

## CDDO Procedure 05

### QUALITY ASSURANCE *DD Reform Regulation 30-64-27*

Johnson County CDDO will develop and implement procedures to ensure compliance with the Developmental Disabilities Reform Act (DDRA) and the Kansas Department for Aging and Disability Services (KDADS) regulations and policies pertaining to the Act.

#### Procedures

The CDDO will assure that quality, person-centered services are provided to eligible individuals. The Quality Assurance Committee (QAC) of the CDDO will be responsible for the following system of assuring this quality.

1. Each CDDO Community Service Provider is encouraged to have internal Quality Assurance (QA) processes to ensure that services which are paid for are provided and that services meet the requirements of K.A.R. 30-63-01 et seq.
2. Each QAC member will facilitate on-site visits each year at the settings where individuals work or live. All efforts will be made to facilitate visits in person; however, visits may be conducted telephonically if necessary. QAC members will review the individual's file and conduct on-site observations to ensure the following standards are met per Article 63:
  - Current required documentation is present.
  - Services requested are funded and delivered.
  - Choices are being offered.
  - Individuals' health, safety and welfare are being met.

The QAC member will use the most current and approved On-Site Observation Form. If the QAC member requires further follow-up to a concern, the Community Service Provider is required to report their correction plan to the committee, with the assistance of CDDO QA staff as needed.

3. Fulfillment of annual contact requirements will be facilitated through Comprehensive Options Counseling and Satisfaction Surveys during the completion of the annual Functional Assessment. The information provided will ensure the person is receiving services consistent with K.A.R. 30-63-01 et seq. QAC will review this information and ensure that any identified concerns are corrected through follow up by committee members.
4. On occasion, QAC has also been requested to complete special on-site visits by state officials or community members to review specific situations. QAC members have designated the CDDO QA staff to complete these investigations on behalf of the committee. The CDDO QA staff will complete an on-site observation or electronic

contact where the concern was noted. A summary of the findings will be shared with QAC, if necessary. If applicable the Community Service Provider will report their plan of correction.

5. Affiliates in Johnson County are encouraged to have internal Quality Assurance processes. On behalf of the QAC the CDDO QA staff strives to meet with each licensed provider to review their process and outcomes on an annual basis. This review process will include:
  - On-site observation and interviews with individuals and staff.
  - Ensuring that services meet the licensing requirements of K.A.R. 30-63-01 et seq.
  - Individual rights and responsibilities.
  - Restrictive interventions; behavior management committee.
  - Individual health.
  - Nutrition assistance.
  - Staffing.
  - Emergency preparedness.
  - Abuse, neglect and exploitation.
  - Records.
  - Physical facilities.
  
6. If correction action is needed, the CDDO will inform the Community Service Provider by verbally outlining these concerns. If concerns persist, then the CDDO will issue a written plan of correction to the Community Service Provider. The CDDO can move forward with a written Corrective Action Plan without a prior verbal warning based on severity of incident. Information regarding Correction Action Plans will be provided to KDADS . The Corrective Action Plan will outline each concern, corrective action required, and the expected timeframes to come into compliance. When written notification is given to the Community Service Provider, referrals will be ceased until such time that all corrective action items have been addressed. Should the Community Service Provider fail to achieve compliance, the Community Service Provider may be subject to the following:
  - a. Continued suspension of referrals for services.
  - b. Imposition of penalties in an amount not to exceed \$125 per day for each violation from a specified date forward until Affiliate complies.
  - c. Termination of Affiliate Agreement.
  
7. Should the Community Service Provider disagree with the action, they can exercise their right for a Dispute Resolution with the local Council of Community Members.