Quality Enhancement and Quality Assurance, 006

Revision Date: January 3, 2020

CDDO Policy 006

Policy: The Cowley County CDDO will ensure that all services provided by affiliates are responsive to person-centered support planning, that the rights of the individuals served are protected, and that individuals are given opportunities of choice. The CDDO will utilize ongoing and periodic interactions and monitoring activities to accomplish the intent of this policy.

Procedures:

1. A Quality Assurance Program includes reviews of Person Centered Support Plans, Behavior Support Plans, Critical Incident Reports, and site visits at day and residential settings. Implementation of the program is accomplished with all CDDO staff participating in the documentation reviews and the BASIS clerk and Executive Director completing on site visits.
2. Through the implementation of the program referenced above, the CDDO will determine whether each of the following is occurring:
   1. Services are provided consistent with the Person-Centered Support Plan (PCSP);
   2. Services that are paid for are delivered;
   3. The person is afforded all legally protected rights;
   4. Services are provided in a manner that offers opportunities for choice to the person being served.
3. On site reviews are completed for a total of four sites per month. This includes limited licensed providers, shared living, and fully licensed provider sites. Affiliate providers submit a list of all sites open each month to the CDDO. Sites are numbered sequentially and a random number generator is used to select the sites to be monitored each month.
4. Support Plan reviews are conducted for a minimum of 12% of all PCSPs written in the County annually. The CDDO conducts a random selection of three PCSPs per Targeted Case Manager for review annually. PCSPs are also triggered for review when a TCM submits a Critical Incident for the individual.
5. Behavior Support Plans/Medication Plan reviews are conducted for a minimum of 24 plans per year. Individuals having such a plan are listed in a data base with each numbered sequentially and a random number generator is used to select the 24 plans.
6. The CDDO reviews 100% of all Critical Incident Reports submitted and provides follow up feedback to the provider as appropriate. As noted above, the receipt of these incident reports triggers a review of the individual’s PCSP.
7. Individuals participating in Self-Directed Personal Care Service are listed in a database. The CDDO will randomly select 10% of all individuals self-directing their services for a review of the plans to insure there are back up plans for a lack of staffing and medical/behavioral emergencies.
8. All reviews are processed by the Executive Director. Results are trended and results shared with the provider’s reviewed. Any corrective action plan will be due 30 business days from the date it is requested.
9. Results are presented to the appropriate groups (TCMs will receive PCSP data, Affiliates providing day/residential receive on site day/residential data, etc.) as well as to the Community Council and CDDO Advisory Board.