



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## QUALITY MANAGEMENT BULLETIN - MARCH 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 03/26/2024

Top o' the morning to ya! Welcome to March! In today's Quality Management Bulletin, we discuss advanced directives and hospice care as well as shower/tub safety.

### Advanced Directives and Hospice Care Plans

As you may remember in the [December QM bulletin](#), advanced directives or prehospital medical care directives were discussed with a focus on preparing advanced directives. Advanced Directives must be visible and available for staff and any medical/clinical personnel that may enter a home in an emergency. This includes paramedics or additional nursing staff. A question was posed recently about direct care staff withholding CPR if a member was in hospice. This question is addressed in [ARS 36-3251](#), which states:

A. Notwithstanding any law or a health care directive to the contrary, a person may execute a prehospital medical care directive that, in the event of cardiac or respiratory arrest, directs the withholding of cardiopulmonary resuscitation by emergency medical system personnel, hospital emergency department personnel and, as provided in subsection L of this section, direct care staff persons.

and

L. A direct care staff person may comply with a prehospital medical care directive pursuant to this section if the physician of the person who has the valid prehospital medical care directive has ordered a hospice plan of care.

Based on this statute a Qualified Vendor agency may implement these guidelines within their internal policies and procedures with regard to CPR and their direct care staff.

### Shower/Tub Safety

Recently the QM department has received incidents of injuries to the people we serve due to lapses in appropriate shower/tub safety.

Statistics show that full thickness third-degree burns happen rapidly at high temperatures:

- At 120°F it takes approximately 10 minutes
- At only 5 degrees hotter, 125°F, 2 minutes and
- At 130°F 30 seconds.

Recommendations are stated in [AAC Title 9. Ch 33](#).

4. Hot water temperatures in the facility are maintained between 95° F and 120° F; and
5. Bathtubs and showers contain slip-resistant strips, rubber bath mats, or slip-resistant surfaces.

Qualified Vendors should assess the performance of onsite water heaters to ensure they are locked at a max temp of 120F to reduce the risk of burns. Please do not place a person in the shower or bath before assessing temperature and if possible separate the controls for the temperature and for water pressure.

## **Recredentialing**

Per AHCCCS AMPM 950, Division Medical Manual 950 and Provider Manual Chapter 48, Recredentialing of Qualified Vendors occurs at least every three years. The Division's Credentialing Unit initiates the Recredentialing process by sending an email notification to the Qualified Vendor's signatory contact, as identified in the FOCUS Contract Administration System. The notification includes an application, a list of documentation and/or information that is required for Recredentialing, and a date when the completed application and documentation are due to the Division. Recredentialing is required per contract and Division policy. Qualified Vendors who do not reply to Recredentialing requests or provide the required documentation will be referred for Contract Action. If you have any questions regarding Recredentialing, please reach out to the Credentialing Unit: [DDDcredentialing@azdes.gov](mailto:DDDcredentialing@azdes.gov).

As always, thank you for continuing to care for the DDD community and for your continued collaboration, and have a great Spring.

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 - [DDDWestIR@azdes.gov](mailto:DDDWestIR@azdes.gov)