



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 - 10/31/2021

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.

Over the past several months, the Quality Management Monthly Bulletin has provided education related to incident reporting, the process for collection of additional documentation/information for a Quality of Care (QOC) concern, and more recently, the three ways a QOC is closed: substantiated, unsubstantiated or unable to substantiate. This bulletin will focus on when a QOC may require a Qualified Vendor staff member to be placed on "No Contact" designation for DDD members.

DDD does encounter instances where a QOC requires a Qualified Vendor's staff member to be placed on "No Contact" with DDD members while the incident is investigated. These decisions are not made lightly, but the safety of all DDD members must be ensured. DDD understands the burden this decision can be for the staff member and the Qualified Vendor. As a result, DDD has reviewed the current process and is working toward implementing efficiencies to expedite the resolution of the QOC, without compromising the integrity of the fact finding and investigation.

This will require a coordinated and collaborative effort with all involved to be successful. DDD has developed a process to escalate all QOC's with a "No Contact" designation to be reviewed within seven (7) business days. However, to achieve this aggressive resolution target, all requested documentation must be submitted timely. Qualified Vendors must expedite their submission of any requests for information as well as submission of any remediation documentation, if required. Once DDD has concluded its investigation and the allegations have not been substantiated or were unable to be substantiated, a rescind notification of the "No Contact" designation will be sent to the Qualified Vendor.

DDD is actively reviewing each QOC with staff members currently designated "No Contact". As the reviews are concluded, notifications will be sent to the Qualified Vendor.

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
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDD2IR@azdes.gov
- District West - DDDDWestIR@azdes.gov