



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

JULY 2023 QUALITY MANAGEMENT BULLETIN

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/10/2023

Welcome to Summer! This month's bulletin is full of reminders and updates for the vendor community.

Firstly, thank you for all the feedback you are sending. The Quality Management Unit (QMU) considers all correspondence received and continues to strive towards bridging communication gaps and imparting strong guidance. Keep it coming!

COVID-19 Reporting

As was communicated previously, the federal COVID-19 public health emergency (PHE) ended May 11, 2023. June 30, 2023 was the last day COVID-19 flexibilities were granted. Along with the winding down of these flexibilities, QMU is not requiring vendors to report COVID-19 as an incident after July 1, 2023. This does not preclude COVID-19 being reported in relation to other incidents such as illness or hospitalization; this refers to the reporting on positive testing, specifically. Please continue to take those who DDD supports to their PCPs or the hospital if the illness is severe. Doing so will not only help support the members, but also allow the Division to follow the COVID-19 illness data we collect. Thank you for the diligent reporting over the past four years.

CAS Updates

Recently, the investigative teams in QMU have had some obstacles with discerning the appropriate contact for a vendor when reaching out. Please remember to update contact information in CAS. This will ensure information being emailed or mailed is getting to the appropriate contacts. As you know, we send emails to the designated contact for quality assurance at the vendor agencies, which is followed by a USPS letter. Updating the information will be a continued help to expedite our quality investigation in a timely manner. If you need help with learning how to update this information, please refer to the FOCUS manual, which explains how to add, delete, amend, and perform other functions with your data. If you need additional assistance, please contact the FOCUS Help Desk at 602-771-1444.

Incident Reporting Form

Thank you for your continued patience during the implementation of our new incident report form. As you may have seen on a communication last week, secondary to feedback received, there will be some slight changes to the wording of the form. In order to implement these small changes, the deadline for full implementation of the incident reporting form has been extended to August 1, 2023. Please reach out with any questions.

Heat-Related Illness

Lastly, but certainly not least, July brings lots of fun in the sun and outings. However, with the 110-degree days, please renew the close monitoring of heat-related illness and incidents that occur in Arizona summers. Reminder: Many of the people DDD serves are taking daily medications—such as seizure medications, behavioral medications, and heart medications—that can make them more susceptible to temperature regulation issues, and heat exhaustion and/or stroke. Please assess the A/C units in their homes regularly and have a plan for the members to find safe haven if the units stop working. Hot car incidents are scary and tragic; please be vigilant about the amount of time your residents spend waiting in cars. Please refer to the flier for some reminders of heat safety and vigilance found here.

Again, 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. DDD is here to help guide you through the fact-finding process, as well as work with you as a team to continue supporting 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 - DDDDWestIR@azdes.gov