

Harvey-Marion County CDDO Service Area Policy/Procedure

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Subject: Quality Assurance

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

Effective Date: March 2009 Revised: October 2011, June 2014

Purpose: Ensure the quality of services provided in the CDDO area by a local process that includes on-site monitoring.

Intended Outcome: Recipients of services in Harvey and Marion Counties receive paid person-centered services and supports that assure basic health and safety, respect individual rights, and safeguard restrictive interventions. Suspected abuse, neglect, or exploitation is reported. Services delivered are paid for; services paid for are delivered.

Policy: Harvey-Marion County CDDO convenes a local Quality Assurance Committee made up of representatives of persons served/families/guardians, interested citizens, and providers of services. The committee determines the scope and intensity of onsite monitoring activity.

The monitoring activity will assure that:

1. Services that are paid for are delivered.
2. Services which 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.
3. Services are provided in a manner which meets the applicable requirements provided for in Article 63 of the Rules and Regulations related to Licensing Providers of Services for Persons with Developmental Disabilities.
4. The service provider affords the person all of the person's legally protected rights. The service provider reports any suspicions of abuse, neglect, or exploitation to the appropriate state agency, and corrects the cause of any confirmed violation.

Procedure:

1. The Executive Director/designee recruits representatives from persons served/ families/ guardians, affiliated community service providers, and interested community citizens, to serve on the Quality Assurance Committee.
2. By committee member agreement, on-site reviews are conducted by committee members who are not service providers.
3. On-site reviewers are trained by the Executive Director/designee.
4. On-site reviews are completed using checklists approved by the committee. Using an on-line randomizer, the Executive Director/designee uses an on-line randomizer to identify a 2.5% random sample for on-site review each quarter, for a 10% sample per year.

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5. The Executive Director/designee compiles findings from checklists completed by on-site review teams. The data is tracked to identify trends.
6. The Executive Director/designee provides written findings of the on-site review process to the service provider(s), as well as the legally responsible party, for persons selected for on-site reviews. Kudos are given for areas of exemplary performance. Written responsive follow up is requested for any areas of concern. Written corrective action is requested for any areas of non-compliance.
7. On-site reviewers may review written corrective/responsive follow up. In addition, on-site reviewers may conduct follow up visits to assure quality outcomes for the individual being reviewed.
8. Data trends are shared with the KDADS Quality Management Specialist, the Harvey-Marion Community Council, and the Harvey-Marion County CDDO Board of Directors.
9. 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.
10. Failure to demonstrate measureable systemic improvement may result in negative action, up to and including termination of the Affiliation Agreement.