

Inspections of Care

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Agenda

- DHS and AFMC – A Great Collaboration
- Inspection Types and Process
- Additional Tidbits
- FAQs

DHS and AFMC – A Great Collaboration

- DPSQA and DMS entered into an agreement with AFMC to conduct monitoring and compliance surveys as well as inspections on behalf of DHS.
- AFMC's Inspection of Care contract:
 - Reviews providers for health and safety/on-site environmental issues
 - Ensures policies and procedures are meeting current standards
 - Identifies any concerns with Clinical Quality of Care review
- Our ultimate goal is to ensure quality services are provided.

Inspection Types and Process

Inspections of Care Team

Generalists

Licensed
Mental Health
Providers

Substance
Abuse
Specialists

Registered
Nurses

Types of Inspections

- Health & Safety
 - Encompass many of the provider types that are DPSQA certified
 - Behavioral Health Agencies
 - Additionally Certified Behavioral Health Agencies
 - Partial Hospitalization
 - Residential Community Reintegration Programs
 - Crisis Stabilization Units
 - Community Support Services Program
 - Alcohol & Other Drug Abuse Treatment Programs
 - ARChoices Home and Community-Based Services Waiver Providers
 - Attendant Care / Respite Care
 - Home-Delivered Meals
 - Environmental Modification
 - Personal Emergency Response System
 - Targeted Case Management
 - Program of All-Inclusive Care for the Elderly (PACE)

- Information reviewed is directly from the certification manual specific to its provider type.

- Behavioral Health Agencies

[https://humanservices.arkansas.gov/wp-content/uploads/Behavioral Health Agency Certification Manual 06012022.pdf](https://humanservices.arkansas.gov/wp-content/uploads/Behavioral_Health_Agency_Certification_Manual_06012022.pdf)

- Additionally Certified Behavioral Health Agencies

<https://humanservices.arkansas.gov/wp-content/uploads/Crisis-Stabilization-Unit-Certification-7.1.2024.pdf>

[https://humanservices.arkansas.gov/wp-content/uploads/Partial Hospitalization Certification.pdf](https://humanservices.arkansas.gov/wp-content/uploads/Partial_Hospitalization_Certification.pdf)

[https://humanservices.arkansas.gov/wp-content/uploads/Residential Community Reintegration Program Certification 4.30.20.pdf](https://humanservices.arkansas.gov/wp-content/uploads/Residential_Community_Reintegration_Program_Certification_4.30.20.pdf)

- Community Support Services Programs

<https://humanservices.arkansas.gov/wp-content/uploads/Community-Support-System-Provider-Certification-Manual-Clean-Final-12-8-22.pdf>

- **Information reviewed is directly from the certification manual specific to its provider type.**

- Alcohol & Other Drug Abuse Treatment Programs

[https://humanservices.arkansas.gov/wp-content/uploads/Licensure Standards for Alcohol and Other Drug Abuse Treatment Programs.pdf](https://humanservices.arkansas.gov/wp-content/uploads/Licensure_Standards_for_Alcohol_and_Other_Drug_Abuse_Treatment_Programs.pdf)

- ARChoices Home and Community-Based Services Waiver Providers

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/archoices-prov/>

- Program of All-Inclusive Care for the Elderly (PACE)

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/helpful-information-for-providers/manuals/pace-prov/>

What happens when the inspection team shows up?

- Introduction
 - Generalist will need a quiet place to work privately
- Consent form
 - Who will need access?
- Document request form specific to the inspection
- Tour of facility
 - Employee and generalist/IOC team will tour facility
- List of clients
- List of current employees
 - Professional and paraprofessional
- Interviews
 - Both staff and clients

ASK QUESTIONS!!! Generalists are there to assist you in this process!

The Exit Summary

- Purpose
 - Recap the inspection
 - Discuss current findings
 - Provide additional information
 - Resolve any issues related to policies and procedures
- Staff, from the list you provided, will be interviewed
- Offsite desk review will continue and can include
 - Client interviews
 - Staff interviews not completed onsite
 - Staff credential review not completed onsite
 - Client Records Review

Inspection Reports

- Health and Safety Reports
 - AFMC send the inspection reports to DPSQA for review and approval prior to sharing with the providers.
 - AFMC will send an email notification to the provider that the report is posted to the provider portal for viewing
 - The report will indicate if a Corrective Action Plan (CAP) is needed
 - Instructions for submitting a CAP or a reconsideration
 - Questions: DPSQA-ProviderRelations@afmc.org

CAPs and Reconsiderations

Corrective Action Plan (CAP)

- Required for any deficiency on the IOC report
- Reviewed and approved or rejected for additional information
- Annual inspections ensure the CAP is implemented
- Should be completed even if planning to submit a reconsideration

Timeframe to submit a CAP

- 10 days from the *final* IOC report

Make sure to include:

- Specific deficiency being addressed
- How will change correct the deficiency and prevent further non-compliance
- Date to implement change
- Monitoring of change

Reconsiderations

- Timeframe to submit reconsideration
 - 65 days from date of report
- Where to submit the reconsideration request
 - DPSQA at ocs.enforcement@dhs.arkansas.gov
 - DPSQA enforcement staff send the request to the Hearing Officer and AFMC.

Make sure to include:

- Specific deficiency being addressed
- Reason for requesting reconsideration
- Supporting evidence/documentation

Changes to POC/CAP

- As of August 1, 2025, AFMC is now requesting the POC/CAP from the provider, in addition to reviewing the POC/CAP for approval.
- All providers have 10 days from the date of the POC/CAP request to submit a complete plan to AFMC addressing all deficiencies cited.
- The POC/CAP will be submitted in the AFMC portal. The Link will be provided.

Changes to the Reconsideration

- There are significant changes to DPSQA's reconsideration process resulting from a change in Arkansas Law. Act 515 of 2025 amends Arkansas Code §20-77-1712 to increase the time to request a reconsideration from 30 to 65 days from the date the provider is notified of the deficiency.
- The reconsideration request will no longer be reviewed by the DPSQA Director.

Changes to the Reconsideration

- A memorandum was posted on DPSQA's website on 9/17/25 regarding the changes to the DPSQA reconsideration process.
 - [Advisory-Memo-Pursuant-to-Act-515-of-2025-Reconsideration- Process-MSW-Final.pdf](#)
- The reconsideration will be reviewed by a Hearing Officer.
- Any requests for additional information will be made by the assigned hearing officer.
- The reviewer will issue a decision within 30 days of receiving the request or within 30 days of receiving the additionally requested documents, whichever comes later.
- **Important to note:** The request for a reconsideration does not place the POC/CAP on hold. It remains due by the date specified. A provider may indicate a reconsideration is being requested and submit their POC/CAP to correct the cited deficiency and plan to maintain compliance with a [disclaimer](#).

Additional Tidbits

Will we receive notification of inspection?

- Inspections are unannounced
- Will not receive any advance notice

Communication is key in what we do! Please reach out to us to notify of facility closure for vacation, staff vacation, etc. at DPSQA-ProviderRelations@afmc.org so we can notify our schedulers.

Frequency of Reviews/Inspections

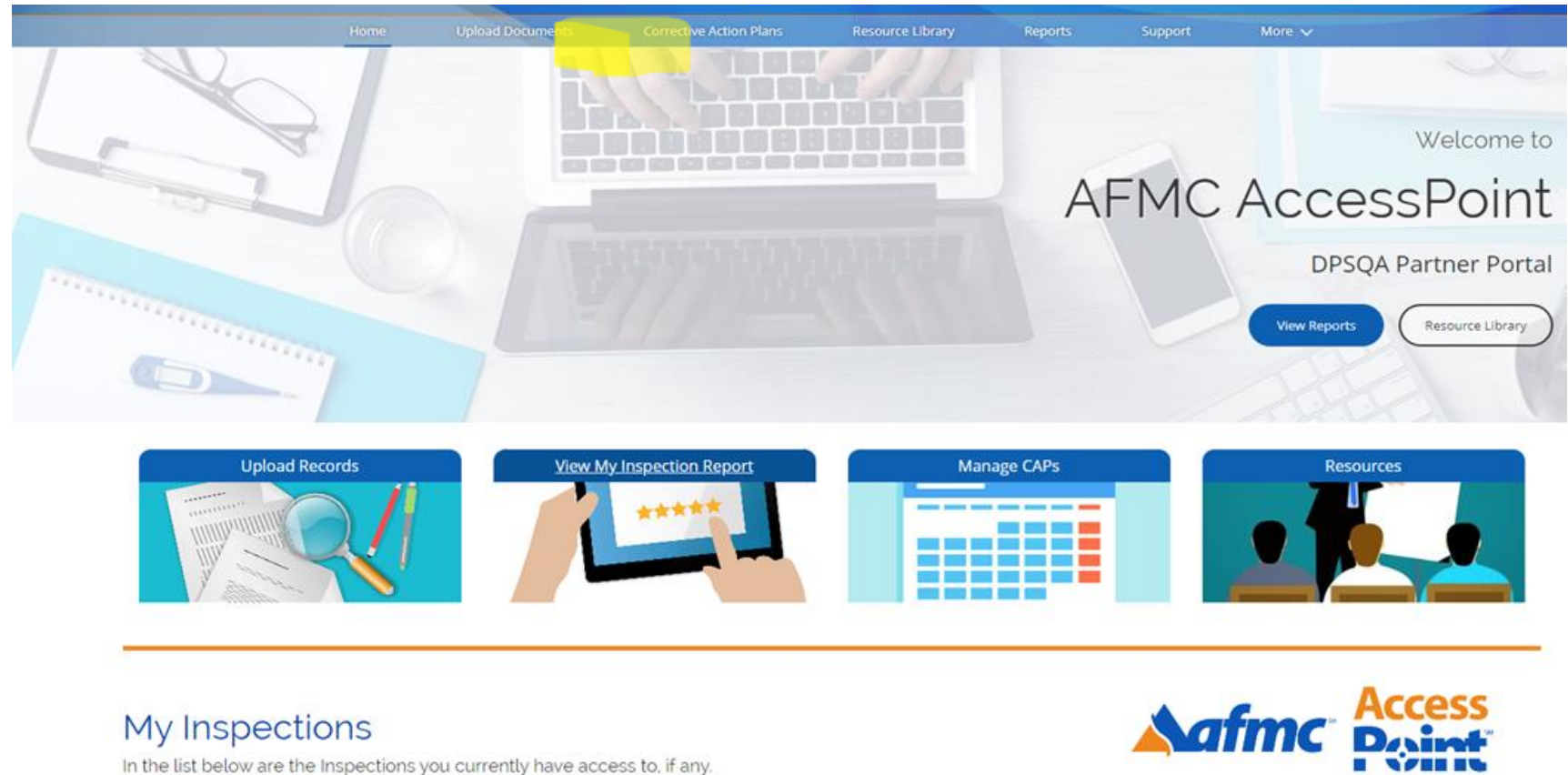
- Annual
 - Reviews conducted annually- every 12 months.
- Follow-up
 - Reviews to determine if corrective action plans are implemented as approved; limited to deficiencies cited and reported in corrective action plan.
- Complaint
 - Reviews conducted upon receipt of allegations of violations. This can happen any time.

AFMC Goals

- To be as least disruptive as possible while completing all reviews (if needed) at one time
- To ask multiple times if not finding the information requested
- To provide initial findings related to the P&P
- Explain the process and assist with questions
- The team is there to help you.

AccessPoint Resource Library

- Provider Communication
- Resource Guides
- Document Request Forms



Frequent FAQs

FAQs

- How can we prepare for an inspection?
 - Have someone available – does not have to be CEO or Compliance officer but someone knowledgeable of the process
 - Have your P&P available to staff
- What are our next steps after the inspection?
 - Wait for the report from AFMC before completing CAP/Reconsideration.
- How do I know which clients were reviewed?
 - Client listing is available after inspection to compare with report. Because there is no PHI available in the reports, providers can cross-reference the information to the actual client in AccessPoint.
- What happens if I don't respond to the CAP/Reconsideration request?
 - H&S inspection – DPSQA Provider Relations will reach out. If no response, DPSQA may request AFMC to inspect again.

Questions?

Contact Information

#ArDPSQAcon



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