



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

QM NEWSLETTER - NOVEMBER 2023

Target Audience - Qualified Vendors and Providers

Transmittal Date - 11/17/2023

Welcome to November! As the brisk air finally descends upon us in Arizona, we can finally call it “sweater weather” and officially the Holiday Season! Today’s bulletin reviews reminders for securing medications and transportation keys, a reminder of our incident reporting form, and feedback on nurse lines.

Securing Medication and Keys

The Quality Management Unit (QMU) is happy to report a decrease in incidents arising from unsecured medications. The Division offers its applause to our vendor community.

However, another risk that is easily remediated is appropriately securing keys for the vehicle used to transport members. In the past few months, the Division has received a number of Incident Reports of members having easy access to the keys of a vehicle. The members were able to take the vehicle, thereby risking their safety.

Please ensure the keys for vehicle transport are secured in an appropriate way to prevent inappropriate access. A simple lock box with a combo lock or having a designated staff person keep the vehicle keys on their person will reduce these incidents.

Incident Report Form

The Division updated the Incident Report form to replace the radio buttons with checkboxes. This should ease adding or removing sections.

Due to limitations of the PDF specification, the Division was not able to increase the character limits within the description boxes. As a solution, you can document the description in a Word Document and attach it when submitting the Incident Report form. Please be sure to indicate in the text boxes within the Incident Report form you are including the descriptions as an attachment.

As a reminder, to ensure you are using the latest version of the Incident Report form, please periodically check the Division’s website and download the most recent version. The updated Incident Report is [here](#).

We do understand the challenges with frequent updates to the Incident Report form and do not see any more changes in the near future. However, if there are required changes as part of our continuous improvement activities, we will provide as much advance notice as possible.

Feedback on Nurse Lines

The QMU has received feedback from vendors stating they’ve had barriers using the health plan nurse lines available to them.

As you may remember from the [May 2023 QMU bulletin](#), the ability to reach out to the nurse triage lines at the health plans was outlined. This resource was sent out in an attempt to give the direct care workers a

resource to call when they needed medical advice for a possible injury, like a head injury or accidental fall. The nurse triage line allows direct care workers to gather information to determine the next steps that may need to be taken.

From the feedback, two barriers have been brought up. The first relates to vendors that are not guardians or relatives of the DDD member, nor are they listed on a HIPAA release. These vendors have been unable to speak to a nurse on the nurse line for the member. The second barrier is that group home staff do not always have access to the insurance information for the member.

QM has reached out to the health plans to relieve the first barrier and will report back, as all caretakers of the member should be able to have access to speak to a medical professional on these nurse lines. The second barrier is an important one; all those who are taking care of the member should have access to the member's insurance information either physically or electronically. Essential information includes:

- Full name
- AHCCCS ID number
- Other insurance member numbers on insurance cards
- Address on the insurance card
- Phone numbers

According to Article 8: *“qualified vendors are required to have the name and telephone numbers of the health plan and insurance carrier for each resident and the process of authorization of the health care for the resident.”* In addition, this information is required on the [pre-service orientation form](#) or the vendor equivalent form that follows the same format. This information is vital to be able to get medical advice from the nurse lines.

Thank you for continuing to care for the DDD community and for your continued collaboration, and have a great Holiday Season.

If you have any questions, please reach out to one of the District emails below.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov