

QMRP

The QMRP reports directly to and is supervised by the COO. The QMRP supervises the QA and monitors the Direct Support Professionals. The QMRP has a working relationship with the LPN/RN, intake professional and administrative assistant. The QMRP must possess a bachelor's degree and have one (1) or more years of experience in working with the DD population or possess a Bachelor's degree and has worked under the direct supervision of a social worker. The QMRP will have a specific caseload, specialized assignments and is assigned to the North, East, South, West and Central areas within the state of Indiana. The QMRP will balance managing and leading their assigned area(s) with resources to support the consumer with developmental disabilities in attaining their highest level of independence; through skill acquisition and enhancement, while ensuring their health and safety. The QMRP will work as a quality assurance liaison with consumers, families, guardians, advocates, case managers, direct support professionals, service providers and other community resources to create a cohesive support team for the success of each consumer.

Responsibilities:

The QMRP responsibility is to monitor and facilitate the services provided to the consumer with developmental disabilities in Indiana. The QMRP will assist in the coordination of trainings, train all employees in the required 460 IAC trainings, and attend trainings and workshops offered by the State of Indiana and other resources pertaining to their job. The QMRP will assist in health care coordination, complete the consumer's Initial Risks Assessment and conduct initial and ongoing training with the consumer's DSP. The QMRP will monitor the services being provided by the company and will oversee the completeness of charting by the DSP. The QMRP will also monitor the consumer's progress in relation to the Individual Support Plan (ISP) and measure the data to verify if the objectives are having the planned affect. The QMRP will work closely with the administrative assistant in assuring that the direct support professional and consumer has all pertinent and appropriate paperwork on file. The QMRP will work closely with the RN/LPN in assuring there is a plan in place; addressing the consumer's risks, change of status and all medication errors. The QMRP is responsible for processing and overseeing the quality assurance of services, complaints, incident reports and change of status reports. The QMRP is responsible for notifying the appropriate parties with these reports. The QMRP completes the QA's annual review, reviews and signs the DSP annual review and implements the COO/CEO decision in disciplinary actions taken against the QA and DSP.

Quality Assurance Professional (QA)

The QA job description is similar to the QMRP. However, the QA does not have to possess a Bachelor's Diploma, but must possess a minimum of a high school diploma or general education equivalency (GED). Also, the QA must have a minimum of 5 years experience in working with the DD population. The QA reports directly to and is supervised by an assigned QMRP. The QA has a specific caseload, specialized assignments and is assigned to the North, East, South, West and Central areas within the state of Indiana. The QA primary function is to supervise direct support professionals, monitor charting, assists the consumers and families with services and locating additional resources. The QA assures that the consumer is receiving quality services and addresses needs of the consumer and health and safety issues that may arise.

Responsibilities:

The QA is responsible for supervising Direct Support Professionals. The QA works closely with the consumers, direct support professionals and families of the consumer. The QA typically meets with the consumer once a month and is usually the consumer and families' first contact for answering questions and assisting in problem solving. The QA does facilitate the services provided to the consumer. The QA will assist in coordinating certain trainings, conduct some training and monitor ongoing training of the consumer's direct support professional. The QA will monitor the services being provided to the consumer, and will oversee the completeness of charting by the direct support professionals. The QA reports any inconsistencies in charting to the QMRP. The QA completes the initial direct support professional's annual review and forwards it to the QMRP. The QA also monitors the consumer's progress in relation to the

Individual Support Plan (ISP) and verify if the objectives are having the planned affect. The QA works closely with the administrative assistant in assuring that the direct support professional and consumer has all pertinent and appropriate paperwork on file. The QA works with the QMRP and RN/LPN in assuring that the plan in place; addressing the consumer's risks, are still valid. The QA is responsible for monitoring the quality assurance, addressing complaints, initiating and/or forwarding incident reports and change of status reports to the QMRP for processing. The QA is responsible for attending the quarterly and annual meetings with the IST.

Direct Support Professional (DSP)

Direct Support Professionals are supervised by an assigned QMRP/QA. The DSP must demonstrate the ability to communicate adequately in order to complete required forms and reports of visits and follow oral or written instructions. The DSP must demonstrate the ability to provide services according to the ISP, willingness to accept supervision, and empathy for consumers. The direct support professional provides the vast majority of hands-on care with the consumer. The direct support professional will complete mandatory training and training in compliance with the Indiana 460 IAC standards. Direct support professionals must possess the personality of providing care, comfort, compassion, and creativity in the atmosphere of the consumer's home or in a community based setting. The direct support professional will have a working knowledge and understanding of ISP's, PCP's, ADL's, B-Plans, and active treatment; resulting in positive outcomes and the ability to demonstrate professionalism.

Responsibilities:

The direct support professional is responsible for implementing the services outlined in the ISP and documenting the progress of the consumer. The direct support professional will encourage the consumer to participate in the ISP goals, offer choices and options, encourage the consumer to use existing skills, assist with tasks, housekeeping chores, meal preparation and help the consumer to engage in their communities. The direct support professional will provide documentation of all training deemed necessary to maintain its competency in the performance of the services (i.e. certifications, medical information and professional licenses required to perform the services).