

2024 International IPS Learning Community Annual Meeting

Breakout Group: Fidelity Reviewers

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Question

-Has the IPS Center collected recent fidelity review ratings to see how they have changed over time?

Kentucky, Wisconsin, and Ohio are looking at trends, planning for TA needs around lower ratings

The IPS Employment Center does not collect fidelity review scores or reports.

Suggestion

-Make the fidelity review chart form horizontal instead of vertical

-Colorado has a spreadsheet for fidelity that makes it easier to see visually

-Wisconsin has a spreadsheet for chart reviews (will share with the group)

-Illinois also has one that they will share with color-coding

Chart Reviews

-Illinois: TA with QI and supervisor to review charts for fidelity, to show what fidelity is looking for in a chart review

-Indiana: someone will stand over the review team to monitor them reviewing the charts

-Ohio: not all charts are integrated into EMR, some are still paper charts, some will not allow them to access all parts of the chart

-NC and Kentucky: Set up a secure folder for uploading chart review documents to conduct before the fidelity review

Technical Assistance around Fidelity Reviews

-Invite IPS supervisors to shadow a fidelity review

-Oregon: mini review before the review with the IPS supervisor (e.g., 6 months), review 2 charts, conduct supervisor interviews

-Tennessee used to do a baseline review, now doing an abbreviated review (look at 5 charts) to build relationship with the team before the review

-Take 1 item from fidelity scale and talk about it each week at the Vocational Unit Meeting

- Australia has a self-assessment (full, half, and partial scale), will share with the group
- Having QI involved can be a very helpful teaching moment
- Do monthly in-person check-ins and trainings with the IPS staff, not just the IPS supervisor
- Ask the supervisor if they want to meet monthly 3 months before the review to discuss the review and prepare
- Do Action Plans with teams to review how things are going and plans to improve

Hybrid Fidelity Review

- Several interviews and observations are already happening by phone or virtually
- Wisconsin has a list of expectations for in-person and virtual
- IPS Learning Center created a document during COVID
- Virtual chart review before coming on-site (OR, NC, KY)

Preparing for Fidelity Reviews

- Fidelity review guide/orientation letter/checklist for sites

Coordinating care and access to charts/documentation

Overview of what fidelity is and how to prepare

How to organize the schedule

What documentation is needed for the chart reviews

Fidelity training for leadership, IPS supervisors

Fidelity Reviews

- Relationship building, not an auditor
- Not a “gotcha moment,” not punitive, a snapshot in time of services
- Refer to the fidelity manual for examples of ratings and questions, nothing should be a surprise
- Baseline reviews are seen as room for improvement, re-reviews can be seen on improving things that are in the team’s control
- Oregon ties reimbursement to fidelity rating, causes people to “chase” after points, rather than looking at outcomes and quality of the service
- Think of fidelity like a cookie recipe, when you deviate from the recipe, it is not the same cookie and you do not get good results
- Frequency: some do every 6 months if not in good fidelity, yearly if good fidelity

Feedback

-How much feedback do you give sites at the end of the review

Illinois: share strengths and recommendations after the review

North Carolina: end the review with a debrief of 3 strengths, 3 recommendations, and a strong strength

Other states share recommendations at the moment as a “teaching/training” moment of things within their control (e.g., refer to benefits counseling); use MI and affirmations

Other states do not share anything during the review but will talk to the IPS supervisor afterward about some things they noticed

IPS Youth Fidelity Scale

-Tennessee, Kentucky, and Illinois use the IPS-Y scale

-Challenges when the program works with adults and youth, could there be a bridge between the 2 scales?

-No writing tool for youth scale, could be a project for a workgroup or coding on the website

-Workgroup for writing pre-populated observations and recommendations

-Need additional training on the IPS-Y Scale

Common Blind Spots for Fidelity Reviewers

-Where things are located within the EMR

-What the documents are called/labeled (e.g., Career Profile, Vocational Assessment, Individual Service Plan)

Suggestion: Virginia did a crosswalk of fidelity documents and their names

-Missing documents

-Not tracking first employer contacts

-Not tracking competitive employment rate for the entire agency