I/DD Nurse
Resource Packet

Resource Packet Tips for Use

- Please save a copy of this Resource Packet electronically.

- Take some time to review all the resources available here

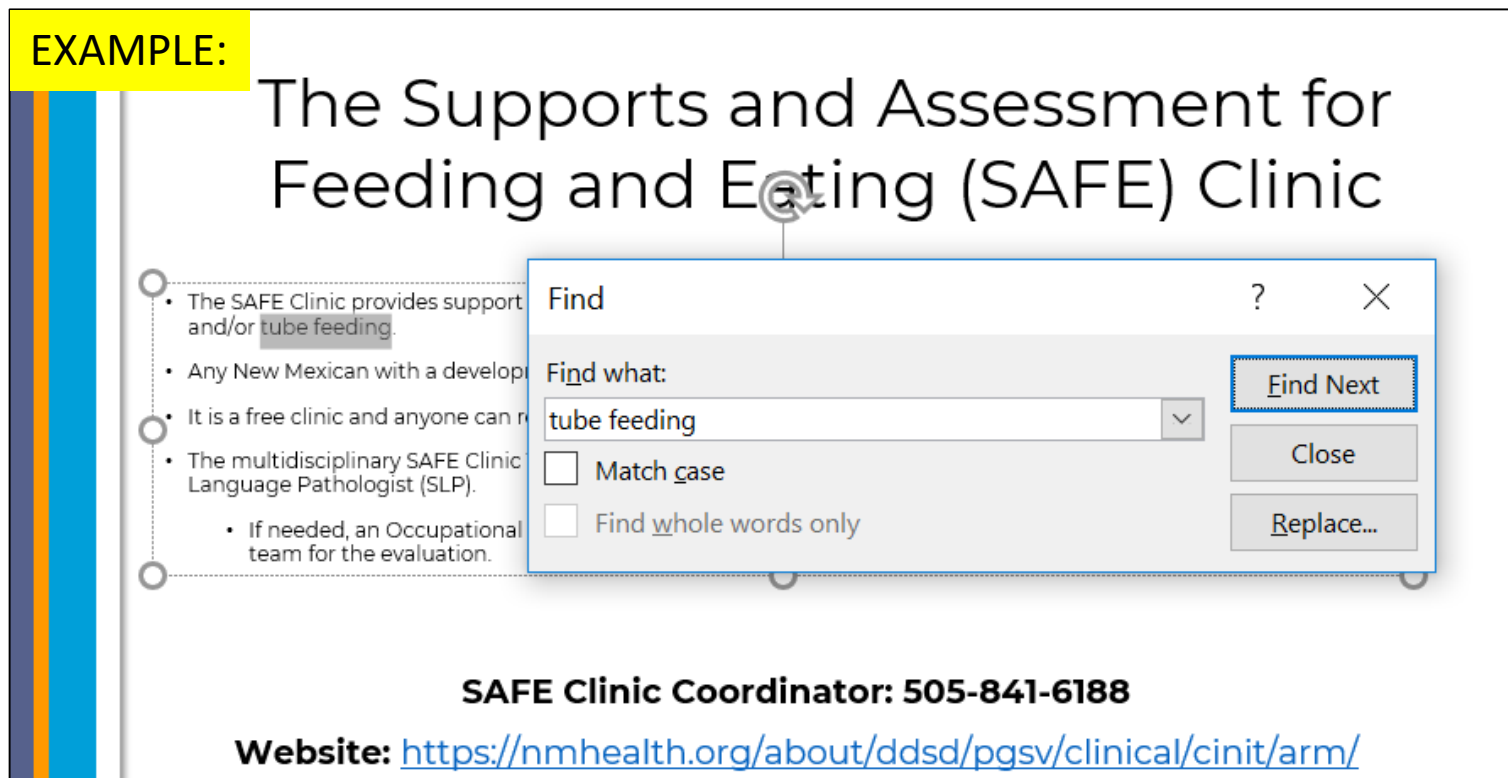- In the future, you can **search** this packet by keyword by typing "CTRL" + "F"

EXAMPLE:

The Supports and Assessment for Feeding and Eating (SAFE) Clinic

- The SAFE Clinic provides support and/or tube feeding.
- Any New Mexican with a developm
- It is a free clinic and anyone can r
- The multidisciplinary SAFE Clinic Language Pathologist (SLP).
  - If needed, an Occupational team for the evaluation.

Find

Find what: tube feeding

☐ Match case

☐ Find whole words only

Find Next

Close

Replace...

SAFE Clinic Coordinator: 505-841-6188

**Website:** https://nmhealth.org/about/ddsd/pgsv/clinical/cinit/arm/

Developmental Disabilities Supports Division (DDSD)

DDSD offers resources to nurses by way of the DDW Service Standards, the website, and five Regional Offices (RO).

The Regional Offices are responsible for the direct oversight of the DDW and State General Fund programs. Oversight responsibilities include case management agency and service provider compliance with standards, regulations, and provider agreements.

https://nmhealth.org/about/ddsd/pgsv/ddw/
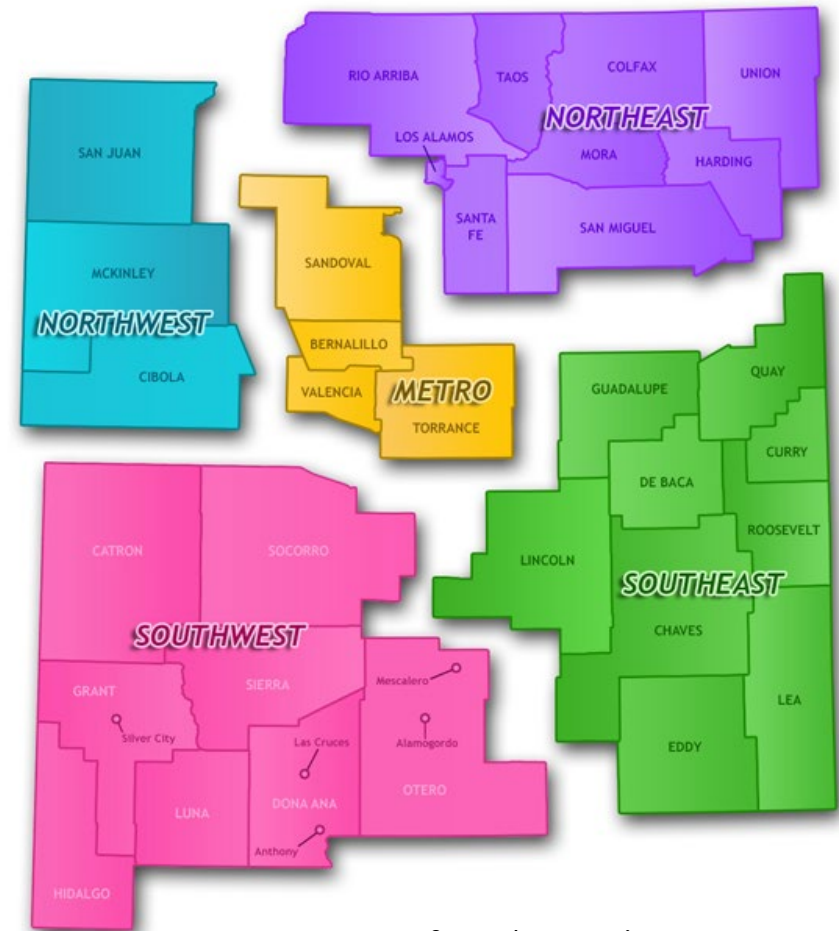
Map of NM by Region

DDSD Regional Office (RO)

Each RO has a full staff knowledgeable about all aspects of the waiver and can provide training and technical assistance as needed.

- Regional Director

- Regional Nurse(s)

- Behavior Specialist

- Behavioral Crisis Specialist

- Case Management Coordinator

- Generalists

- Intake and Eligibility Specialist

- Supported Employment Coordinator

- Training Coordinator
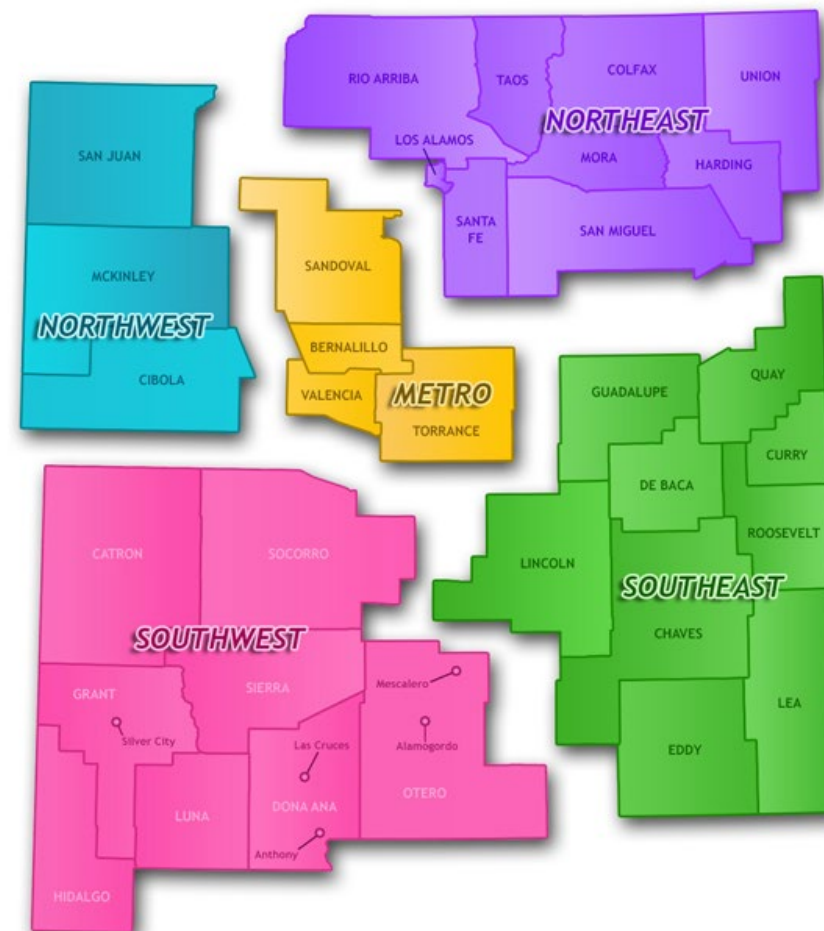
Map of NM by Region

DDSD Oversight Agencies

The DD Waiver has multiple entities involved in oversight and regulation of the DDW program and provider agencies that deliver services to individuals.

The oversight agencies include:

- DDSD https://nmhealth.org/about/ddsd/pgsv/ddw/

- Division of Health Improvement (DHI) https://nmhealth.org/about/dhi/

- Quality Management Bureau (QMB) https://nmhealth.org/about/dhi/cbp/qmb/

DDSD collaborates with the Board of Nursing and the Board of Pharmacy by integrating their requirements into the DDSD Standards.
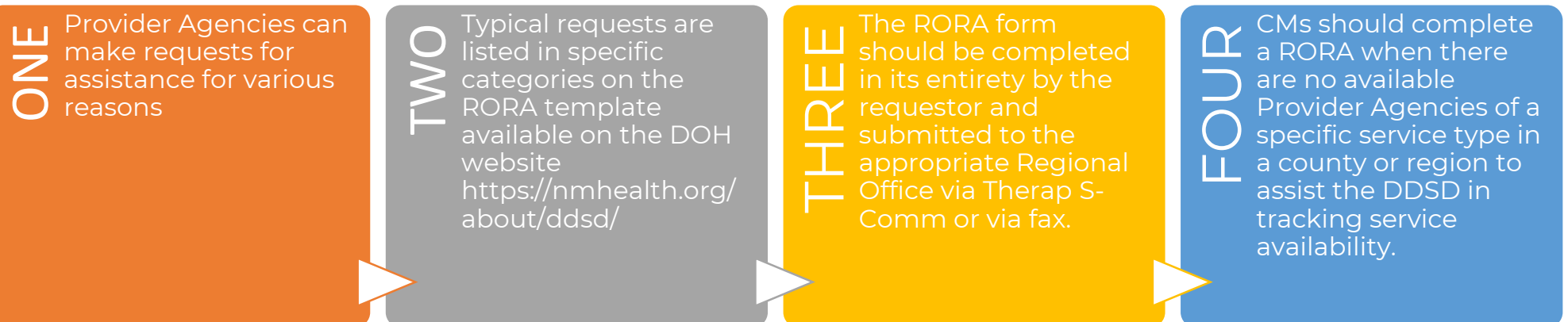
Regional Office Request for Assistance (RORA)

DDSD Regional Offices provide information and technical assistance to anyone at any time.

Specifically, each Regional Office is staffed with generalists and program area experts to assist with any specific DD Waiver questions and to provide technical assistance.

DDSD's RORA system is the mechanism to track any formal requests for Regional Office assistance.

The RORA template available on the DOH website https://nmhealth.org/about/ddsd/

ONE Provider Agencies can make requests for assistance for various reasons

TWO Typical requests are listed in specific categories on the RORA template available on the DOH website https://nmhealth.org/about/ddsd/

THREE The RORA form should be completed in its entirety by the requestor and submitted to the appropriate Regional Office via Therap S-Comm or via fax.

FOUR CMs should complete a RORA when there are no available Provider Agencies of a specific service type in a county or region to assist the DDSD in tracking service availability.

Regional Office Request for Assistance (RORA)

- Each RO has at least one consulting RN who will gladly assist you with any questions or issues. The contact information for each regional nurse is:

  - Metro: (505) 841-5500

  - NWRO: (505) 566-0516

  - NERO: (575) 758-5934

  - SWRO: (575) 528-5184

  - SERO: (575) 624-6100

- Please call the RO Nurse whenever you need technical assistance, resources, or if you are a new nurse to the program.

- **Please inform the RO nurse when any person is hospitalized or placed in long term care by utilizing the General Events Reporting (GER) Process.**

Provide your contact information to the RO nurse to ensure you will receive updates and meeting information!

Clinical Services Bureau (CSB)

- A part of DDSD, CSB was initiated in 2005 to provide oversight of statewide Clinical Initiatives and Quality Initiatives, Therapy Services, Specialty Clinics (SAFE, Seating, and Dental), resource development, and Clinical Services Training.

- CSB is available for consultation to providers, teams, and family members. We collaborate with the Human Services Division, UNM Clinical Partners, and other state entities to support services for individuals with IDD.

- CSB offers statewide training, educational resources and technical assistance, regarding health and safety issues.

- CSB coordinates the therapy services unit and the statewide aspiration risk management initiative.

- CSB **manages the Medical Fragile Waiver**

- Key Clinical Services Bureau clinical initiatives include:

  1. Aspiration Risk Management

  2. Assistive Technology and Personal Support Technology.

  3. Improving outreach to provider agency nurses with various Nursing and Health Initiatives.

  4. Increased access to nursing resources and focusing on health needs.

  5. Clinical improvements related to litigation and quality improvement initiatives.

Website: https://nmhealth.org/about/ddsd/pgsv/clinical/

Clinical Services Bureau Phone: (505) 841-2948

Bureau of Behavioral Support (BBS)

- The Bureau of Behavioral Support (BBS) is a part of DDSD and is a statewide unit that exists to support persons with an intellectual and/or developmental disability (IDD) who are eligible for (or are receiving supports) through DDSD's State General Fund (SGF) programs or the DDW in their pursuit of meaningful lives.

- BBS administers several programs throughout the state, including:
  - Crisis Response Team
  - Positive Behavioral Supports
  - Sexuality Supports

- Within each of these program areas, both State General Fund and DDW supports may be utilized to affect change for the person served.

- BBS offers technical assistance and Behavioral Supports Training on a variety of topics including positive behavioral, crisis and sexuality supports, community inclusion, human rights, and dignity of risk.

Website: https://nmhealth.org/about/ddsd/pgsv/behavior/

Human Services Division (HSD)

- HSD manages all aspects of New Mexico's Medicaid programs including home and community-based services. HSD works with DDSD regarding quality and compliance with State and Federal mandates.

Website: https://www.hsd.state.nm.us/

Community of Practice Call

Scheduled every 4th Wednesday, 10:00AM - 11:30AM

- By participating in the Community of Practice call, nurses connect with peers to share related issues with each other to find solutions.

- During this call, updates from the state are shared with nurses, clinical situations are discussed, and nurses are encouraged to bring their questions and concerns for discussion.

- The call is attended by a physician for more in-depth clinical discussions.

- During this call you can make sure your voice is heard.

- **In 2020, nurses will be able to attain CE's for attending the community of practice call.**

Clinical Services Bureau Phone: (505) 841-2948

Peers and Colleagues

- Nurses should find a way to connect with each other, even if they do not work for the same agency, because experience nurses may act as mentors for new or inexperience nurses. This is not done to compare agencies, but rather to find solutions that work and may be implemented in another. It will also ensure that the IDD nursing practice become and stay more robust.

- Many IDT members have extensive knowledge regarding the Waiver and the individuals they serve, nurses should not hesitate to interact with everyone.

- These IDT members may include; the individual, the previous provider staff/nurse, family/guardian, direct care staff, therapy providers, guardians, friends, family.

Collaborating with colleagues/Peers/IDT members will ensure a positive environment for nurses, the person, and staff.

DDW Service Standards

- The DDSD has established standards to guide service delivery and promote the health and safety of people supported by DD Waiver Provider Agencies.

- All agencies that enter a contractual relationship with DOH to provide DD Waiver services are required to comply with the standards and all federal, and state rules.

- DD Waiver Service Standards establish provider requirements for service delivery through the DD Waiver Program. These requirements apply to all Provider Agencies and their staff whether directly employed or subcontracted with the approved Provider Agency.

- Nurses should read through the entire DDW Standards to ensure full understanding of all expectations.

Nurses are advised to **print a clean copy of the standards and also have a "working" copy on which you can insert tabs or make notes**.

The DDW Service Standards can be accessed here:

https://nmhealth.org/publication/view/regulation/4173/

DDSD Website

- The DDSD's Website has comprehensive information about the Division and the Waiver, access to the DDW Standards, forms, training information and other resources can be found on the website

- The website might feel overwhelming, but by doing a "search" on the website, anything can be found.

Website: https://nmhealth.org/about/ddsd/

Health Alerts and Numbered Memos

DDSD releases a variety of different types of communications such as numbered memos, news alerts, and others.

- Found on the DDW Website under "Resources".

    - Are informative and preventative

    - Created to inform on an emerging issue or after an event that caused harm.

Website: https://nmhealth.org/about/ddsd/

DDW Services

- Assistive Technology (AT): https://nmhealth.org/about/ddsd/pgsv/clinical/cinit/at/

- Case Management Services (CM): https://nmhealth.org/about/dhi/cbp/qmb/ddws/cmgs/

- Customized Community Supports (CCS)

- Customized In Home Supports (CIHS)

- Crisis Supports

- Environmental Modification Service

- Independent Living Transition Service

- Living Supports (LS)

- Adult Nursing Services (ANS)

- Nutritional Counseling Services (NCS)

- Personal Support Technology (PST)

- Supported Employment (CIE)

More services/supports offered to persons on the DDW are outlined in the DD Waiver Standards:

Website: https://nmhealth.org/publication/view/regulation/4173/

ANS Parameter Tool

The ANS Parameter Tool helps nurses to review the person's apparent needs and create an estimate of how many hours of nursing services may need to be added to the person's budget. The Standards have rules for specific services for specific populations.

Link to ANS Paramater Tool PDF:
https://prod.nmhealth.org/publication/view/form/4003/

Congenital Syndromes

Multiple congenital syndromes may cause IDD. DD nurses routinely access resources regarding congenital syndromes so they can identify health needs/risks and develop health care plans tailored to meet the person's unique needs.

Health care primer regarding congenital syndromes from the University of New Mexico Continuum of Care Project can be found by following this link:
https://coc.unm.edu/manual/congenital.html

The **Developmental Disabilities Nursing Association (DDNA)** website has information and **CEU** opportunities on Congenital Syndromes. For more information please follow this link:
https://ddna.org/

Chronic Medical and Mental Health Conditions

Persons with IDD may experience chronic medical and mental health conditions comparable to everyone else. However, the chronic medical and mental health conditions are often associated with specific syndromes.

The University of New Mexico Continuum of Care provides additional information **regarding chronic medical conditions:** https://coc.unm.edu/manual/chronic.html

More information on **trauma informed care** is available from the University of New Mexico Continuum of Care website https://coc.unm.edu/manual/mental-health.html

AND

University at Buffalo http://socialwork.buffalo.edu/social-research/institutes-centers/institute-on-trauma-and-trauma-informed-care/what-is-trauma-informed-care.html

The Supports and Assessment for Feeding and Eating (SAFE) Clinic

- The SAFE Clinic provides support and guidance to individuals, teams and families regarding safe eating practices and/or tube feeding.

- Any New Mexican with a developmental disability may be referred to this clinic.

- It is a free clinic and anyone can refer.

- The multidisciplinary SAFE Clinic Team is comprised of a Nutritionist, Physician, Physical Therapist (PT), and Speech Language Pathologist (SLP).

  - If needed, an Occupational Therapist (OT) and Behavioral Support Consultant (BSC) can be added to the SAFE team for the evaluation.

SAFE Clinic Coordinator: 505-841-6188

Website: https://nmhealth.org/about/ddsd/pgsv/clinical/cinit/arm/

The Specialty Seating Clinic

- Any citizen of New Mexico with a developmental disability may ask for assistance in obtaining a specialized wheelchair and/or custom molded seating system from the Specialty Seating Clinic.

- The clinic is CARF Accredited

- The clinic is located in Albuquerque and is staffed with a physical therapist and an occupational therapist along with experienced staff members.

- The staff may travel to provide services if needed. Travel required extensive planning and can take time.

- The Durable Medical Equipment (DME) providers supply the appropriate wheelchair components and the new custom seating systems are manufactured at the clinic for individuals with developmental disabilities.

- The clinic staff can also troubleshoot problems and make minor repairs to existing wheelchairs and seating systems.

Phone: 505-232-5712 or 505-232-5727

Website:
https://nmhealth.org/about/ddsd/pgsv/clinical/specialty/seating/

The Specialty Seating Clinic

- The Clinical Services Bureau contracts with statewide therapy consultants who support the ongoing professional growth and development of DDW therapy providers.

- CSB therapists are available for training and consultation on variety of issues.

- You may also contact the Clinical Services Bureau for more information.

Therapy Services Brochure: https://nmhealth.org/publication/view/marketing/4038/

CSB Website: https://nmhealth.org/about/ddsd/pgsv/clinical/

Clinical Services Bureau Phone: (505) 841-2948

DDSD Specialty Dental Clinic

- DDSD Specialty Clinic is located in Albuquerque, New Mexico.

- The clinic is staffed by experienced dentists, hygienists and dental assistants who are experts providing quality dental care for persons with disabilities.

Contact information for the Dental clinic is:

- **Phone: 505-232-5710**

- **Fax: 505-232-5720**

For more information visit the website:
https://nmhealth.org/about/ddsd/pgsv/clinical/specialty/dental/

UNM Continuum of Care (COC) Project

- The mission of Continuum of Care is to improve and sustain the quality of health and healthcare for all people with intellectual and/or developmental disabilities in New Mexico.

- The staff at the Continuum of Care have extensive experience in improving the delivery of health care to individuals with developmental disabilities in New Mexico.

- COC coordinates multiple clinics:
  - Adult Cerebral Palsy Clinic,
  - Ketogenic Diet Clinic,
  - Neurology Consultation Clinic,
  - Adult Special Needs Clinic,
  - DD/MI Clinics, and
  - Outreach clinics, including Adult Neurology/VNS in Roswell and Adult Neurology Clinic in Clovis

Contact information for COC:

Main (505) 925-2350 Fax: (505)925-2389 Toll free 1-877-684-5259

Email: continuum@salud.unm.edu

Website: https://coc.unm.edu/index.html

UNM Transdisciplinary Evaluation & Support Clinic (TEASC)

- The Transdisciplinary Evaluation and Support Clinic (TEASC), funded by the NM DOH DDSD, is a consultation team that includes family practice providers, psychiatrists, experts in social services and health care systems, and a clinical social worker. The team may include other specialists such as a neurologist or sign language interpreter.

- TEASC offers in-home and clinic-based consultation to adults who have IDD and complex medical, mental health, and support system needs.

- TEASC assistance does not replace the direct care provided by the client's primary care doctor, psychiatrist, therapist, interdisciplinary team, or other care givers.

- Any person with a developmental disability, age 18 or older, living in New Mexico, or their family, provider, or advocate may request a TEASC evaluation or consultation.

- TEASC services are provided at no cost to the individual.

Website: https://fcm.unm.edu/for%20patients/teasc.html

Information Network at the Center for Development and Disability (CDD)

- Information Specialists who can answer your questions via email or telephone

- A full-service lending library with an online catalog

- Disability Resource Directory – locate disability resources anywhere in the state

- Medical Home Portal – online resource guide with reliable information about children and youth with special health care needs

Website: http://www.cdd.unm.edu/other-disability-programs/information-network/index.html

Address: 2300 Menaul Blvd NE, Albuquerque, NM 87107

The buildings are labeled Midtown Center on the south side

Hours of operation Monday – Friday, 8:00AM – 5:00PM (drop box for returning books available in CDD lobby)

Contact information

Phone: 505-272-0281, Toll Free: 844-231-5003

Email: HSC-InfoNet@salud.unm.edu

Developmental Disabilities Nursing Association

- DDNA is a nursing specialty organization that is committed to advocacy, education, and support for nurses who provide services to persons with intellectual and developmental disabilities (IDD)..

- DDNA's goal is to foster the growth of nursing knowledge and expertise about optimal care of persons with IDD, thereby improving their care, services, and quality of life.

- DDNA is a national association with local chapters in each state. New Mexico's DDNA is very active, offering conferences at low cost for continuing education units.

- Membership will give you access to member-only online resources with links to valuable IDD information and resources, all categorized and located in one convenient place. National and Local DDNA Membership

- DDNA offers continuing education specific to IDD nursing through its annual education conference and its Free-Member CE Courses.

Website: https://ddna.org/

Necessity and Frequency of Face-to-Face Home Visits

This graphic that illustrates the necessity and frequency of nursing face-to-face home visits:

2018 Standards p. 171		eCHAT Acuity		
		Low	Moderate	High
Aspiration Risk	Low	Semi-annual	Quarterly	Monthly
	Moderate	Quarterly	Quarterly	Monthly
	High	Monthly	Monthly	Monthly

Adult Nursing Services: Required or Optional in Family Living

Tasks	Natural Family	Host / Surrogate Family
Nursing Assessment and Consultation Services - (eChat, initial training and on-call)	Required	Required
Health Care Planning and Development	**Optional**	**Required**
Medication Oversight	**Optional** – unless using non-related sub care	**Required**
Aspiration Management (If moderate or high risk)	**Optional**- unless Jackson class member	**Required**
Delegation	**Required** - if using non-related sub care	**Required**
Administration of medication by a nurse	**Optional**	**Required**
Coordination of Complex Health Care Needs	**Optional**	**Optional**
Prior Auth Criteria must be met for all services listed in **bold**.		

Key Services: Which Nurse is Responsible in Specific Settings

This chart describes key services and which nurse is responsible for completing these services, in specific settings

It is vitally important that provider agencies maintain clear and consistent communication, to ensure the welfare and quality of services for those in supports.

Service	e-CHAT	Completed By	Care Planning and Training
Supported Living	Yes	Supported Living Nurse	Supported Living Nurse
Intensive Medical Living	Yes	Intensive Medical Living Nurse	Intensive Medical Living Nurse
Family Living Biological and Host Surrogate	Yes	Family Living Provider Nurse under Adult Nursing Services	Family Living Provider Nurse under Adult Nursing Services
Customized In Home Supports	Optional	Adult Nursing Services Nurse	Adult Nursing Services Nurse
Customized Community Supports- Group With Living Supports	Yes	Completed by SL/IMLS or FL/ANS Nurse	SL/IMLS or FL/ANS Nurse collaborates with CCS-Group nurse sharing eCHAT; **each creates and trains HCP/MERP pertinent to their settings**.
Customized Community Supports- Group Without Living Supports	Yes	CCS- Group Nurse	CCS- Group Nurse creates and trains HCP/CARMP/MERP <u>pertinent to the Day setting</u>
Customized Community Supports- Independent or Small Group <u>Without Living Supports</u>	Yes if CCS- Group on Budget * _____ Optional – May be requested	CCS- Group Nurse --- Adult Nursing Services Nurse - if no CCS- Group Nurse on budget	CCS- Group Nurse --- Adult Nursing Services Nurse - if no CCS- Group Nurse on budget
Customized Integrated Employment With Living Supports	Yes	Completed by SL/IMLS or FL/ANS Nurse	Completed by SL/IMLS or FL/ANS Nurse
Customized Integrated Employment Without Living Supports	Optional – May be requested	Adult Nursing Services – if NO Customized Community Supports- Group on budget *	Adult Nursing Services – if NO Customized Community Supports- Group on budget
* If CCS or CIE is all provided by same agency then CCS – Group (Day program) nurse can do this training. If Group and Small Group or Independent services are provided by different agencies, then ANS can be accessed to provide training to small group/independent CCS staff.			

Terms to Know

Bundling - the overall reimbursement rate to the provider includes payment for multiple services including nursing in SL and IMLS.

Un-bundled - the service, if needed or desired, must be added separately to the person's budget.

The ANS Parameter Tool - helps nurses to review the person's apparent needs and create an estimate of how many hours of nursing services may need to be added to the person's budget. The Standards have rules for specific services for specific populations.

Prior Authorization - the proposed hours are approved and meet the person's needs within the requirements and limitations created by the DDSD. This is based upon a record review completed by an outside review group.