



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

TARC POLICY MANUAL – CDDO SECTION

Subject: Quality Assurance Reviews Effective Date: 05-01-98	Reviewed: 08-31-09, 08-26-10, 08-22-11	Policy No: 06-025
Revised: 06-10-99, 11-05-01, 05-07-03, 06-01-05, 05-15-06, 01-08-07, 08-18-08, 08-31-09, 08-26-10	Forms: 06-025.001 PAS Tool 06-025.002 PAS Summary	

POLICY: *The Shawnee County Community Developmental Disability Organization (CDDO) On-site Quality Assurance Reviews will be conducted by Targeted Case Managers (TCM) for each person on their caseload who received a funded service. The Shawnee County Quality Oversight Committee (QOC) will also complete random on-site reviews upon request.*

GUIDELINES:

The Shawnee County CDDO will ensure that:

1. Each person served in the Shawnee County CDDO system will receive at least one annual onsite Quality Assurance (QA) review using a specific Personal Awareness and Satisfaction (PAS) Tool.
2. The Shawnee County CDDO requires that Targeted Case Managers (TCM) affiliated with the Shawnee County CDDO complete the annual onsite QA review for each person on their caseload who receives a funded service.
3. The person receiving services was present during the QA visit and when at all possible was the primary source of the information being asked.
 - a. If information on the PAS Tool was generated by someone other than the person receiving services the person completing the review will need to make it clear how that person knew the information to be accurate.
4. Onsite QA reviews are identifying any outstanding services being provided, problem identification, any deficiencies and an overall evaluation of service delivery.
5. The Shawnee County CDDO Quality Management Coordinator (QMC) will coordinate and/or complete the annual onsite QA reviews for the people who do not have a TCM although are receiving a funded service.
6. The reviews will need to take place no more than three months prior to the start date of the persons annual Plan of Care (POC).
7. All reviews need to be completed and submitted in the web-based system to the Shawnee County CDDO QMC by the start date of the persons annual POC.
8. If any service is provided in the home then the review should be done in the home. If there are no services received in the home then the review will be done at the site(s) of the service(s).

9. The information provided will aid in measuring a standard level of quality as outlined in their Person Centered Support Plan (PCSP). Upon receipt of completed PAS Tools the QMC will complete a PAS Tool Summary and forward it to the provider and/or designated staff. The PAS Tool Summary will include positive outcomes as well as areas that need improvement. An Action Plan will be requested when there is an overall satisfaction rating of two (2) or lower on a scale of 5 to 1, when there are safety/health issues noted or when regulation deficiencies have been identified. Whenever an Action Plan is requested the provider will be asked to complete the plan within two (2) weeks from the date received.

The Action Plan will include the following:

- a. What improvement is needed?
- b. When will the improvement be completed?
- c. Who is responsible for the improvement?
- d. How will the Action Plan outcome be monitored to reduce the probability of reoccurrence?

10. The Shawnee County CDDO will notify the affiliated provider if an action plan is approved or denied.

- a. If denied a new action plan is to be submitted within two (2) weeks.