



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALITY MANAGEMENT BULLETIN - FEBRUARY 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 02/26/2024

Hello everyone, it seems Spring is right around the corner, and we are ready to see the desert bloom once again. As February has 29 days this year, let's leap into this month's bulletin. This month's information is about requesting nursing assessments, focusing on appropriate delivery of durable medical equipment post-hospital discharge, ACDL name change, and incident reporting technical assistance.

Requesting Nursing Assessments

A reminder of the importance of requesting nursing assessments from the Division especially right before the discharge of a person you serve from the hospital. Timeliness of the nursing assessment is an important component of successful discharge planning and recognition of potential increased needs. Please inform the member's Support Coordinator of the need for a nursing assessment so they can send a referral to the Division's Health Care Services Nursing team. Timely assessments and initiation of nursing are crucial in order to reduce the risk of emergency room visits, readmission to the hospital, and reduced risk of increased illness and untimely death. The policies in the Division that govern this are Medical Policy Manual Chapters 310-I, 1620-K, 1240-G and 1240-G1.

Durable Medical Equipment

Quality Management wants Qualified Vendors to be aware of delays in durable medical equipment delivery. This is being closely monitored by the Division and vendors should be aware that this is most important during the hospital discharge process. Please be cognizant of these issues as a lack of appropriate DME may result in the unfortunate readmission of the person you serve to the hospital. An incident report should be filed if you experience any issues with the delivery or usability of any DME so we may continue to monitor this issue closely.

Arizona Center for Disability Law (ACDL) Name Change

A continued reminder that the Arizona Center for Disability Law (ACDL) is continuing its monitoring and investigations of group homes. The Division appreciates the cooperation with this team. Please be aware that ACDL has changed its name to Disability Rights Arizona. The COMIT program continues under this name change.

Incident Reporting Technical Assistance

As you all know, the Division hosts frequent Qualified Vendor meetings for each provider type throughout the year. The meeting schedule can be found on the [Current Qualified Vendors and Providers](#) page under the Qualified Vendor/Provider Meeting Schedule section. The Quality Assurance teams will be joining these

meetings to discuss incident reporting and provide technical assistance on filing incident reports at these meetings regularly. Please be sure to join if you have questions about incident reporting and rules.

Correction

Dr. Lokey misspoke recently at a QM meeting and would like to correct the remark. The question was related to using a protective device, i.e. a helmet for increased seizure activity. When a protective device is proposed for medical reasons this falls under “A description of the client’s individualized health care and safety needs, including, at a minimum:” Ariz. Admin. Code § 6-6-806 section C6-. “Adaptive equipment, protective devices, and facility adaptations”; this therefore does not need approval through the Program Review Committee (PRC); however, if the device is to be used for behavioral concerns, it would be required to be reviewed by the PRC before implementation in reference to Article 9.

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
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov