



## DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

# QUALITY MANAGEMENT MONTHLY BULLETIN

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/30/2021

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 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 input on member satisfaction, the hiring and/or evaluation of direct service staff, and the 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 the planning)

### Education

This month's bulletin focuses on what occurs after an incident has been determined to be a Quality of Care (QOC) concern and the subsequent interviews of members and vendor staff, and the requested document review has been completed.

A QOC concern can be closed in three ways:

1. Substantiated,
2. Unsubstantiated,
3. Unable to substantiate.

When a QOC concern has been substantiated, a remediation letter is developed to guide the Qualified Vendor as to what needs to be accomplished to ensure the risks of a similar event occurring again are mitigated. The remediation letter can include but is not limited to requirements for education or re-training of staff including submission of the content of the education and who was trained. Education can be related to policies, procedures, or State rules (Article 9 as an example). Remediation requirements could also include a wide variety of other types of supporting documentation specific to the substantiated QOC concern.

Each remediation letter includes a submission due date. Please remember that remediation is a defined way to address opportunities identified during a QOC concern investigation that if not addressed could place other

members at risk. Ultimately, our collective goal is to provide a safe environment for DDD members to receive care and services. Meeting timelines is another way to enhance services members are receiving. Currently, from the time the DDD Quality Management Unit (QMU) receives an incident report to the time the incident is identified as a QOC concern through the completion of the investigative work and analysis to substantiation, anywhere from 30 – 60 days has passed. Then with the addition of the current 30 day timeline provided to vendors to respond to remediation requests, a total of 90 days/3 months/a quarter of one year has passed during which time another member could have been impacted by a similar event.

Over the past few months, the DDD Quality Management Unit (QMU) has looked inward to streamline internal processes in order to gain efficiencies and minimize the time it takes to process incidents that result in substantiated QOC concerns and get remediation letters to impacted vendors. DDD QMU will continue to identify areas for continuous process improvement and will also look to engage Qualified Vendors and Providers, for assistance along the way particularly related to the number of days to obtain requested documents either during the investigative phase or the remediation phase to close substantiated QOC concerns.

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](mailto:DDDCentralIR@azdes.gov)
- District East - [DDDEastIR@azdes.gov](mailto:DDDEastIR@azdes.gov)
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