



# DQA Quarterly Information Update **OCT 2015**

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*Ichabod Crane, Respectfully Dedicated to Washington Irving;*  
William J. Wilgus, American; Chromolithograph, c. 1856

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## DQA EMAIL SUBSCRIPTION SERVICES

[http://www.dhs.wisconsin.gov/rl\\_dsl/Listserv/signup.htm](http://www.dhs.wisconsin.gov/rl_dsl/Listserv/signup.htm)

## NEW THIS ISSUE

### **FOCUS 2015 Registration Now Open**

The Wisconsin Department of Health Services (DHS), Division of Quality Assurance (DQA), is pleased to announce that

#### **REGISTRATION IS NOW OPEN**

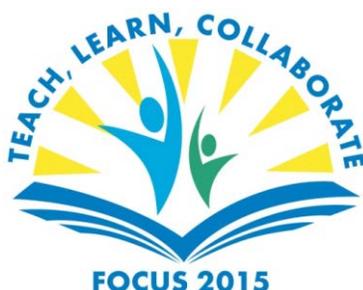
for the 14th annual FOCUS Conference!

**Register and view the conference brochure at:**  
<http://www.uwsp.edu/conted/confwrkshp/pages/focus/default.aspx>

**Register early to secure your preferred breakout sessions.**

**This conference fills up quickly!**

*(more on page 2)*



FOCUS 2015 is being developed in collaboration with DQA staff, health care providers, and provider association representatives and will be held on November 18 and 19 at the Kalahari Convention Center in Wisconsin Dells.

**Special Session** – Wednesday, November 18, 2015

**Theme:** *The Art and Science of Successful Care Transitions*

This year's special session will address a variety of topics related to successful care transitions.

**Keynote:** *The Policy Landscape and Transitions of Care*

**Cheri Lattimer, RN, BSN**, is Executive Director of Case Management Society of America (CMSA) and National Transitions of Care Coalition (NTOCC).

**FOCUS 2015 Conference** – Thursday, November 19, 2015

**Theme:** *Teach, Learn, Collaborate*

This year's conference will address a variety of healthcare-related topics.

**Keynote:** *Safe and Effective Pain Control*

**Judith A. Paice, PhD, RN, FAAN**, is the Director of the Cancer Pain Program at Northwestern University, Feinberg School of Medicine.

**Registration Questions**

Contact UW-Stevens Point Continuing Education at [uwspsc-conf@uwsp.edu](mailto:uwspsc-conf@uwsp.edu) or 800-898-9472.

**Content or Breakout Session Questions**

Contact Leann Graffin at [leann.graffin@dhs.wisconsin.gov](mailto:leann.graffin@dhs.wisconsin.gov) or 608-267-1438.

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## SRO Quarterly Communication Meeting

Bureau of Nursing Home Resident Care / Southern Regional Office - Madison

Pat Virnig, SRO Regional Field Operations Director, and Ann Angell, SRO Regional Field Operations Supervisor, meet with facility staff from throughout the Southern Region in an informal communication format. Everyone is encouraged to attend!

The **date:** Wednesday, October 28 (*Please note that this is a change.*)

The **time:** 1:00 p.m. – 3:00 p.m.

The **location:** Iowa County Health and Human Services Building  
Community Room  
303 W. Chapel St.  
Dodgeville, WI 53533

There is **no cost to participate** and **no need to confirm attendance** prior to the meeting. Reminder or updated information will be put in the DQA Quarterly so that all can plan accordingly. If there are questions or specific topics you would like addressed at an upcoming meeting, contact Pat or Ann so that they can ensure the agenda reflects the needs of those who attend at [patricia.virnig@dhs.wisconsin.gov](mailto:patricia.virnig@dhs.wisconsin.gov) or [ann.angell@dhs.wisconsin.gov](mailto:ann.angell@dhs.wisconsin.gov).

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## Supporting Older People with Intellectual Disabilities: A Course for Promoting Health

Bureau of Assisted Living

**Would you like to learn more about how to care for people with intellectual disabilities who are aging?  
Have you met your requirements for continuing education?**

The University of Wisconsin – Madison, School of Nursing, the UW Division of Continuing Studies, and, the Department of Health Services / Bureau of Assisted Living have developed an online course that can help you do both, conveniently and affordably.

This course will walk you through:

- Normal age-related changes
- Illnesses that are common in older age
- Effects of aging specific to people with intellectual disability
- Assisting people to have a better quality of life when they are aging with an intellectual disability

This training qualifies for five continuing education hours specific to Wisconsin Administrative Codes §§ DHS 83.21, 83.25, and 88.04(5)a.

Access this online training at: <http://continuingstudies.wisc.edu/classes/supporting-older-people-intellectual-disabilities>

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## Next Date for “The OASIS Educational Forum”

Bureau of Education Services and Technology

The Division of Quality Assurance (DQA) sponsors an educational venue to help Wisconsin Home Health Agencies (HHAs) stay current with evolving OASIS information. Entitled, *The OASIS Educational Forum*, Wisconsin’s OASIS Education and Automation Coordinators conduct these live educational offerings on a quarterly basis, presenting the newest OASIS-related information. The next forum is scheduled for **Wednesday, November 24, from 1:00 – 2:00 p.m.**

*The OASIS Educational Forum* utilizes an “internet meeting format” via your computer for sharing information. If you are new to this format and need the details of participating, such as computer requirements and a “Quick Start Guide,” read the original article in the January 2013 issue of the *DQA Quarterly Information Update* (page 4) at: <https://www.dhs.wisconsin.gov/newsletters/dqa-update-2013-01.pdf>

On the day of the broadcast, connect online to our “virtual meeting room” about 10 minutes prior to the start of training at <https://connect.wisconsin.gov/dhsdqaaoasis>. Enter the on-line meeting room as a “Guest,” signing in with the name of your HHA.

To request any OASIS topic for discussion or presentation in the next *Forum’s* training, send an email to: [maryjo.sutton@dhs.wisconsin.gov](mailto:maryjo.sutton@dhs.wisconsin.gov)

## Record Resources

### Bureau of Education Services and Technology

Inquiries from government agencies, providers, clients, advocacy agencies, law firms, media, other record custodians, law enforcement, the general public, and more are common at the Division of Quality Assurance. Below is a short list of resources that we rely upon and that you may also find useful.

### **Record Maintenance and Retention**

Provider maintenance and retention requirements are usually located within certification and/or licensing requirements. You may access the pertinent rules and regulations for specific providers at the individual provider webpages. Links to individual provider webpages are available at:

<https://www.dhs.wisconsin.gov/regulations/health-residential.htm>

### **DQA Authority to Obtain Provider Records**

See DQA form F-62069A, *DQA Authority for Obtaining Provider Records without a Written Release*, at:

<https://www.dhs.wisconsin.gov/forms1/f6/f62096a.pdf>

### **Medical Record Fees**

See the “DHS Annual Adjustment to Fees That May be Charged by a Health Care Provider for Providing Copies of a Patient’s Health Care Records” at: <https://www.dhs.wisconsin.gov/wisact146/medical-records-fee.pdf>

### **Department of Justice (DOJ) Public Records Resources**

- Access the DOJ Open Government webpage and find *Wisconsin Public Records Law, Wis. Stat. §§ 19.31 – 19.39, Compliance Outline and Supplement*, presentation (pdf), webinar, legal opinions, and more at: <http://www.doj.state.wi.us/dls/open-government>
- Wis. Stat. ch. 19, *General Duties of Public Officials*: <https://docs.legis.wisconsin.gov/statutes/statutes/19>
- Wis. Stat. ch. 146, *Miscellaneous Health Provisions*: <https://docs.legis.wisconsin.gov/statutes/statutes/146>

### **Confidentiality and Proper Disposal of Health Care and Related Records**

- The DHS “Client Rights” webpage applies to anyone who is receiving services for **mental illness**, a **developmental disability**, or **substance abuse** in the state of Wisconsin and can be accessed at <https://www.dhs.wisconsin.gov/clientrights/index.htm>. It includes “Confidentiality of Treatment Records” at <https://www.dhs.wisconsin.gov/clientrights/confid-trmtrecs.htm>.
- DQA Memo 12-015, *Requirements Regarding the Confidentiality and Proper Disposal of Health Care and Related Records*: <https://www.dhs.wisconsin.gov/dqa/memos/12-015.pdf>
- The DHS HIPAA webpages, which include both state and federal privacy resources, are located at: <https://www.dhs.wisconsin.gov/hipaa/index.htm>

This site is intended to assist governmental entities within Wisconsin with HIPAA compliance and provides:

- HIPAA updates
- Options to consider when developing solutions
- Wisconsin DHS program information specific to HIPAA

- HIPAA Collaborative Of Wisconsin (HIPAA COW)  
Assistance for private individuals and organizations is available through professional organizations, consultants, and collaborative organizations like the HIPAA Collaborative Of Wisconsin (HIPAA COW) at: <http://hipaacow.org/>

### **DQA Open Record Requests, Publications, and Forms**

- DHS Publications Library: <https://www.dhs.wisconsin.gov/publications/index.htm>
- DHS Forms Library: <https://www.dhs.wisconsin.gov/forms/index.htm>
- DQA Contact: Gina Bertolini  
DQA Records and Forms Management Specialist  
P.O. Box 2969  
Madison, WI 53701-2969  
608-266-8368  
[gina.bertolini@dhs.wisconsin.gov](mailto:gina.bertolini@dhs.wisconsin.gov)

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## REGULAR FEATURES

### Changes in DQA Staff

#### Bureau of Assisted Living (BAL)

##### **Kelly J. Haugen, Health Services Specialist – Assisted Living Surveyor / WRO**

Kelly began her position as a HSS – Assisted Living Surveyor on 08/26/15 and is located in Eau Claire. She will be surveying assisted living facilities for compliance in the Western Region.

##### **Shannon Lane, Health Services Specialist - Assisted Living Surveyor / SRO**

Shannon Lane began his position as HSS - Assisted Living Surveyor 10/5/2015 and will be located at the Southern Regional Office in Madison.

#### Bureau of Health Services (BHS)

##### **Michelle Doro, ACCS Chief / SERO**

Michelle Doro has accepted a position in the Acute Care Compliance Section and began her work as Section Chief on July 27, 2015. Michelle is located at the Southeastern Regional Office in Milwaukee.

#### Bureau of Health Services (BHS), Behavioral Health Certification Section (BHCS)

BHCS has four new, or newly placed, Health Services Specialists who are responsible for the oversight of the continuum of certifications for mental health and substance abuse treatment, complaint investigations, and reportable death investigations for these providers. They are:

##### **Polly Wong, BHCS Health Services Specialist / NRO**

Polly Wong transferred to the BHCS in the Northern Regional Office 09/21/15 and is now responding to Ashland, Barron, Bayfield, Burnett, Douglas, Iron, Langlade, Lincoln, Marathon, Oneida, Polk, Price, Rusk, Sawyer, Taylor, Vilas, Washburn, and adjacent out-of-state providers. Her email address continues to be [kwonk.wong@dhs.wisconsin.gov](mailto:kwonk.wong@dhs.wisconsin.gov).

**Rod Senn, BHCS Health Services Specialist / WRO**

Rod Senn transferred back to his surveying duties in the BHCS September 28, 2015 and is responsible for part of Barron County, Buffalo, Chippewa, Clark, Dunn, Eau Claire, Jackson, La Crosse, Monroe, Pepin, Pierce, St. Croix, Trempealeau, Vernon, and adjacent out-of-state providers. Rod remains in the Western Regional Office in Eau Claire and his email contact is still [roderick.senn@dhs.wisconsin.gov](mailto:roderick.senn@dhs.wisconsin.gov).

**Hannah Whaley, BHCS Health Services Specialist / SRO**

Hannah Whaley began her position as a Southern Regional Office surveyor September 28, 2015. She will be responsible for Adams, Columbia, Dane, Green Lake, Juneau, Marquette, Portage, Sauk, Waupaca, Waushara and Wood counties. She can be contacted through the Central Office in Madison at 608-261-0658.

**Erin Taylor, BHCS Health Services Specialist / NERO**

Erin Taylor has transferred to the Northeast Regional Office and will cover Brown, Calumet, Door, Florence, Fond du Lac, Forest, Kewaunee, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Winnebago and adjacent out-of-state providers. Erin will be replacing William Goehring who is retiring from State service.

**Bureau of Nursing Home Resident Care (BNHRC)****Julie Brandt, Nurse Consultant 1 / SRO**

Julie returned to DQA on July 7, 2015 and has commenced her surveyor responsibilities throughout the Southern Region.

**Trisha Loehrke, Nurse Consultant 1 / NERO**

Trisha was newly appointed, effective July 27, 2015, and is conducting her surveyor responsibilities through the Northeastern Regional Office in Green Bay.

**Office of Caregiver Quality (OCQ)****Judy Shogren, Office Operations Associate / CO**

Newly appointed, Judy began her position July 27, 2015 and is working in the Central Office in Madison.

**Antonia Wilson, Office Operations Associate / CO**

Antonia is also a new appointment, effective July 27, 2015, who is located in the Madison Central Office.

**DQA Numbered Memos (July, August, September)**

Access these memos at <https://www.dhs.wisconsin.gov/dqa/memos/index.htm> or via individual provider publication pages at <https://www.dhs.wisconsin.gov/regulations/health-residential.htm>.

DQA Memo No. Affected Provider(s)	Title Summary
<p style="text-align: center;"><b>15-010</b></p> <p>Area Administrators/Assistant Administrators Bureau Directors</p>	<p><b>Variance Needed for Physician Assistant to Practice in Certified Mental Health Programs</b></p> <p>This memo replaces DQA-DMHSAS Memo 08-004 issued March 4, 2008 and repeals a formerly approved statewide variance to permit a physician assistant (PA) to supplement the services of a psychiatrist in a certified</p>

<p><b>DQA Memo No. Affected Provider(s)</b></p>	<p><b>Title Summary</b></p>
<p>Certified Outpatient Mental Health Clinics Community Mental Health Providers County Departments of Human Services Directors County Mental Health Coordinators Tribal Chairpersons/Human Service Coordinators Hospitals</p>	<p>mental health program. A certified mental health program that wishes to use or continue to use a physician assistant to practice in applicable programs must apply for a variance of the applicable code as described in this memo.</p>
<p><b>15-011</b> Area Administrators/Assistant Area Administrators Bureau Directors County Departments of Community Programs Directors County Departments of Developmental Disabilities Services Directors County Departments of Human Services Directors County Departments of Social Services Directors County Mental Health and AODA Coordinators Licensing Chiefs/Section Chiefs Certified Mental Health and Substance Abuse Programs State Council on Alcohol and Other Drug Abuse Wisconsin Council on Mental Health Tribal Chairpersons/Human Services Facilitators Interested Parties</p>	<p><b>Mental Health and Substance Abuse Telehealth – Criteria for Certification</b></p> <p>The purpose of this memo is to provide background information and update the previous DDES Memo 2004-14, issued in September 2004 on the use of telehealth in certified mental health and substance abuse treatment programs/services. This memo will detail the minimum requirements for telehealth certification; requirements that permit use of hardware and software that may be less costly and easier to use than previously permitted.</p> <p>Also included is a link to the Telehealth application, which outlines the specific requirements that certified mental health and substance abuse treatment programs must follow if they plan to use telehealth technology as a means of service provision and receive Medicaid reimbursement.</p>
<p><b>15-012</b> Area Administrators/Assistant Administrators Bureau Directors County Department of Human Services Directors County Mental Health Coordinators Tribal Chairpersons/Human Services Facilitators</p>	<p><b>Variance Needed for Advanced Practice Nurse Prescriber to Practice in Certified Programs</b></p> <p>This memo replaces DDES-BQA Memo 04-024 issued September 17, 2004 and repeals a formerly approved statewide variance of Wis. Admin Code §§ DHS 61.96(1)(a) and DHS 63.06(2) and DHS 63.06(4) identifying required staff in community support programs (CSP) and outpatient mental health clinics. A certified program that wishes to use or continue to use an advanced practice nurse prescriber (APNP) to practice in their program must apply for a variance of the applicable code.</p>

DQA Memo No. Affected Provider(s)	Title Summary
Certified Outpatient Mental Health Clinics Community Substance Abuse Service Providers Hospitals	
<p style="text-align: center;"><b>15-013</b></p> Adult Day Care Adult Family Homes Community-Based Residential Facilities Residential Care Apartment Complexes	<p><b>Centralization of Assisted Living Licensing / Certification / Registration Process</b></p> Effective August 1, 2015, the Bureau of Assisted Living transferred all functions involving initial applications for licensure, certification, registration, and change of ownership to the Central Office in Madison.

### CMS Survey and Certification Letters (July, August, September)

Listed below are Survey and Certification (S&C) Letters distributed by The Centers for Medicare and Medicaid Services (CMS) since our last issue was published. The CMS Internet site for reviewing all S&C memos is located at:

<http://www.cms.gov/medicare/provider-enrollment-and-certification/surveycertificationgeninfo/policy-and-memos-to-states-and-regions.html>.

S&C Memo No.	Title
15-42-ALL	Guidance to State Survey Agencies (SA) Regarding Release of Information and Data to State Medicaid Fraud Control Units (MFCU)
15-43-ASC	Advanced Copy – Update to Ambulatory Surgical Center (ASC) Infection Control Surveyor Worksheet (ICSW)
15-44-ESRD	Use of Portable Reverse Osmosis (RO) Units and Block Carbon
15-45-CAH	Clarification of Critical Access Hospital (CAH) Rural Status, Location and Distance Requirements
15-46-NH	Publication of Medicare and Medicaid Programs; Reform of Requirements for Long-Term Care Facilities; Proposed Rule (CMS-3260-P) – Informational Only
15-47-NH	Publication of Medicare and Medicaid Programs; Reform of Requirements for Long-Term Care Facilities; Proposed Rule (CMS-3260-P) – Informational Only
15-48-ICF/IID	Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) Appendix J, Part II – Clarifications to the Interpretive Guidance at Tag W187 for §483.430(d)(3)

<b>S&amp;C Memo No.</b>	<b>Title</b>
15-49-NH	Final Rule: SNF Medicare FY 2016 Payments, Quality Reporting, Value-Based Purchasing and Staffing Data Collection Requirements – Informational Only
15-50-NH	Revised Quality Indicator Survey (QIS) Training Process and Clarification of Trainer Roles and Responsibilities
15-51-HHA	Home Health Agencies (HHAs): Change of Address – Notification of the Medicare Administrative Contractor (MAC)
15-52-HHA	Home Health Agency (HHA) Survey Protocol Training Item Revised