

# DPSQA Updates

12/09/2020

Martina Smith – Director  
Division of Provider Services and Quality Assurance



# Agenda

- Division Operations
- Division Updates and Changes
- Covid-19 – 2020 Challenges
- Legislative Update
- Questions?

# Division Operations

- Martina Smith, Director – 501-396-6165
- Melody Jones Blackwell, Acting Office of Long-Term Care Director – 501-320-6495
- Johnathan Jones, Assistant Director for Office of Community Services – 501-320-6599
- Sarah Schmidt, Assistant Director for Office of Performance and Engagement – 501-320-6555
- No major organizational changes this year— but we continue to staff up survey teams and streamline administrative, support, and customer service operations

# Division Updates and Changes

- Previously, DPSQA used manually maintained e-mail mailing lists for provider types
- DPSQA is now transitioning to managed email distribution lists to communicate with providers
- DPSQA has created lists for each provider type and several subject areas
- To receive email distributions, you must sign up for each provider type or subject area in which you are interested

# Division Updates and Changes

- Over 2020, DPSQA has made multiple improvements to its IT operations
- DPSQA launched a minimum staffing database
- DPSQA launched a medical needs database
- DPSQA has rolled out to OCS the use of an appointment tool for the public to use
- Organizing the website for ease

# Division Updates and Changes

- Over 2021, DPSQA will reform the processes and procedures related to state licensure and changes-of-ownership related to nursing homes
- DPSQA has been working towards reforming the Investigations and Complaints team and hopefully create a database application to consolidate the work for all the offices in 2021
- DPSQA is in the process of implementing the rule changes for CSSP, EIDT, and ADDT rules
- DPSQA is reviewing provider credential manuals

# Division Updates and Changes

- Efforts underway to simplify application, submission, and enhance customer service processes/experiences
- Inspections and enforcement process reform to include providers surveyed holistically, efficiently, and in quantifiable/measurable methods
- Clearly delineate role in provider-type credentialing and regulating

# Covid-19 - 2020 Challenges

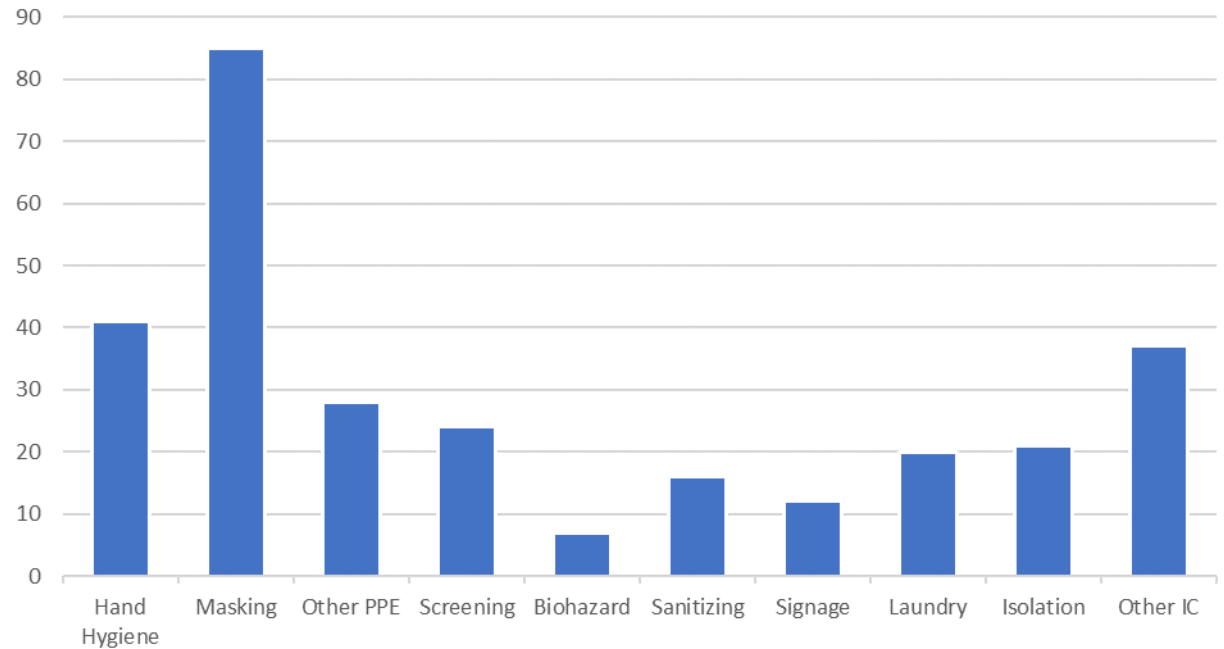
- Shifts to and from remote workforces for both providers and DPSQA
- Providers supplying telemedicine during pandemic; coordination between providers and DPSQA
- Correcting issued certification expiration dates
- Reporting



# Covid-19 – 2020 Challenges



F880 Tags, by Category\*



\* Informal categories for summary only

# Legislative Update

- License applications, renewals, and CHOWs
- Flexibility in statutes to allow regulatory improvements
- Resident videotaping and social media
- Staffing reports
- In home caregiver requirements
- Clarifying DHS as the regulator

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## Contact Information

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