will train each CM on BSW 899-17 by (date).
3. Each CM will evaluate the compliance with BSW 899-17 for each member of their case load by (date).
4. Each CM will correct inaccurate psychosocial summaries within 30 days (date).
5. The supervisor for CM's will complete a random sample chart audit of 20% of each CM's case load for psychosocial summary compliance with BSW 899-17 by (date).
6. Necessary remediation will be completed by (date).
7. Re-evaluation: A \_\_\_% of member's psychosocial summaries remained out of compliance with BSW 899-17. Continue with goal into next quarter.

If the goal is not achieved, the CMT may continue to work on

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the same goal during the next quarter as the CMT determines appropriate. A CMT must change goals at least one time per calendar year. Adjustments to the goals and objective should be made in coordination with RPO and as the process evolves.

The CMT will maintain documentation of the issue selected for review along with corrective actions. Documentation shall also identify who is responsible for enacting identified changes. Documentation must be available to the Program Manager conducting the QAR as requested.