Subject: Quality Enhancement Effective Date: 12-15-97	Reviewed: 08-31-09, 08-26-10, 08-22-11, 08-27-12, 09-08-14. 09-02-16, 10-23-17	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, 08-27-12, 09-08-14, 09-02-16, 10-23-17	**Forms:** CDDO QA/QE Incident Report Form 06-022.001	

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 CDDO Quality Assurance/Quality Enhancement Team (QA/QE) will monitor that the 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 Person Centered Support Plans as needed.
   c. The CDDO Quality Management Coordinator (QMC) will report to the Kansas Department for Aging and Disability Services (KDADS) when requested.
   d. Monitor trends of Abuse, Neglect and Exploitation (ANE) reports and any Critical Incident Reports.
   e. Targeted Case Management Reviews will be conducted as the QA/QE team deems appropriate.
   f. When a grievance is received by the CDDO, the CDDO QA/QE Incident Report form 06-022.001 will be completed and reviewed by the CDDO internal QA/QE team.
   g. Monitor and follow-up on complaints submitted to the QMC.
   h. Review Integrated Service Plans for accuracy and communicate with providers and the Managed Care Organizations (MCO) as necessary. CDDO staff will upload the information into the BCI web based system after it has been reviewed.

3. The CDDO QMC or designee will monitor that affiliated providers are submitting Critical Incident Reports in the BCI web based system within two (2) business days of incident which include, but not limited to, ANE, health, safety, elopement, police involvement and welfare concerns.