

THE ECKAAA-CDDO SERVING COFFEY, OSAGE, AND FRANKLIN COUNTIES
Policies and Procedures

SUBJECT: CDDO QUALITY ENHANCEMENT

EFFECTIVE: 5/1/2017

SECTION: 520D

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SUPERCEDES: 520C

R4 Dated 2/6/2017

Policy:

The East Central Kansas Area Agency on Aging Community Developmental Disability Organization (ECKAAA-CDDO) serving Coffey, Osage, and Franklin Counties will conduct Quality Enhancement reviews to ensure that Intellectual/ Developmental Disability Services (I/DD) services provided by affiliates and all providers of services in the CDDO region are responsive to the needs and preferences of persons served. A review of the Person-Centered Support Plan (PCSP) should indicate that services are provided as specified within the PCSP, and in a manner that is responsive to it, so that the opportunities of choice to the person being served are safeguarded and are also provided in a way that ensures that all of the person's rights are observed and protected as per K.A.R. 30-64-26, as also indicated in K.A.R. 30-63-21 and 23 (Person-centered support planning; implementation).

Procedure:

- 1) Targeted Case Managers shall provide an electronic copy of each individual's Person-Centered Support Plan (PCSP), including any updates to the PCSP, and any Positive Behavior Support Plans and/or Risk Assessments, to the CDDO Quality Assurance Coordinator within thirty (30) days of the date the PCSP meeting was held. Meetings for service provider changes and/or new service approvals will also require an updated PCSP within 30 days of the meeting's date, or within 30 days of the start of the provider change or new service, depending on which came first. Written indication of PCSP meetings will be made available to the CDDO prior to the meeting occurrence in order to track compliance.
- 2) The CDDO will review all of the Person-Centered Support Plans submitted by Targeted Case Managers on a regular basis. The CDDO will review 10%, minimum, of all PCSPs of persons-served in the CDDO region each year.
- 3) CDDO Quality Enhancement will include a review of the Person-Centered Support Plan, related documentation and interviews with the person-served, (guardian/responsible party if applicable) and support team, as well as on-site visits where the services are being provided to ensure that all elements of K.A.R. 30-63-21 and 23 (Person-centered support planning; implementation), are being observed, namely:
 - A) Opportunities for Independence, Productivity, Integration, and Inclusion are provided
 - B) Individual Rights and Responsibilities are supported
 - C) Personal Health and Safety is maintained
 - D) Social, Emotional, and Behavioral Supports are addressed
 - E) Medical support is available; and
 - F) Records are maintained in accordance with K.A.R. 30-63-29 and HCBS guidelines
 - G) Supports are provided as requested in the Person-Centered Support Plan, and that the provider is delivering services to the person only in accordance with the person's person-centered support plan.
 - H) The Plan was developed only after consultation with the person, the person's legal guardian, if one has been appointed; and other individuals from the person's support network as the person (or the person's guardian/responsible party if applicable) chooses.

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- I) The Plan is reviewed and revised on a regular basis, and updated as life circumstances and choices dictate. Life circumstance changes for PCSP updates should include, but should not be limited to: significant schedules changes in PCS (in-home support schedules), changes from one type of structured service to a less structured service, and vice versa, all service provision changes, moves, death in the family, and any other significant life change. Regular review and revision should occur at least annually, and shall follow K.A.R. 30-63-21 and K.A.R. 30-63-32.
 - J) Communication needs, necessary supports and training in order that the person can fully participate in the planning process and other choice making are present in the Plan.
 - K) Information given to the person (and person's guardian/responsible party if applicable) of how the preferred lifestyle of the person might be limited because of imminent significant danger to the person's health, safety or welfare based on an assessment of the person's history of decision-making, the possible long and short term consequences resulting from the poor decision(s), the possible long and short term consequences that might result to the person if the provider limits or prohibits the person from making a choice, the safeguards available to protect the person's safety and rights in each context of choices.
 - L) The delivery of all services is prioritized and structured toward the goal of achieving the person's preferred lifestyle. Service provision of all services will be monitored for quality, safety, health measures, welfare and preferred lifestyle, and all services will be expected to be provided in a manner as indicated in K.A.R. 30-63-01 et seq., regardless of the type of service provided.
 - M) The Plan contributes to the continuous movement of the person towards the achievement of the person's preferred lifestyle.
 - N) Any restrictions to a person's rights shall strictly follow the guidelines stated in K.A.R. 30-63-21, and K.A.R. 60-63-23.
- 4) Outcomes will be documented on the Quality Enhancement Review Form. The CDDO will notify the Targeted Case Manager of issues which need to be addressed as a result of the review. The Targeted Case Manager (TCM) and Provider of services will be responsible for correcting the deficiencies within the timeframe specified by the CDDO (For deficiencies relating to the Affiliate Agreement, see CDDO Policy 501B, Affiliation process, #10).
- 5) All Trend Tracking Reports and Adverse Incident Reports (AIR) will trigger a Quality Enhancement review to assure compliance with stated person-centered support plan supports and interventions.
- 6) All Person-Centered Support Plans indicating Personal Care Services (PCS) will be reviewed and monitored for goals and supports compliance. The expectation for PCS (in-home supports) is the same for all other Medicaid-funded services, in that this service shall be monitored for quality, safety, health, protection of rights, usage, background checks, and compliance with all regulations that govern this service. (K.A.R. 30-63-10) Any significant changes to the PCS usage will require a PCSP update to reflect this change. (K.A.R. 30-63-21, (8) (c)(1))

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- 7) Revisions to Quality Enhancement review procedures will be presented to the Governing Board of the CDDO, and reviewed by the Council of Community Members to ensure compliance with K.A.R. 30-64-21.