

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALITY MANAGEMENT BULLETIN - MARCH 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/25/2025

Welcome to March everyone! March brings us the start of Spring, good luck clovers and basketball madness.

QM Topic: QMU Process Map

In a recent discussion the QMU was asked if they could demonstrate a process map showing the lifecycle of an incident report. This [Incident Flow Chart](#) shows this lifecycle in three steps:

1. Receipt, Entry, and Initial Triage of Incident Report
2. Incident Determination and Fact-Finding Process
3. CAP/Remediation Process

Each step has multiple parts that should provide additional clarification on the incident report lifecycle.

Credentialing Corner

Reminder for credentialing requirements, vendors are responsible for notifying the [DDD Credentialing Department](#) of any additions, changes, and updates in any of their information including:

- Demographic Information
- Location(s)
- Service Site(s)
- Signatory(ies)/CEO
- Email Addresses

Pharmacy Update

Information on the Clozapine REMS Program

Clozapine is a medication that is used to treat patients with schizophrenia who have used other medicines that did not work well. In the past, prescribing clinicians had to register patients and perform regular lab tests and pharmacies had to register and ensure that a recent lab test was documented before the medication was provided to the patient. This is called a Risk Evaluation and Mitigation Strategies (REMS) program. At times due to these requirements, this caused delays in patients getting the medication in a timely fashion.

On February 24, 2024, the U.S. Food & Drug Administration (FDA) announced that prescribing clinicians and pharmacies are no longer required to upload patient data, including registration details and absolute neutrophil count (ANC) lab results, to the Clozapine REMS program. However, the FDA continues to recommend that prescribing clinicians monitor patients' ANC as outlined in the prescribing information.

While this information is being communicated through various channels to prescribing clinicians and pharmacies, we ask that you have patience as change takes time to filter down to the appropriate people. If a

member is encountering delays in getting the medication, please contact the member's health plan customer service center and ask for assistance.

NCI Update

The NCI-IDD State of the Workforce Survey is underway. The State of the Workforce Survey (formally Staff Stability Survey) is an online survey for Provider agencies who employ direct support professionals and support adults with ID/DD in residential, employment, day services and other in-home or community inclusion programs. The survey captures information about wages, benefits, and turnover of the direct care professional workforce, hired by agencies.

Agencies receive the survey through an email invitation and agencies respond directly online. This tool is not used for provider-level assessment as the data are de-identified and are reported aggregated at the state level.

In order to be included in the State of the Workforce National Report our goal is to have at least 200 providers complete the survey. We encourage and ask all Home and Community-Based providers who have received the survey link via email to participate. Email invitations are sent out on a weekly basis. If you have any questions please reach email NCISurveys@azdes.gov.

Did you catch any of the NCI-IDD recent posts on the NCI and HSRI Facebook pages, and HSRI LinkedIn page? Recent campaigns feature presentations and updates about NCI data. Please be sure to go to the [NCI-IDD Facebook](#) page to check them out.

Thank you for continuing to support the members and for ongoing collaboration with the Division.

If you have any questions, please contact the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) or DDDCustomerService-Providers@azdes.gov.

Please send Incident Reports to the appropriate District email 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