

**CDDO OF SOUTHEAST KANSAS
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION
POLICIES AND PROCEDURES**

REGARDING: Quality Assurance

REFERENCE: K.A.R. 30-64-27

Revised 08/04, 09/07, 07/14, 05/15, 4/19, 10/2020

Reviewed 6/23

POLICY

The CDDO shall ensure the quality of services being provided to all persons served in the CDDO service area by requiring each affiliated service provider to have an internal quality assurance procedure. In addition, the CDDO shall maintain an external quality review process using a Quality Assurance Committee established by the Community Council.

PROCEDURE

Quality Assurance Committee: The Quality Assurance Committee will be a sub-committee of the Community Council, consisting of persons with developmental disabilities (DD), family members/guardians of persons with DD, representatives of service providers, and other interested persons. The CDDO staff responsible for Quality Assurance will serve as the chairperson. The Committee will report its activities to the Community Council. Ensuring quality shall include providing for on-site monitoring by the Committee. The type and intensity of on-site reviews shall be determined by the Committee and/or contractual requirement with KDADS. The Committee shall meet quarterly, or more frequently as needed and called by the chairperson. The Committee will review the CDDO Quality Assurance Policy at least annually to determine if changes need to be made. Case managers, service provider representatives, and other interested persons may attend Committee meetings to provide information to Committee members.

Annual Process as follows:

- ❖ At least two persons being served from each TCM caseload will be chosen annually. CDDO staff will use the web-based randomizer (TCM's who have less than 10 on their caseload, only one individual will be chosen every year).
 - CDDO will ensure that the person chosen is not on the waiting list and receives services other than only TCM .
- ❖ CDDO will send email to each TCM to inform them of the person chosen from their caseload.
- ❖ CDDO will assign each name to a QA Committee team.
 - CDDO will ensure that the QA team member does not work for the same organization that provides services to the person.
 - CDDO will provide contact information for each person chosen to include, name, address, phone, TCM name, TCM phone number and services the person receives.
 - CDDO will attempt to assign persons to QA team members who live/work closest to the person to minimize travel.
 - QA teams will inform CDDO of any potential conflicts with the person(s) they are to interview.
- ❖ CDDO will request background check and training records for every staff from each organization that provides services to persons chosen.
- ❖ CDDO will mail guardian interview forms to the guardians of persons chosen for review, if applicable.
- ❖ CDDO will review TCM and service files and will complete the Quality Assurance (QA) File Review form.
- ❖ CDDO will compile a summary of the QA file review form, the individual and staff interviews, guardian interviews and staff information and will send summary to the TCM and service providers for the person. Also, a copy will go to the KDADS Quality Management Specialist (QMS).
 - If corrections are needed, the date corrections are due will be included on the summary. After corrections are made, the TCM will indicate the date of corrections on the summary and return the summary checklist and corrected documents to the CDDO Director by the requested due date.
 - If corrections are needed, CDDO staff will follow up to ensure all issues have been resolved as reported and will document how the CSP corrected the issue.
- ❖ A summary of the reviews will be presented to the Community Council.

Service providers shall cooperate with the Quality Assurance Committee and the CDDO in conducting on-site monitoring of persons receiving services using the processes and forms/assessment tools established and developed by the Quality Assurance Committee. During monthly on-site visits, case managers will complete Quality Assurance checklists, with the data being compiled, analyzed and presented to the Quality Assurance Committee. The checklist shall determine at least the following:

- Services which were paid for have been delivered.
- Services that are delivered are paid for in accordance with the terms of any agreement or contract in force, including any payment requirement that the person being served or a third party acting on behalf of the person being served has the responsibility to meet.
- Services are delivered in a manner which respects the person's legally protected rights.
- That the person lives and works in healthy and safe environments.
- Services are provided in a manner that offers opportunities of choice to the person and promotes progress toward the person's preferred lifestyle, and in accordance with the person's person-centered-plan.
- Whether the provider is reporting any suspicions of abuse, neglect, or exploitation to the appropriate agency(ies), and has corrected, or is actively in the process of correcting, the cause of any confirmed violation.

In addition, the CDDO Coordinator responsible for Quality Assurance and/or KDADS staff may conduct on-site or other quality assurance reviews. The Quality Assurance Committee will review a summary of all quality assurance reviews that are completed.

Service providers must complete a General Event Report (GER) in Therap, for the following incidents within 24 hours of becoming aware of the incident:

- ❖ ANE reports filed with the appropriate agency(ies)
- ❖ Emergency Medical Care
- ❖ Mental Health Crisis Screening or Hospitalizations
- ❖ Elopement
- ❖ Involvement with law enforcement as an alleged perpetrator or victim, or if law enforcement is called to assist with behavior
- ❖ Attempted Suicide

Service providers must report the following adverse incidents to KDADS, using KDADS web-based Adverse Incident Report (AIR) within 24 hours of becoming aware of the incident:

- ❖ ANE reports
- ❖ Death
- ❖ Elopement
- ❖ Emergency Medical Care
- ❖ Law Enforcement Involvement
- ❖ Misuse of Medications
- ❖ Natural Disaster
- ❖ Seclusion
- ❖ Restraint
- ❖ Serious Injury
- ❖ Suicide
- ❖ Suicide Attempt

A copy of the AIR must be attached to the GER in Therap.

The CDDO Director will summarize the information and report to the Quality Assurance Committee at least annually.

As requested, service providers will make available to the Quality Assurance Committee:

- Verification of all required background checks and training for staff.
- Membership of their Behavior Management Committee and verification of Committee meetings.

The Quality Assurance Committee will report its activities at least annually to the CDDO Community Council.