



Shawnee County  
Community Developmental Disabilities Organization  
"Your resource for connecting our community"

## TARC POLICY MANUAL – CDDO SECTION

<b>Subject: Quality Assurance Regulatory and Contractual Requirements</b> <b>Effective Date: 12-15-97</b>	<b>Reviewed: 08-31-09, 08-26-10, 08-22-11</b>	<b>Policy No: 06-021</b>
<b>Revised: 10-15-99, 11-05-01, 06-08-05, 05-15-06, 08-30-07, 08-31-09</b>	<b>Forms: 06-021.001 Critical Incident Report</b>	

**POLICY:** *The Shawnee County Community Developmental Disabilities Organization (CDDO) will ensure the quality of services being provided to person being served by Shawnee County affiliated providers.*

### GUIDELINES:

1. The Quality Management Coordinator (QMC) will recruit and train volunteers to serve on the Shawnee County CDDO Quality Oversight Committee (QOC). QOC members will monitor service delivery in Shawnee County. The QOC members will be made up of:
  - a. People receiving services
  - b. Family members of people receiving services
  - c. Guardians of people receiving services
  - d. Other interested people in the community
  - e. Service providers
  - f. CDDO Representative

A minimum of one representative from each area listed above is required.
2. The QOC will monitor:
  - a. Services that are paid for are delivered.
  - b. Services that are delivered are paid for in accordance with terms of any agreement or contract in force.
  - c. Services are being provided in a manner meeting certain requirements described in Article 63.
  - d. The affiliated provider is assuring all the persons served have their rights protected.
  - e. The affiliated provider is reporting any suspicions of Abuse, Neglect or Exploitation (ANE) to the appropriate agency and has corrected or is in the process of correcting the cause of the confirmed ANE. Refer to policy 06-040.
  - f. The affiliated provider is reporting critical incidents reports on form 06-021.001 utilizing the web-based system.
3. Information from the Personal Awareness and Satisfaction (PAS) Tool, annual satisfaction survey's and the Shawnee County CDDO internal Quality Assurance/Quality Enhancement (QA/QE) team will be used to determine measurable outcomes to be monitored. This monitoring process will allow the Shawnee County CDDO and the QOC to monitor both positive and deficient trends.
4. The Shawnee County CDDO QMC will share all information gathered from the On-site Quality Assurance PAS Tool, survey results, any reports of ANE, Critical Incident Documentation, Plans of Improvements and QOC recommendations with the Department of SRS Quality Improvement staff on a monthly basis. The QMC will share all above information with affiliate directors quarterly or as needed. An annual report will be completed and sent to all affiliated providers.