



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QUALITY MANAGEMENT MONTHLY BULLETIN

Target Audience - Qualified Vendors and Providers

Transmittal Date - 07/30/2021

In an effort to provide ongoing, proactive technical assistance to all DDD Qualified Vendors as it relates to Quality Management, DDD is launching a new monthly Quality Management Bulletin that will include key quality management concepts, education, training reminders and identified statewide trends.

As part of the Qualified Vendor Agreement, each vendor shall develop and maintain a quality management plan in order to continuously monitor the delivery of services and ensure those services are appropriately meeting the objectives set forth in members' planning documents. The quality management plan shall contain elements that address the following:

- Incident management, corrective actions, and preventions.
- Complaints and grievances.
- Solicitation of input from members, families and/or member representatives including member satisfaction, hiring and/or evaluation of direct service staff, and improvement of services.
- Opportunities provided to members/families/member representatives to be actively involved in Qualified Vendor operations.
- Monitoring and evaluation of services provided (i.e., measurement of outcomes as it relates to planning)

Education

DDD often receives questions from the vendor community about the difference between an Incident and a Quality of Care Concern (QOC). An incident is defined as an occurrence, which could potentially affect the health and well-being of a Division member or poses a risk to the community.

Incidents include but are not limited to:

- Member deaths
- Medication errors
 - Wastage of a Class II substance
 - Giving medication to the wrong member
 - Administering medication in a way other than prescribed
 - Administering the wrong dose
 - Giving the wrong medication
 - Not giving medications as prescribed
 - Failing to administer medications

- Potentially dangerous situations due to neglect of the member
- Allegations of sexual, physical, programmatic, and/or verbal/emotional abuse
- Suicide threats and attempts
- Missing members
- Accidental injuries which may or may not result in medical intervention
- Violation of a member's rights
- Provider and/or member fraud
- Complaints about a community residential setting, resident or the qualified vendor
- Theft or loss of member's money or property
- Use of emergency measures
- Community disturbances in which the member or the public may have been placed at risk
- Threats to Division employees
- Any environmental circumstance which poses a threat to the health, safety, or welfare of members such as loss of air conditioning, loss of water, or loss of electricity
- Unplanned hospitalization or emergency room visit in response to an illness, injury or medication error
- Unusual weather conditions or other disasters resulting in an emergency change of operations
- Allegations of or actual provider drug use

While all incidents are of concern and will be reviewed, there are certain situations that are considered serious. Serious incidents pose the threat of immediate death or severe injury to a person, substantial damage to individual or state property, and/or widespread public interest.

Serious incidents include but are not limited to:

- All unexpected deaths
- A circumstance that poses a serious and immediate threat to the physical or emotional well-being of a member or staff member
- Severe physical injury that:
 - Creates a reasonable risk of death
 - Causes serious or permanent disfigurement
 - Causes serious impairment of a member
- Property damage estimated in excess of \$10,000
- Theft or loss of a member's money or property of more than \$1,000
- Reporting to law enforcement officials because a member is missing and presumed to be in imminent danger
- Reporting to law enforcement officials due to possession and/or use of illegal substances by members or provider staff
- A 911 call due to a suicide attempt by a member
- An incident or complaint from the community that could be or is reported by the media

In situations where Providers are unsure if an occurrence should be reported as an incident, best practice is to report. Reporting incidents ultimately serves to improve care and services delivered to members. Qualified Vendors with questions should contact the member's Support Coordinator or the DDD Quality Management Unit.

QMU Contact Information

- 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

Recognizing the importance of incident reporting and taking action(s) to address the event that necessitated the report supports our joint efforts to ensure member safety and provision of care. All incident reports are reviewed not only to understand the event but to determine how the incident was addressed and identify areas of improvement. In instances where the information received via the incident report does not provide sufficient documentation as to how the event was managed and the risks to the member were mitigated, the incident is deemed to be a Quality of Care (QOC) concern. QOC concerns require additional investigation on the part of the DDD Quality Management Unit and include but is not limited to on-site visits, interviews with members directly involved in the event, other members that may have been present at the time of the event, provider staff members and review of provider documentation as well as evaluation of safeguards present at the location where the event occurred. If a QOC concern through the investigative process is substantiated, Providers will receive a letter outlining expectations and supporting documentation to further mitigate the recurrence of a similar situation in the future.

Training Reminder

Every year, we learn of tragic situations where individuals have been left unattended in vehicles and suffer serious injury or death related to heat exposure. The impact to an individual remaining in a sweltering car during the summer months in Arizona can be catastrophic. Individuals should not be left in a vehicle even with the air conditioning running as even this presents a wide variety of potential hazards. Additionally, as we are in the midst of monsoon season, the potential for flash flooding and standing water in the roadways is also a concern.

Please remind your team members to ensure member safety by following safe practices/protocols while traveling by not leaving members unattended in vehicles and being aware of weather and road conditions.

Thank you for your ongoing support to DDD members and your dedication to addressing opportunities for improvement as identified through incident reporting.