

Philadelphia Department of Behavioral Health and Intellectual disAbility Services
Infant Toddler Early Intervention

Provider Quarterly Case Review

Policy

As a quality management tool, the self-assessment process has proven to be quite effective in analyzing service delivery practices. As a result, Philadelphia County has implemented the Provider Quarterly Case Review Process. A routine provider case review is a good way for providers to assess (in advance) how their staff are implementing key polices and procedures. Many provider agencies already conduct case reviews however; this review process will insure consistency between agencies as to what is being reviewed. County staff will review the data and it will also be shared with the Commonwealth on a routine basis. The provider quarterly case review process was implemented, effective January 2007 and is mandatory for every provider contracting for Infant Toddler Early Intervention Services in Philadelphia County

With this review you will be monitoring:

- Implementation of the services and supports plan
- Documentation of progress monitoring (in case notes and the visual representation of progress)
- The quarterly review process (and documentation of the same)
- Documentation of eligibility determination
- The quality of IFSP outcomes
- The relationship between the IFSP outcomes, the interventions, the service and supports plan, the child's noted progress and any recommended changes to the IFSP
- The use of evidence based practices

Procedure:

1. Complete the attached form for 5 % of your **active cases** (not to exceed 10 files, no less than 5 files) on a quarterly basis.
2. In order for the case review process to be informative, the Active cases reviewed must have received at least 12 months of service.
3. Children whose services were funded by the ITF Waiver
4. Case reviews should occur by 9/30 (due 10/15), 12/31 (due 1/15), 3/31 (due 4/15) and 6/30 (due 7/15) of each year. The last case review due in March of each year can be used for the provider monitoring self-assessment.
5. Review each outcome on the IFSP and rate each separately
6. In reviewing cases for informed clinical opinion, please make sure (as indicated in #1) that cases chosen for review are active, so you can follow up with corrective action as needed.

If there are no active cases, you may use cases that have closed in the last fiscal year period for the purpose of monitoring staff understanding, compliance to the policy and follow up training if there appears to be challenges in applying the principles.

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7. Copy each completed provider case review form and submit them (with specified attachments) to your program analyst before the 15th of the month following the month of review
8. Complete a Case Review Supplement form for each case reviewed. This is the same review form that providers will use to review cases in preparation for OCDEL's Verification of the County.
9. Please make sure to enclose the appropriate documentation requested that supports all eligibility determinations that were based on informed clinical opinion.
10. Based on what you find when you conduct your review, the County staff will follow up with you about the corrective actions you will be taking with your staff (individuals or collective) if needed.
11. Once cases are reviewed complete the case review summary grid for each case and attach to the packet that is submitted to your program analyst

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