



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## QUALITY MANAGEMENT BULLETIN - APRIL 2022

Target Audience - Qualified Vendors and Providers

Transmittal Date - 04/11/2022

As part of the Qualified Vendor Agreement, each Qualified Vendor shall develop and maintain a quality management plan in order to continuously monitor the delivery of services and to ensure the services are appropriately meeting the objectives set forth in members' person-centered service plans.

The Division often receives questions from the vendor community about incidents and incident reporting. An incident is defined as an occurrence, which could potentially affect the health and well-being of a Division member or that poses a risk to the community.

Incidents include but are not limited to:

Allegations of sexual, physical, programmatic, verbal/emotional abuse or exploitation

- Member deaths
- Medication errors, to include but not limited to:
  - Wastage of a Class II substance
  - Giving medication to the wrong member
  - Administering medication in a way other than prescribed
  - Administering the wrong dose
  - Giving the wrong medication
  - Not giving medications as prescribed
  - Failing to administer medications
- Potentially dangerous situations due to neglect of the member
- Suicide threats and attempts
- Missing members
- Accidental injuries which may or may not result in medical intervention
- Violation of a member's rights
- Provider and/or member fraud
- Complaints about a community residential setting, resident or the qualified vendor
- Theft or loss of member's money or property
- Use of emergency measures
- Community disturbances in which the member or the public may have been placed at risk
- Threats to Division employees

- Any environmental circumstance which poses a threat to the health, safety, or welfare of members such as loss of air conditioning, loss of water, or loss of electricity
- Unplanned hospitalization or emergency room visit in response to an illness, injury or medication error
- Unusual weather conditions or other disasters resulting in an emergency change of operations
- Allegations of or actual provider drug use

While all incidents are of concern and will be reviewed, there are certain situations that are considered serious. Serious incidents pose the threat of immediate death or severe injury to a person, substantial damage to individual or state property, and/or widespread public interest.

Serious incidents include but are not limited to:

- All unexpected deaths
- A circumstance that poses a serious and immediate threat to the physical or emotional well-being of a member or staff member
- Severe physical injury that:
  - Creates a reasonable risk of death
  - Causes serious or permanent disfigurement
  - Causes serious impairment of a member
- Property damage estimated in excess of \$10,000
- Theft or loss of a member's money or property of more than \$1,000
- Reporting to law enforcement officials because a member is missing and presumed to be in imminent danger
- Reporting to law enforcement officials due to possession and/or use of illegal substances by members or provider staff
- A 911 call due to a suicide attempt by a member
- An incident or complaint from the community that could be or is reported by the media

In situations where Providers are unsure if an occurrence should be reported as an incident, best practice is to report. Reporting incidents ultimately serves to improve care and services delivered to members. Qualified Vendors with questions should contact the member's Support Coordinator or the DDD Quality Management Unit.

Thank you for your ongoing care and support of DDD members and your dedication to addressing opportunities for improvement as identified through incident reporting. If you have any questions about this process, please contact the District Quality Management Unit via email.

- District Central - [DDDCentralIR@azdes.gov](mailto:DDDCentralIR@azdes.gov)
- District East - [DDDEastIR@azdes.gov](mailto:DDDEastIR@azdes.gov)
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