



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALITY MANAGEMENT BULLETIN - JUNE 2022

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/01/2022

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 Quality Management Unit would like to take this opportunity to provide a few reminders to our vendor community on fire prevention and preparedness and heat/water safety.

Wildfires

As we move into wildfire season in Arizona, it is critical for all Qualified Vendors to have a fire prevention and evacuation plan in place. It is just as important to ensure all staff are trained on what to do in these situations. The Division has several resources available to identify wildfires and any Qualified Vendors that may be impacted. The Division will contact Qualified Vendors whose facilities are within a designated radius from the fire and ask several questions on their preparedness:

- Are you ready to evacuate if necessary?
- Where is your evacuation location and where would you go as a backup plan?
- Do you have any members with other special needs (requires a wheelchair van, medical transportation, etc.) and are these services at the ready if an evacuation is required?

Heat and Water Safety

As the temperatures start to rise, Qualified Vendors and their staff need to monitor members and be sure they are protected from exposure and are safe around water.

Here are some tips to help avoid heat related illnesses:

- Be sure the member has, and drinks, plenty of water.
- Have the member dress in lightweight, light colored clothes and use sunscreen.
- Stay indoors if possible, or have the member seek shade when outside.
- Have the member take regular breaks if doing physical activities.
- Direct Care Workers need to check the front and back seats before exiting and prior to leaving the parked vehicles.
- Direct Care Workers need to ensure a proper handoff is complete to ensure the member enters the building or is greeted by staff prior to leaving the drop off location. Do not leave members unattended.

Learn more about heat-related illness from the [Arizona Department of Health Services](#).

Here are some tips for water safety:

- Fully enclose pools with a fence.
- Never let a member swim alone.
- Always have a Direct Care Worker or other responsible person watching the swimmers, and avoid distractions.
- Have members wear life jackets or use other flotation devices as required or needed.
- Consider the effects of medications on the member's ability to swim.
- Make sure all Direct Care Workers are current on CPR training.

Follow these guidelines from the [Centers for Disease Control and Prevention](#) to stay safe.

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
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov