

Quality Management Bulletin - June 2026

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/29/2026

The Division's Quality Management Unit (QMU) follows the mantra "We are Quality" every day. The idea of Kaizen is a large part of that mantra.

Kaizen is a Japanese philosophy that translates to "change for the better" or continuous improvement. The QMU is committed to partnering with Qualified Vendors to mentor and educate them through quality assurance programs, fostering a Kaizen mindset with all vendors.

Recently, the QMU has identified trends in incidents received, including:

- Medication errors that could be prevented by assessing the process used to ensure that medication passes and inventory are effective and follow the Qualified Vendor's required processes.
- Grave injuries from lack of adherence to supervision guidelines, insufficient oversight by assigned supervisors/ leaders to evaluate DSP adherence to vendors' policies and procedures, and documentation not being completed properly.
- Coordination of care issues with frequent missed appointments, transportation schedule issues, and a lack of communication with medical and behavioral health practitioners.

Implementing continuous improvement practices reduce the likelihood of incidents recurring and is a core element that should be considered by Qualified Vendor risk management and quality improvement teams. A focus on continuous improvement is essential to decreasing these incidents. When reviewing processes, Qualified Vendors should look for gaps in effective care. This requires collaboration among all parties involved in a member's support system. Qualified Vendors should actively collaborate with:

- Physicians and healthcare professionals
- Support Coordinators
- Guardians and family members
- Behavioral health providers
- Therapists and specialists
- Direct support staff

Regular and consistent communication helps ensure that everyone is working toward the same goals and that concerns are identified and addressed promptly.

Qualified Vendors should establish systems that ensure:

- Timely communication of changes in services
- Proper staff coverage and scheduling
- Accurate documentation and visual tools like management boards

- Effective transitions between shifts and providers
- Prompt reporting of concerns or incidents
- Continued investment in staff training to ensure ongoing strong processes are adhered to, including training for:
 - Developmental disabilities and individual support needs
 - Communication techniques and person-centered practices
 - Positive behavior supports
 - Behavior plan and person-centered service plan (PCSP) adherence
 - Health and safety requirements
 - Rights protection and advocacy
 - Cultural competency and respectful care
 - Recognizing abuse, neglect and exploitation and reporting concerns
 - Fostering accountability and recognizing the need for process improvements to improve member quality of life and safety

Strong provider organizations focused on Kaizen understand that quality care and sound, streamlined, highly effective processes go hand in hand. When Qualified Vendors invest in staff development, maintain strong communication, uphold member rights, and prioritize safety, they create positive outcomes for the individuals they serve and strengthen their organization's reputation.

"Quality care is not just good practice—it is good business."

Credentialing Corner

Documentation Excellence: Building a Strong Credentialing Record

Maintaining complete, accurate, and timely documentation is a critical component of the credentialing process. Proper documentation not only supports compliance with DDD and AHCCCS requirements but also helps ensure efficient processing, successful audits, and uninterrupted service delivery.

This month's Credentialing Corner highlights best practices for documentation management.

Why Documentation Matters

Documentation serves as the official record supporting credentialing decisions and demonstrates compliance with regulatory and contractual requirements.

Well-maintained records help:

- Ensure timely credentialing and recredentialing reviews
- Reduce requests for additional information
- Support successful audits and monitoring activities
- Minimize processing delays
- Promote transparency and accountability
- Protect Qualified Vendors during compliance reviews

Documentation Best Practices

Review Expiration Dates and Documents Regularly

Establish an internal tracking process to monitor:

- License expirations

- Insurance renewals
- Certification renewals
- Recredentialing due dates

Proactive monitoring helps prevent lapses that may impact credentialing status.

Ensure Consistency Across Systems

Information should be consistent across:

- DDD Credentialing Records
- AHCCCS Provider Enrollment Portal (APEP)
- Office of Licensing, Certification, and Regulation (OLCR) Records
- Vendor Business Records

To ensure efficient processing and complete documentation when corresponding with the DDD Credentialing Department:

- Reply directly to the existing email thread
- Include your Vendor Name and Provider Identification information
- Use clear and descriptive subject lines
- Avoid creating new email chains for existing requests whenever possible

Maintaining communications within a single thread helps ensure:

- Complete documentation
- Faster response times
- Accurate tracking of requests
- Reduced risk of missed deadlines

Looking Ahead

As DDD continues to strengthen quality oversight and regulatory alignment efforts, maintaining strong documentation practices remains one of the most effective ways to support successful credentialing outcomes.

A complete and organized record today can prevent delays and compliance concerns tomorrow.

Qualified Vendors with questions about credentialing should contact the [Division's Credentialing Unit](#).

Heat Related Safety

As temperatures rise in AZ, a primary focus is ensuring the members we serve are safe from experiencing health-related complications. Extreme weather increases the risk of car-related death and heat stroke. The Arizona Department of Health Services offers guidance related to extreme heat. Qualified Vendors should review and ensure its policies and procedures align with this guidance and that all staff are trained to protect members from heat-related complications.

National Core Indicators (NCI) Update

An extension through July 31, 2026, has been approved for the 2025 NCI State of the Workforce survey to be completed. Qualified Vendors who have not yet completed the NCI State of the Workforce survey should do so by July 31, 2026. As of June 22, 2026, only 175, or 32.2%, of the Qualified Vendors who received the survey have completed it. The data generated through survey participation is more accurate and representative when more respondents complete the survey.



Thank you for your time, attention, and continued commitment to the members we serve. Together, “We are Quality.”

For all QM inquiries, please contact one of the following District emails.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov

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