Initial Person-Centered Plan (WellSky Chapter 12)

In this chapter, users will learn how to add an Initial Person-Centered Plan (PCP) which consists of the Person-Center Plan form, Assessed Risks, Objectives, Intervention, Mitigations and Planned Services. This process is started by setting the status of the Plan to Draft – Initial to kick off the first workflow wizard. Users will learn the steps to submit plans to the State for review.

Service Planning Meeting

1. Search for Participant
2. Click the **Plans** tab
    a. From the **File** menu, select **Add Plan**
    b. OpenClose will default to LTSS
    c. Set Program equal to BHDDH/IDD/HCBS
    d. Set Service Delivery Option (Pathway) if known
    e. Worker will default to current user
    f. Set Plan Effective Date
    g. Set Plan Renewal Date
    h. Set Status equal to 'Draft – Initial'
    i. Enter Service(s) Start Date
    j. Enter Services(s) End Date
    k. Leave Update Plan Version equal to 'No'

Note
The status of "Draft - Initial" will fire the Initial PCP workflow wizard. This will also fire two delayed ticklers:
1. In 5 days, a reminder the Case Manager to add planned services and
2. In 8 Days, a reminder that the Person-Centered Plan is due in 2 days (on the 10th day)

3. From the **File** menu, select **Save Plan**
   The Create Initial PCP workflow wizard appears.

Add ‘Person-Centered Plan’ form

1. Click **Plan Form** subpage
2. From the File menu, click “**Add Plan Form**”
3. From the **Please Select Type** drop down, click **Person-Centered Plan**
4. Set **Review** equal to ‘**Initial’**
5. **Review Date** defaults to today
6. **Worke**r defaults to current worker
7. Leave **status** in ‘**Draf**t’ while the form is being worked on.
8. If the plan cannot be finished in one meeting, then save the form as a draft. You can find it in the Plan Forms Subpage to complete it at a later meeting.
9. Once the PCP form is complete, set Status equal to **Complete**
10. From the **File** menu, select **Save Plan Form**

Review and Update existing Risks, Objectives, Intervention, Mitigations

1. Click the **Risks** subpage
2. Click the **ADD ASSESSED RISK** link on the right-hand side.
3. Click ellipsis next to **Assessed Risk Code**
4. Select **I/DD** in the **Category** field to get the DD specific entries. Select a **Type** if desired. If not, the whole list will be returned. Click **Search**.
5. Select an **Assessed Risk**. The window will close and the selection will populate.
6. Additional person-centered planning details can be entered in the Assessed Risk comment box
    a. Update **Status** to appropriate selection from **Reviewed with Participant, In Progress, Participant Declined or Service Unavailable**.
    b. From the **File** menu, select **Save and Close Assessed Risk**
7. **Add Objective (adding an objective is encouraged for most risks)**
    a. To the right of the Assessed Risk, hover over the black down arrow
    b. Click **Add Objective**
    c. Click the **ellipsis** next to **Objective Code**
    d. Select the appropriate **Objective**
    e. Additional details can be added to each Objective
    f. Update **Status** to appropriate selection from **Reviewed with Participant, In Progress, Participant Declined or Service Unavailable**.

   g. From the **File** menu, select **Save and Close Objective**
   h. Additional Objectives can be added to the same risk by repeating step 8 c above.

8. **Add Intervention (<u>if needed, but not required</u>)**
   a. To the right of the Objective, hover over the black down arrow
   b. Click **Add Intervention**
   c. Click the ellipsis next to **Intervention Code**
   d. Select the appropriate Intervention
   e. Additional details can be added to each Intervention
   f. Update **Status** to appropriate selection. In this case you might select **Reviewed w/ Participant, In Progress, Participant Declined** or **Service Unavailable.**
   g. From the File menu, select **Save and Close Intervention**
   h. Additional Interventions can be added to the same Objective by repeating step 8 c above
9. **Add Mitigation (<u>if needed, but not required</u>)**
   a. To the right of the Intervention, hover over the **black down arrow**
   b. Click **Add Mitigation**
   c. Click the **ellipsis** next to **Mitigation Code**
   d. Select the appropriate Mitigation
   e. Additional details can be added to each Mitigation
   f. Update **Status** to appropriate selection.
   g. In this case you might select **Reviewed w/ Participant, In Progress, Participant Declined or Service Unavailable**.
   h. From the **File** menu, select **Save and Close Mitigation**
   i. Additional Mitigations can be added to the same Intervention by repeating step 23 above.

Add Planned Services – see separate planned services guide

Plan Notes and Follow Up

1. Click the **Plan Notes and Follow-Up** subpage
2. From the **File** menu, select **Add Note**
3. **Note By** defaults to current worker
4. **Note Date** defaults to today’s date

5. **Division** defaults to **LTSS**

6. From **State Agency/Program** drop down, select **BHDDH/IDD/HCBS**

7. Select **Note Type** from drop down

    i. Most often used types in Plan Notes and Follow Up = **Person Centered Planning** or **Documentation**

8. Select **Note SubType** from drop down

    i. Frequently used subtypes selected:

        1. Preplanning (Select Note Type Person Centered Planning) - Use to document preplanning meetings.

        2. Add-On Employment Request (Select Note Type Person Centered Planning) - use to communicate with employment team regarding Add-On Employment Request.

        3. Goods and Service Request (Select Note Type Person Centered Planning) - use to communicate with Goods and Services team member about goods and service request.

        4. Behavior Plan (Select Note Type Documentation) - used when uploading behavior plan for all participants who are Tier E or who have behavior plan.

        5. HRC Restrictive Intervention Approval (Select Note Type Documentation) - use to upload Human Right Committee Restrictive Intervention Approval, if applicable.

        6. Nursing/Medical Care Plan (Select Note Type Documentation) - used to upload nursing or medical care plan for all participants who are Tier D or who have medical care plan referenced in plan.

        7. Signature Page – PCP (Select Note Type Documentation) - used to upload the Person-Centered Plan Signature page.

8. The entire plan should be printed, and signatures should be collected on the last pages. The entire document should then be uploaded.

9. *If participant has guardian, be sure guardianship paperwork is part of record.

9. Under attachments, click on the **Add Attachment** hyperlink to upload any associated documentation, if applicable (for example, the Signature Page- PCP)

10. If your note is complete, change **Status** to **Complete**

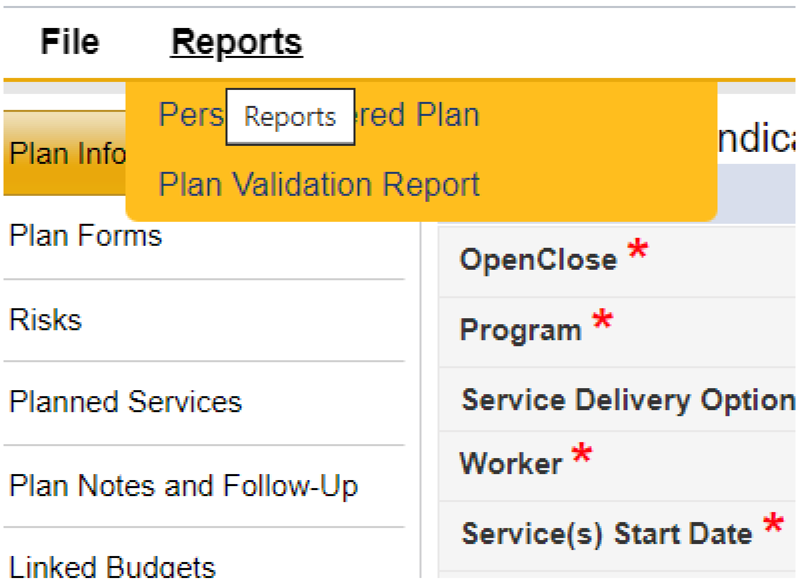
11. Click **File, Save and Close Notes**

Linked Budgets

1. Budgets that have been entered and linked from the Participant Budgets tab will show here

Printing PCP

1. In the **Plan information tab** (first tab on the left side menu within the plan you are working in), click on **Reports tab** (at the top, next to File)



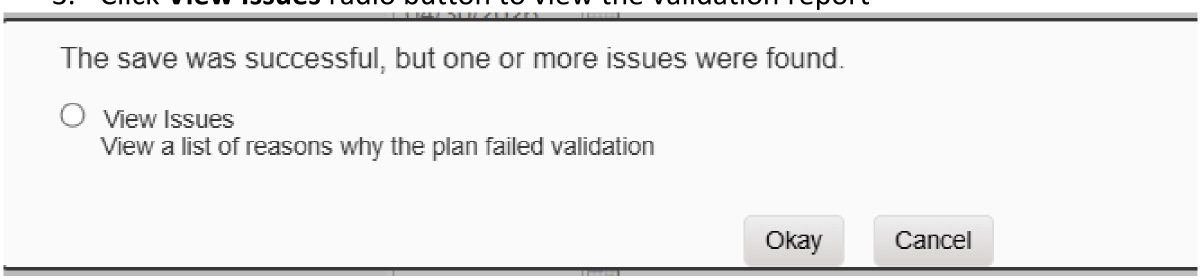
2. Click on the **Person-Centered Plan report**.
3. This will bring up a separate page with the participants Person-Centered Plan in a PDF format.
4. Select **Save** if you need to save the PCP (for referrals)
5. Select **Print** if you need to print for signatures and attestations. The entire plan should be printed. Each attestation should be initialed by the participant. Signatures should be collected on the last page(s) of the plan. The entire plan should then be uploaded as a note and not just the signature page.
6. After signatures have been collected, scan the signed plan and save to the computer.
7. Click on **Plan Notes and Follow Up** tab in plan
8. Click **File, Add Note**
9. Select **Note Type** = **Documentation**
10. Select **Note Subtype** = **Signature Page – PCP**
11. Click **Add Attachment**

12. Click **Choose File** and select the file from location it was saved.
13. Select **Category** = **(BHDDH) Signature Page**
14. Click **Upload**
15. Change Note **Status** to **Complete**
16. Click **File, Save and Close Notes**

Run Plan Validation

NOTE: Validating plan will determine if the system discovers any issues with the plan. Please also use BHDDH rubric as a guide when creating a plan to ensure you are meeting requirements for approval.

1. Click on the **Plan Information** subpage (left side menu within the plan)
2. Click **File, Save and Validate Plan**
3. Click **View Issues** radio button to view the validation report



4. Review the validation report and any issues noted. Fix reported issues before submitting the plan to the state for review.
5. If the plan passes validation and no issues are reported, close the successful plan validation popup by clicking **OK**

Submit Plan for Review

1. Once Case Manager has done the steps below, they may be ready to submit the plan to the State for Review:
    a. Reviewed rubric to ensure plan meets requirements for approval
    b. Set plan form to Complete
    c. Added any relevant Risks and Objectives
    d. Added Planned Services including Case Management
    e. Added Plan Note = Documentation and Subtype = Signature Page – PCP with all required signatures on the plan and all attestations initialed
    f. Added any other required notes

2. Click on **Plan Information** subpage
3. Set **Status = Submitted for Review**
4. Click **File, Save and Close Plan**
    a. If you are from an external CFCM agency, please email the CFCM email (bhddh.cfcm@bhddh.ri.gov) to let us know you have submitted a plan for review. Subject = Plan Submitted

Make Revision and Resubmit (if necessary)

1. If the plan is **Returned for Revisions** from State, you will receive a **Pending Note = Plan Returned for Revision**. Reasons the plan was returned will be included in the note.
2. Make changes, as requested.
3. If the **Plan Form** was unlocked to make changes, change **Status** back to **Complete** before resubmitting.
4. Once all revisions have been made, click on **Plan Notes and Follow Up** subpage
5. Click on **Plan Note = Plan Returned for Revision**
6. Click in the **New Text** box (white box) and add note back to State Reviewer about what was changed.
7. Click **Append Text to Note** button
8. Leave **Status** in **Pending**
9. Be sure State Reviewer is listed as **Note Recipient**. If not, add State Reviewer as Note Recipient.
10. Under **Recipients**, click **Lookup**
11. Type at least three letters of the State Reviewer last name and **Search**
12. Click on name
13. Click **File, Save and Close Notes**
14. Click **Plan Information** subpage
15. Change **Status** = **Submitted for Review**
16. Click **File, Save and Close Plans**

Notes:

- Refer to Rubrics (found under Forms - CFCM) before and during the process of creating a plan and before submitting plan for review.
- This the participant's plan. The participant should be part of the process and included as much as possible in the plan meeting. This should be reflected with the Plan Form, in

the sections **Who Attended. An attendance sheet is not required.** All attendees at the meeting are documented in the Who Attended section**.**

- Goals are most broad and general (I want to get a job in the next year)
    - Objectives get more specific and measurable (I want to work 10 hours a week in a job working with animals.)
        - Action Steps are even more specific (ex….)
    - In the goal section, the **person responsible** should always include the participant in addition to anyone else that may provide support.
- If participant has employment services on planned services subpage or indicated they want to work in plan form, then employment should be reflected in their plan.
- Signature Page – *participant is required to sign*. If the participant has a guardian, guardian should also sign but the guardian signature is in addition to (doesn't replace) the participant signature. The case manager who wrote the plan and a representative of the licensed provider who will be providing services under the plan also need to sign.
    - If the participant is unable to sign, note participant is unable to sign. Many participants are able to sign with a mark or stamp.
- Participants are also required to **initial each attestation** on the signature page.