



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## QUALITY MANAGEMENT BULLETIN - APRIL 2024

Target Audience - Qualified Vendors and Providers

Transmittal Date - 04/25/2024

Spring has sprung! Today's bulletin is focused on improvements that the DDD Health Plans have made to improve the care worker experience when calling the medical nurse lines, trends in incidents, and an answer to a program monitoring question.

### Health Plan Nurse Lines

A few months ago, Quality Management was informed that it was difficult to speak to the medical nurse lines at the DDD Health Plans due to issues with direct care workers not being legal guardians or powers of attorney for members.

Recently, UHCCP updated their policies and procedures allowing direct support caregivers in alternative living situations to access the nurse call lines. This includes accommodation when the member is non-verbal. UHCCP has trained its entire nurse triage staff on the changes to make these calls smoother for direct support professionals

Mercy Care confirmed that anyone calling the line can get assistance for members enrolled with Mercy Care if they have the following things:

1. 3 out of 5 possible identifiers, one of which has to be plan ID, others include: Name, DOB, Phone number
2. Address in case emergency services must be called.
3. For the nurse to use the healthwise platform for the triage work to be able to make meaningful recommendations they ask the following questions at minimum:
  - a. Current medications
  - b. Allergies
  - c. Pregnancy status
  - d. Medical history

Please send us any further issues you may encounter when calling the medical triage lines so QM may promptly let the health plans know. They have been very happy to help as much as they can to help direct care support personnel get the support they need for the people we serve.

### Group Home Keys

The Division has seen an increase in incident reports associated with members or unauthorized people gaining access to keys for the group home, vehicle, or medication storage. Please remind your staff to ensure keys are

secured and are not left in areas that are easily accessed by members. In addition, please make sure staff know how and where they can access a set of backup keys in the event of an emergency.

## **Program Monitoring - Electronic Documentation**

The Division has received several inquiries on whether Program Monitoring will accept electronic documentation instead of paper documents. This is the guidance and clarification from Program Monitoring:

Electronic documentation is acceptable as long as they have access when the monitors are onsite.

Guidance from the rule book includes: If the service provider elects to utilize a computer for the storage of information for a resident's record, it is recommended that the following questions be considered:

- Is a computer system available in the community residential setting?
- Can each person who should have access to the document actually access it (do they know how)?
- Is there a backup system to replace the required documentation if the electronic files should be damaged or inoperable?
- Is there a system to ensure that unauthorized changes do not occur?
- Is it a document requiring verification of the person who input the information (e.g., staff initials on the med log or on ISPP data sheets, a signature on an IR, etc.)?

As always, 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)
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