



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 - 08/31/2021

As part of the Qualified Vendor Agreement, each vendor is required to 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

Last month, DDD's Quality Management Unit (QMU) provided definitions for incidents vs. serious incidents, along with how/why incidents are determined to be quality of care (QOC) concerns. As described, QOC concerns require more information than is generally contained in an initial incident report. From the time a QOC concern is identified to the end of the investigative work and on to the final QOC determination/remediation phase, DDD has a target time of 60 days for resolution.

Earlier this year, DDD QMU team members reviewed how additional documentation/information is requested from Qualified Vendors, in situations where QOC concerns were identified. In doing so, opportunities for improvement related to how that information is requested and how the receipt of the information is tracked were identified.

DDD QMU team members start by confirming who should be contacted when requesting additional information/documentation. Next, an email with a 5-day response deadline is sent listing specific information/documentation to the confirmed Qualified Vendor team member. If a response is not received within the allocated time, a second email is sent with an additional 3 days to respond. After 8 days, if there is still no response, the DDD Medical Director for Quality Management sends a "Final Vendor Notification Letter". In this letter, the list of documents previously requested is included as well as a statement indicating a final determination will be made with the information available in 7 days if the requested documents are not received.

If this complete scenario plays out and no response has been received by the Qualified Vendor, 15 days plus the days required to resend emails or prepare the Final Vendor Notification Letter have already passed. On average, about 21 days of the allocated 60 days for this work have passed.

In order for all parties to best serve DDD members, it is paramount that DDD's QMU is able to receive needed information timely, so all QOC concerns can be investigated and resolved as quickly as possible. Thank you for your ongoing support and participation in this process. 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