



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

Subject: Quality Assurance Regulatory and Contractual Requirements Effective Date: 12-15-97		Policy No: 06-021
Revised: 10-15-99, 11-05-01, 06-08-05, 05-15-06, 08-30-07, 08-31-09, 08-27-12, 09-08-14, 10-13-17, 11-20-18, 08-29-19, 11-23-20, 05-06-24, 12-09-24		Forms: 06-021-001 Critical Incident Report Personal Awareness and Satisfaction (PAS) Tool
Reviewed: 08-31-09, 08-26-10, 08-22-11, 08-27-12, 09-08-14, 10-04-16, 10-13-17, 10-15-18, 10-10-22, 10-02-23		

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

GUIDELINES:

1. The Quality Management Coordinator (QMC) and/or Quality Oversight and Training Specialist (QOTS) will recruit and train volunteers to serve on the QOC. QOC members will monitor service delivery in Shawnee County. The QOC members will be made up of:
 - a. Individuals receiving services
 - b. Family members of individuals receiving services
 - c. Guardians of individuals receiving services
 - d. Other interested individuals in the community
 - e. Service providers
 - f. CDDO Representative
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 any confirmed ANE. Refer to policy [06-040](#).
3. The Affiliated Provider is reporting critical incidents on the Critical Incident Report Form ([06-021.001](#)) utilizing the Basic Consumer Information (BCI). Information from the Personal Awareness and Satisfaction (PAS) Tool annual satisfaction survey and the 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 CDDO and the QOC to monitor both positive and deficient trends.
4. When warranted or requested, the CDDO QMC and/or QOTS can provide reports based on information gathered from PAS Tools, ANE reports, critical incident reporting and QOC recommendations.