

Guidelines for Tailored Plan (TP)/Prepaid Inpatient Healthcare Plan (PIHP) Transitions to Community Living (TCL) Quality Assurance and Performance Improvement (QAPI) Plan

Background and Objective of the TCL QAPI Plan

NCDHHS Transitions to Community Living provides eligible adults living with serious mental illness (SMI) the opportunity to choose where they live, work and play in North Carolina. TCL promotes recovery through long-term supportive housing and community-based mental health, supported employment, and community integration services. Over the life of the program, TCL has transitioned more than 3,000 individuals from adult care homes and state psychiatric hospitals to permanent supportive housing and diverted more than 5,000 adults with SMI from entering adult care homes.

The TCL QAPI Plan is part of the TP's/PIHP's contractually required QAPI Plan. It describes data-driven processes to monitor and ensure contract compliance, identify and remediate quality issues, and demonstrate performance improvement in support of current and future TCL members. State level oversight of TP/PIHP quality assurance and performance improvement for TCL involves North Carolina's DHHS Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS); Division of Health Benefits (DHB); and Office of the Secretary (NC Olmstead).

The TCL QAPI Plan is a living document that evolves as the TCL QAPI system matures. Initial development includes review and documentation of current QAPI processes designed to help evaluate and address three guiding questions:

1. Have QAPI activities been implemented and conducted as planned?
2. Are TCL program goals being achieved?
3. What quality improvement actions are needed and will be taken to address identified compliance, quality, and performance issues?

Documentation of existing QAPI processes also facilitates identification and prioritization of gaps and opportunities for improvement.

The overarching objective of the QAPI Plan is to ensure the quality and effectiveness of TCL services and supports in order to achieve intended program objectives and member outcomes. When fully developed, the Plan will include processes to monitor, identify, and address quality and performance issues related, at minimum, to the following core TCL program components.

Table 1. Core TCL Program Components

Scope	Description	Core Program Components
Services and Supports	Covers community-based services and supports, including tenancy supports, community-based mental health services, employment services, peer supports, crisis services; assertive engagement services	<i>Network adequacy and service gaps; service access and provision; person centered planning; crisis planning; service intensity/ frequency/ duration; services are individualized, evidence based, recovery focused and strengthen the individual's integration into community living; provider training and capacity; MH/SUD provider service outcomes assessments</i>

Program Operations	Operational processes and other contracted functions	<i>Supportive housing slot provision and requirements, development and improvement of housing opportunities, in-reach, discharge and transition planning, bridge housing utilization, pre-admission screening and diversion, survey administration, RN/OT physical health and functional assessments, informed decision-making, tailored care management, complex care, barriers committee operations and training, staffing levels and expansion, staff training</i>
Member Outcomes	Outcomes related to objectives of TCL and the State's settlement agreement with U.S. DOJ	<i>Housing stability, community integration including competitive integrated employment and educational enrollment, quality of life, adverse incidents including incarceration, housing separations that involve a Level 3 incident or TCL member death, ACH admissions and readmissions, hospital admissions and readmissions, ED visits and repeat visits</i>
Data and Reporting	Data integrity and required reporting	<i>Accuracy and timeliness of database entries and reporting on community integration services and supports and supportive housing rental subsidies and leases, other required reporting</i>

TCL QAPI Plan Elements

The QAPI Plan includes the following content:

- I. Introductory statement of the purpose and scope of TCL aspects of the QAPI Plan
- II. Overview of the existing TCL QAPI system structure, including key staff positions and business units; crucial data sources, tools, and systems used to support and carry out QAPI activities; and the flow of data and information within the system
- III. Inventory of TCL QAPI processes currently in place
- IV. Inventory of TCL QAPI processes planned for implementation

The TCL QAPI process inventories document in table format existing and planned processes to address each of the core TCL program components listed in Table 1 using the following column or row headings.

<i>Scope</i>	<i>Objective</i>	<i>Task/Goal</i>	<i>Frequency</i>	<i>Responsible Person</i>
<i>Which of the four broad categories: Services and Supports, Program Operations, Member Outcomes, Data and Reporting</i>	<i>Describe the purpose of the process and identify the core program component or requirement it addresses*</i>	<i>Describe the process and, when applicable, set a goal that is measurable by including measures/indicators for tracking the performance of the process</i>	<i>e.g., quarterly, monthly, etc.</i>	<i>Identify the responsible business unit, team, and/or person</i>

**Some processes may address multiple program components, and some program components may be addressed by multiple processes*

or

Scope: Objective: Task/Goal: Frequency of Reporting: Responsible Person:

The inventory of planned processes includes an additional Implementation Timeline column or row:

Scope	Objective	Task/Goal	Frequency	Responsible Person	Implementation Timeline
					<i>For new QAPI processes, only, what is the planned implementation date or timeline?</i>

or

Scope: Objective: Task/Goal: Frequency of Reporting: Responsible Person: Implementation Timeline:
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Quarterly Reporting on TCL QAPI Activities

On a quarterly basis, QAPI activities are reported under a Task Update heading.

Scope	Objective	Task/Goal	Frequency	Responsible Person	Task Update
					<i>Provide updates on previous quarter QAPI activities, outcomes, issues identified, and actions taken</i>

or

Scope:
Objective:
Task/Goal:
Frequency:
Responsible Person:
Task Update:

Integration of TCL QAPI Plan into TP/PIHP Quality Management Documents

The four elements of the TCL QAPI Plan are integrated into the existing Quality Management documentation cycle and are part of the TP's/PIHP's contractually required QAPI Plan.

As illustrated below, elements I and II are incorporated into the Quality Management and Improvement Plan (QMIP), and elements III and IV are incorporated into the QAPI Work Plan. At a later date to be determined by DHHS, the Quarterly Reports will be incorporated into the Annual Quality Management Program Evaluation.

