

Harvey-Marion County CDDO Service Area Policy/Procedure

Policy No: 009

Subject: Quality Enhancement

Ref: K.A.R. 30-64-26

Effective Date: March 2009 Revised: October 2011, June 2014, April 2018, August 2019

Purpose: Establish a protocol for enhancing the quality of services provided by affiliated community service providers in Harvey and Marion Counties.

Intended outcome: Persons receiving services in Harvey and Marion Counties experience services that are provided as specified by, and in a manner responsive to, the person's person-centered support plan, in a manner that offers opportunities of choice to the person, and ensures that the person's rights are observed and protected.

Policy: Harvey-Marion County CDDO enhances service quality by reviewing whether services are responsive to person-centered support plans, offer opportunities of choice, and observe and protect individual rights.

Procedure:

Onsite reviews for quarterly random draw Quality Assurance onsite visits (refer to Quality Assurance Policy) will include review of whether services are responsive to person-centered support plans (30-63-21(c)&(d)), offer opportunities of choice (30-63-21 (a)(4)), and observe and protect individual rights (30-63-22 Individual Rights and 30-63-23 Medications; restrictive interventions; behavioral management committee).

1. Findings letters with remediation requests will be sent for any findings in which services are not responsive to person-centered support plans, services do not offer opportunities of choice, or services do not observe/protect individual rights.
2. Data trends are shared with the KDADS Quality Management Specialist, the Harvey-Marion Community Council, and the Harvey-Marion County CDDO Board of Directors.
3. Recurring patterns of non-compliance by an affiliated service provider may result in requests for systemic corrective action, and a delay on new referrals until systemic issues have been corrected.
4. Failure to demonstrate measurable systemic improvement may result in negative action, up to and including termination of the Affiliation Agreement.