



# Quality Service Review Report to QIC

The Virginia Department of Behavioral Health and Developmental Services and Health Services Advisory Group  
March 2024



Virginia Department of Behavioral Health  
and Developmental Services



# Quality Service Review Round 6

Review lookback period July 1, 2023 – January 31, 2024

## 330 Provider Quality Reviews (PQR)

- 310 Licensed Providers
  - 259 new providers
  - 7 non-responsive providers
  - 44 providers reviewed in a previous round
- 20 CSBs

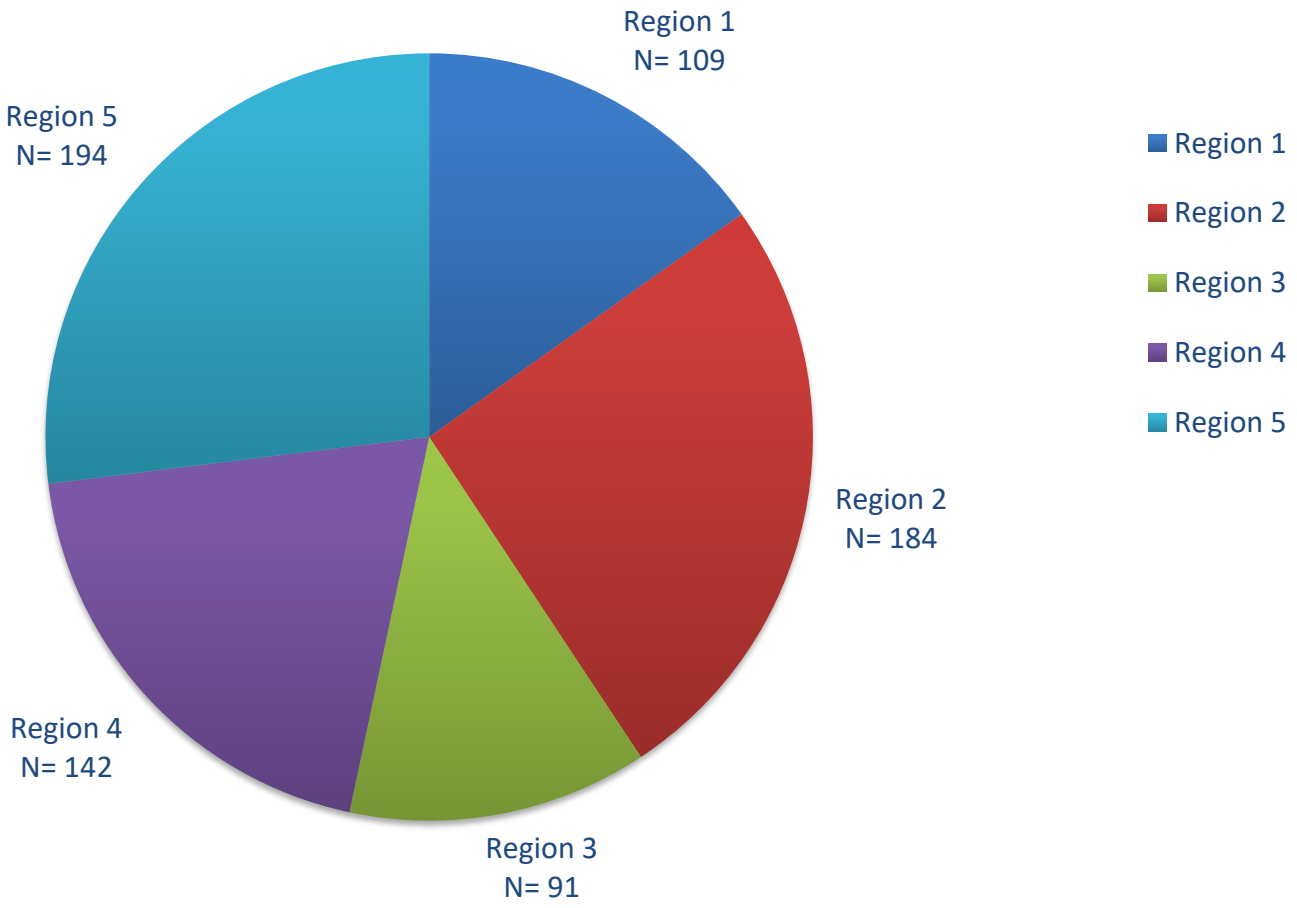
## 720 Person-Centered Reviews (PCR)

- Ten service types

# Round 6 PCR Service Types

Service Type	PCR Count
Community Coaching	66
Community Engagement	82
Group Day	83
Group Home (Customized Rate)	49
Group Residential Support <= 4 Persons	82
Group residential Support > 4 Persons	80
Independent Living Supports	56
In-Home Supports	81
Sponsored Residential	81
Supported Living	60
<b>Grand Total</b>	<b>720</b>

# Round 6 PCR Regional Distribution



# New for Round 6

Focus on converting elements that collect qualitative data to quantitative measures

- Support Coordinator Interview Elements
- Staff/DSP Interview elements

# New for Round 6

## Target gaps in continuum of care with new *Provider Capacity & Competency Notifications*

- When there is no current assigned support coordinator
- When there is no appropriate follow-up on needed repairs for prescribed adaptive equipment

# QSR Contact Information

**DBHDS Website at:**

<http://www.dbhds.virginia.gov/developmental-services>

**Email DBHDS:**

[DBHDS\\_QSR@dbhds.virginia.gov](mailto:DBHDS_QSR@dbhds.virginia.gov)

**HSAG SharePoint Site:**

<https://hsagonline.sharepoint.com/teams/vaqsar/SitePages/Home.aspx>

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