

6004-A QUALITY MANAGEMENT

REVISION DATE: 8/30/2013

EFFECTIVE DATE: July 31, 1993

REFERENCES: A.R.S. §§ 36-550, 36-595 et seq.; A.A.C. R6-6, R9-28, R9-33, R6-18; 42 CFR 438.66

The purpose of Quality Management is to monitor and assure the quality of all care and services provided to individuals through a coordinated, comprehensive, and continuous effort. The goals of Quality Management include:

- A. Ensuring services are available, accessible, timely, safe, supportive, and appropriate.
- B. Providing ongoing, objective, and systematic measurement, analysis, and trending to facilitate performance improvement efforts.
- C. Oversight for determining quality, efficiency, and effectiveness of service delivery.

Division employees are responsible for internal oversight of the following Quality Management activities: ensuring providers are compliant with requirements of external entities; providing oversight of Support Coordination; providing oversight of the Division's contracted Health Plans; and oversight of a variety of services; and settings such as:

- A. Assisted living facilities;
- B. Individual's home (not contracted with the Division);
- C. Day programs (Day Treatment and Training (child and adult));
- D. Employment programs;
- E. Nursing facilities;
- F. Provider's home; or,
- G. Residential settings (group homes, Intermediate Care Facility for Persons with an Intellectual Disability (ICF/ID), developmental homes).