



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

TARC POLICY MANUAL – CDDO SECTION

Subject: Quality Enhancement Effective Date: 12-15-97	Reviewed: 08-31-09, 08-26-10, 08-22-11	Policy No: 06-022
Revised: 01-10-99, 01-04-02, 04-22-03, 05-15-06, 08-30-07, 08-18-08, 08-31-09, 08-22-11	Forms:	

POLICY: *The Shawnee County Community Developmental Disabilities Organization (CDDO) will ensure all services provided in its service area are responsive to the Person Centered Support Plan (PCSP), provide opportunities of choice, and protect the person’s rights.*

GUIDELINES:

1. The Shawnee County CDDO Quality Assurance/Quality Enhancement Team (QA/QE) will monitor that the Shawnee County Affiliated Providers provide reasonable verification that all services provided satisfy KAR-30-64-26.
2. The QA/QE Team will:
 - a. Review the Affiliate Agreement as necessary.
 - b. Review a percentage of Person Centered Support Plans to identify areas of possible enhancement for Shawnee County.
 - c. Shawnee County CDDO Quality Management Coordinator (QMC) will report to the SRS Quality Improvement staff any areas identified for possible enhancement.
 - d. Monitor trends of ANE reports and any Critical Incident Reports.
 - e. Annually review all affiliated Targeted Case Management providers.
 - f. Monitor complaints submitted to the QMC.
 - g. When a written grievance is filed with the Shawnee County CDDO, the Shawnee County CDDO Internal QAQE team will review and determine if the grievance warrants forwarding to the CDDO Dispute Resolution Committee per CDDO policy #06.020.
3. The CDDO Quality Management Coordinator will monitor that affiliated providers are notifying the CDDO of all **Critical Incident Reports** which includes ANE reports, health and safety concerns of individuals served or anytime individuals are involved with the criminal justice system as a potential victim or suspect.