



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALITY MANAGEMENT BULLETIN - JUNE 2023

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/05/2023

Welcome to summer everyone! This month's Quality Management Bulletin will focus on the recent changes to the fact-finding process.

Incidents happen on a daily basis and the need for information is crucial when trying to investigate those we deem Quality of Care Concerns. The sooner DDD receives the essential documentation, the faster the Division can close a concern. DDD does this to ensure the health, safety and well-being of those it serves.

The Division is always looking for ways to improve efficiency, decrease burden on Qualified Vendors and improve the well-being of the members it serves. After a thorough review of DDD's current fact-finding process, the Division identified opportunities to streamline and improve processes. As a result, the Division transitioned from a three-staged approach to a single, seven-business-day request for information and documentation. However, the Division may request an expedited response, typically a 24- to 48-hour response time, for sentinel or critical concerns.

The updated information and documentation request process is as follows:

- Once a submitted incident is deemed to be a Quality of Care Concern, you will receive an email detailing the incident along with a request for documents essential to investigating the incident.
- This information is vital for DDD to complete the investigation and close the Quality of Care Concern. The more information you provide, the quicker DDD can complete the process and possible remediation.
- Please reply to the request with the specified information. Make sure you're sending your documents to the incident specialist identified in the email. You are welcome to provide any additional documentation or information you believe will help the Division conduct a thorough and complete investigation.

In addition to the email, you will also receive a hardcopy letter via USPS mail. This letter should reflect the exact same information as the email you received that was signed by the QM Medical Director and serves as a reminder; DDD asks you to send all the requested documents to the incident specialist identified in the original email.

If you have any questions, please reach out to one of the District emails below. DDD is here to help guide you through the fact-finding process, as well as work with you as a team to continue to support those the Division serves.

District Central - DDDCentralIR@azdes.gov

District East - DDDEastIR@azdes.gov

District North - DDDDistrictNorthIncidentReports@azdes.gov

District South - DDDD2IR@azdes.gov

District West - DDWestIR@azdes.gov

Thank you for continuing to care for the DDD community and for your continued collaboration.