

Revised Provider Monitoring Pilot Webinar

November 13, 2025

Today's Agenda

- Welcome
- Goals of Provider Monitoring Redesign
- Current Monitoring Summary
- Overview of Future Plans
- Q&A and Open Discussion



Purpose of Provider Monitoring Redesign

- Move from a culture of compliance to a culture of quality
- Focus more on participant outcomes, less on process/outputs
- Incorporate HCBS Settings requirements
- Validate with participant experience data
- Align provider oversight and quality initiatives
- Align with upcoming Waiver Renewal



Current Provider Monitoring: File Reviews

- Are all required reports and updates provided to case manager?
- Does documentation reflect required face-to-face visits and oversight by the provider agency, including progress towards outcomes, assessment of service implementation, addressing barriers?
- Are adverse events reported and documented as required?
- Is there a Positive Behavior Support Plan when needed, and does it reflect alignment of strategies in the Individual Plan?
- For participants with nurse delegation, has required training and documentation occurred?

Current Provider Monitoring: HCBS Settings

- Completion of the HCBS Settings Compliance Evidence Template and on-site validation review for new service settings, or service settings moving from contracting with one agency to another
- Provision of updated policies and procedures to DDD CRB
- Adult Foster Homes: HCBS Settings Compliance incorporated into certification process



Key Themes: March Feedback Sessions

- Concerns that current monitoring and compliance processes do not adequately support continuous quality improvement nor reflect person-centered outcomes
- Call for more qualitative measures, standardized satisfaction surveys, and service-specific indicators
- Transparency and clarity is important
- Data collection challenges (both capacity and quality) are barriers
- Need for more training in person-centered practices, clearer goal-setting in ISPs, and more meaningful engagement of participants and families
- Capacity of both state staff and providers is limited, creating pressure

Provider Monitoring Tool Sections

1. Staff Validation Indicators

- Background checks and clearance
- Staff qualifications
- Training

2. Core Indicators

- Individual Plan components
- Reporting, progress, and supervision
- Adverse Event Reporting
- Participant satisfaction
- Quality Management Plan

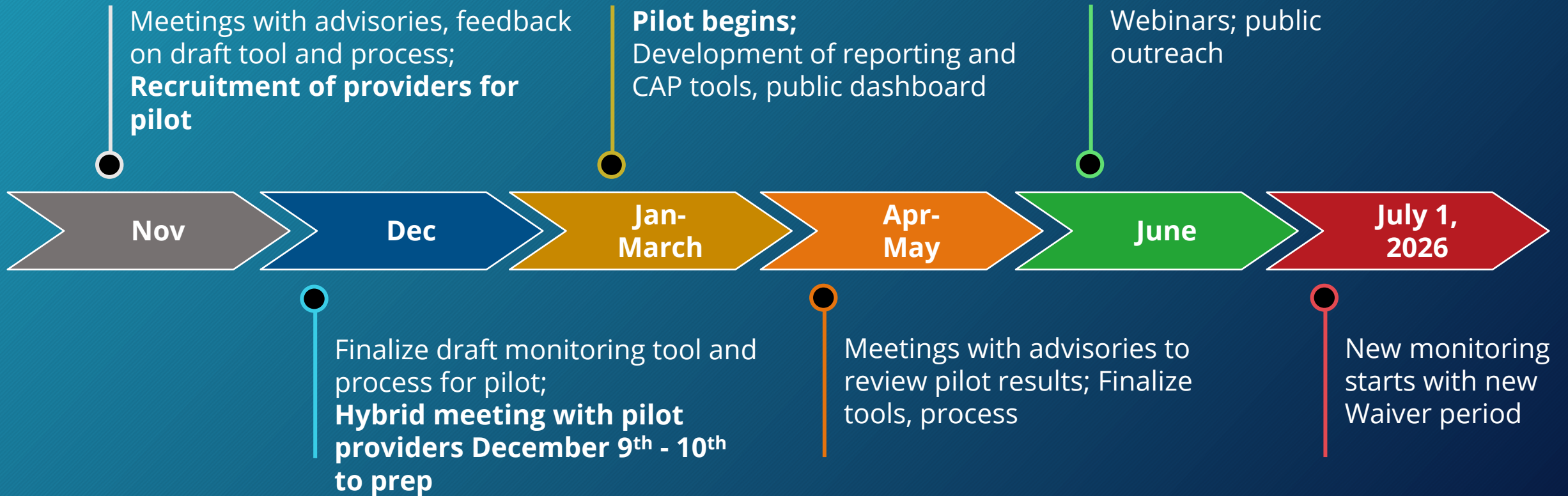
3. Service-Specific Indicators

- Residential Habilitation
- Adult Day Health
- Behavior Supports Training and Consultation
- CLS - Group
- CLS - Individual
- Discovery & Career Planning
- Employment Services
- PAB
- Private Duty Nursing
- Respite

Redesign Approach

- Each indicator measured (with criteria):
 - Compliant
 - Partially Compliant
 - Non-compliant
- Some reporting only measures
- Data from multiple sources – not just file review
- Validation through participant interviews
- Potential for reduced/increased periodicity of monitoring

Implementation Timeline



Pilot Details

- Seeking participating pilot providers that span services and islands.
- Each provider will provide 2-3 participant files for review.
- If you are interested in participating, email Danielle (dswanson@healthmanagement.com) and Sharon (slewis@healthmanagement.com) **by December 1st**
 - Provide contact information and which services (including which islands) you would like included in the pilot.
- Reach out to DDD CRB at DOH.dddcrb@doh.hawaii.gov with additional questions.

Questions?