



## Key Indicators- Licensing Indicator System

CCLD proposes to design and implement a key indicator system for all licensed programs, consistent with approaches common in other states. CCLD will work with stakeholders and licensing field staff to develop “key indicator compliance review tools” for each license type.

---

*“A LIS uses a measurement tool, designed to measure compliance with a small number of rules that predicts high compliance with all the rules.”*

---

*Karen E. Kroh*

The new system will include more than one indicator tool to reinforce compliance with the regulations for each program.

Each program’s tools will have items of importance in that program. Providers will not know what tool will be used, just like when taking a DMV driver’s test. If we see a violation not on the tool, we will cite it.

We will incorporate all of the comprehensive inspection review categories, including Physical Plant, Evaluation of Care and Supervision (including any health-related services), Facility Administration and Records Review.

There will be no change to the pre-inspection facility file review or plan of correction processes.

According to Karen E. Kroh, director of Adult Residential Licensing for the Pennsylvania Department of Public Welfare:

The purpose of a LIS [Licensing Indicator System] is to increase the efficiency and effectiveness of an existing licensing system by refocusing the emphasis of the licensing process. A LIS is intended to complement, and not replace, an existing licensing measurement system. Through use of a LIS, less time is spent conducting annual inspections of facilities with a history of high compliance with the licensing rules, and more time is spent (a) providing technical assistance to help facilities and agencies comply with licensing rules, and (b) conducting annual and follow-up inspections of facilities and agencies with low compliance with licensing rules. It is critical to understand that a LIS is **not** intended to reduce overall licensing staff workload or to be used as a substitute for complete annual inspections. Facilities and agencies must continue to comply with all licensing rules at all times.

A LIS is actually a shortened version of a comprehensive licensing inspection instrument. A small number of rules are selected based upon a statistical methodology designed for this specific purpose. A LIS uses a measurement tool, designed to measure compliance with a small number of rules that predicts high compliance with all the rules.

