



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## QUALITY MANAGEMENT BULLETIN - JANUARY 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/22/2024

Happy New Year friends! There is a chill in the air that ignites the thoughts of finding positive new goals and renewing old goals that we may have put aside. The Quality Management Unit's New Year's resolutions are to continue supporting the vendor community, striving to make the lives of the people we serve better, as well as working toward continuous quality improvement within the Division. Today's bulletin topics include reminders around the incident report form, what incidents are generally reported, as well as emergency Program Review Committee (PRC) assistance and re-credentialing information.

### Incidents and Incident Report Form

The Division released [Provider Manual Chapter 70 - Qualified Vendor Incident Reporting](#) in May 2023. The framework of the policy was to clearly define the reporting timelines and identify the minimum expectations on which incidents must be reported to the Division. Please remember: the identified incidents in the policy are not intended to be an all-inclusive list. The Division's expectation is that Qualified Vendors must submit an incident report when there is **any change** in the member's condition (physical or mental). If in doubt, submit an incident report.

The Division's Quality Management Unit (QMU) is excited to announce the development of a technical assistance presentation focused on completing the new incident reporting form. We are collaborating with Network Operations to secure a standing agenda time slot for each of the scheduled vendor meetings.

As a reminder, all incidents must be submitted to the Division using the most recent [Incident Report Form DDD-0191A FORFF \(10-23\)](#), which can be found at: <https://des.az.gov/file/3008/>. Incidents submitted to the Division using an outdated form will not be accepted and will be returned to the Qualified Vendor for corrections effective February 1, 2024.

### Interviews

The Division is constantly working to improve our operations to better support our members. One initiative involves how we collect information to complete Quality of Care Concern Investigations. Sometimes, the member's safety is not an issue and an onsite visit is not warranted. However, we still need to collect first-hand information from those present during the incident.

In these cases, a District representative (e.g., a Fact-Finder or a District Quality Assurance RN) will call the Group Home and request to speak with the member and specific staff members who were reported present at the time of the incident. The fact-finder or nurse will clearly identify themselves along with the nature of the call. Agencies are asked to inform their group homes about this new data-gathering technique and not to be alarmed. Staff should feel free to say anything during the call that he or she would say during an onsite visit.

## Request for Emergency Review of Restricted Techniques

Emergency PRC Reviews are situations where an immediate health or safety risk requires the use of a Restricted Technique (rights restriction, protective devices for self-injurious behavior) that is not on the current, approved Behavior Plan. Emergency Reviews are approved for a period not to exceed 90 days to allow the team to submit a full behavior plan to PRC for review.

To request an emergency PRC review, please contact the PRC chair or PRC administrator and request an emergency review of a rights restriction by emailing the PRC District mailbox. There is one PRC email address for each district:

- [DDDCentralPRC@azdes.gov](mailto:DDDCentralPRC@azdes.gov)
- [DDDEastPRC@azdes.gov](mailto:DDDEastPRC@azdes.gov)
- [DDDWestPRC@azdes.gov](mailto:DDDWestPRC@azdes.gov)
- [DDDNorthPRC@azdes.gov](mailto:DDDNorthPRC@azdes.gov)
- [DDDSouthPRC@azdes.gov](mailto:DDDSouthPRC@azdes.gov)

The PRC chair or PRC administrator shall address requests for emergency review within two business days of receipt of the request.

The Planning Team shall include in the request the following documentation supporting the immediate health or safety risk and need for emergency review:

1. Explanation of the request
2. Data for Target Behaviors, if available
3. Incident reports, if applicable
4. Team agreement from the Planning Team
5. Physician or behavioral health provider order, if any.

Emergency PRC reviews are reviewed by:

1. The District PRC chair or the District that serves the Member,
2. A member of the clinical team from the Behavioral Health Administration, and
3. A member of the Independent Oversight Committee (IOC).

Here is a link to the form for an Emergency PRC Review: [https://docs.google.com/document/d/1F3J41diFRLuluQiZnu2DL9PuHxVkDdN\\_zv03mDVwUZo/edit?usp=sharing](https://docs.google.com/document/d/1F3J41diFRLuluQiZnu2DL9PuHxVkDdN_zv03mDVwUZo/edit?usp=sharing).

If you have any additional questions on the Emergency PRC Review process, please contact the PRC Administration at [DDDPRCAdministration@azdes.gov](mailto:DDDPRCAdministration@azdes.gov).

## Start of a Re-credentialing Cycle

A reminder for all our vendors: the credentialing department is starting a re-credentialing cycle. If you are a vendor who is part of this cycle, please expect to see an email with instructions on documents needed for re-credentialing. The email will be specific to re-credentialing and not to be confused with the RFQVA process.

In order to ensure a smooth re-credentialing process, please make sure all signatories and addresses are updated in FOCUS/CAS. Additionally, please be aware that if your sites need AHCCCS IDs, please make sure these are active and licenses are up-to-date. Thank you for your cooperation.

Thank you for continuing to care for the DDD community and for your continued collaboration.

If you have any questions, please reach out to one of the District emails below.

- District Central - [DDDCentralIR@azdes.gov](mailto:DDDCentralIR@azdes.gov)
- District East - [DDDEastIR@azdes.gov](mailto:DDDEastIR@azdes.gov)
- District North - [DDDDistrictNorthIncidentReports@azdes.gov](mailto:DDDDistrictNorthIncidentReports@azdes.gov)
- District South - [DDDD2IR@azdes.gov](mailto:DDDD2IR@azdes.gov)
- District West - [DDWestIR@azdes.gov](mailto:DDWestIR@azdes.gov)