

## Policy and Procedure

### Illinois Maternal, Infant, and Early Childhood Home Visiting Program (MIECHV)

#### On-Site Program Quality Review Visit

All of the contracts awarded through the Division of Family & Community Services periodically undergo an On-Site Program Quality Review conducted by DHS staff and Title V Nurses. A letter will be sent to providers that confirms the visit. Providers will be informed of the documentation needed (listed below) to complete the review.

Prior to the visit, details of the review will be finalized with the Program Manager/ Supervisor.

The review will consist of an entrance conference, documentation review, observation, and exit conference. The review will be conducted by DHS staff.

The Documentation Review will include the review of:

- Client case files- at least 3 files per MIECHV home visitor
- Documentation of Supervisory reflective supervision for each MIECHV home visitor
- Staff input survey completed by MIECHV supervisory and home visiting staff

During the visit one of the following will be observed:

- Home Visit
- Parent- Group Activity
- MIECHVP Staff Meeting

MIECHV supervisory personnel, knowledgeable about the provider's program model, required benchmarks and service delivery process must be available during the visit.

Providers are informed that the review process could last approximately 1 to 2 days per site.

The exit interview will include a verbal report of the review of the following as appropriate:

Home Visiting (HV) Deliverable QA Review

Coordinated Intake (CI) Deliverable QA Review

HV Client File Quality Assurance (QA) Review

Nurses' Chart (File) Review

Nurses' Clinical Review Tool

In the event that review findings require that a corrective action plan be implemented, the provider will be given verbal notification in the exit interview, along with notification that their written corrective action plan shall be due 45 days from the date of the exit interview.

Written notification of the review findings, including the need for a corrective action plan will be electronically forwarded to the provider site within 30 days of the exit interview.

If there is no need for a corrective action plan the review will be considered complete.

If a corrective action plan is needed, after submittal of the corrective action plan, the provider shall be notified within 15 days of receipt of the corrective action plan of the approval or denial of the plan.

If needed, technical assistance shall be provided to support the submittal and implementation of an approved corrective action plan. The provider shall be given up to the next calendar quarter to complete the goals and/or objectives of the corrective action plan.

An additional review will be completed to determine if the implementation of the corrective action plan is sufficient to satisfy the review findings. If the review findings have been corrected the provider shall be notified of such, and the review will be considered complete.

If the review findings have not been satisfied, the review will be sent to administrative staff for review, and recommendations for next steps.