

**Hetlinger Community Developmental Disabilities Organization**  
**QUALITY ASSURANCE**  
**Regulation Number 30-64-27**

**PURPOSE:**

The purpose of this policy is to identify the responsibilities of the quality assurance committee to ensure responsive services are provided to all persons and corrective action is taken for all identified deficiencies.

**POLICY:**

The CDDO will arrange for on-site monitoring by a local committee made up of persons served, their families, guardians, interested citizens and providers.

**PROCEDURES:**

1. The CDDO will select the members of the committee by requesting that at least one person in each of the aforementioned categories participate.
2. The committee shall meet quarter-annually on a predetermined day in each of the following months, namely: February, May, August, and November. If a majority of the members are not able to attend a meeting, the date and time may be changed with adequate notice to members.
3. At least 10% of persons served will be selected randomly on an annual basis. The CDDO will ensure that each provider and each service will be represented in the random sample. The persons selected in the sample will be surveyed by the committee. Surveys for 100% of persons served will be completed by case managers on an annual basis.
4. The same survey tool will be used to survey all persons served in licensed services. This tool will be developed and approved by the Quality Assurance Committee.
5. Persons on Direct Financial Subsidy will be surveyed using a different tool which has been developed and approved by the Quality Assurance Committee. Those persons who do not have an assigned case manager will be surveyed by CDDO staff.
6. The survey tools will include at least a determination of the following:
  - a. Services that are paid for are delivered.
  - b. Services that are delivered are paid for in accordance with the terms of any agreement or contract in force, including any payment requirement that the person being served or a third party acting on

behalf of the person being served has the responsibility to meet.

- c. Services are being provided in a manner meeting applicable requirements provided for in Article 63, Licensing Providers of Community Services.
  - d. The CDDO or affiliate is affording the person being served all of the person's legally protected rights.
  - e. The CDDO or affiliate meets both these requirements:
    1. Is reporting any suspicions of abuse, neglect, or exploitation to the appropriate state agency.
    2. Has corrected or is actively in the process of correcting the cause of any confirmed violation.
7. Each agency's case managers will give completed surveys to their Quality Assurance Committee members' representative. This person will compile the data and submit a biannual report to the CDDO Quality Assurance Committee for review.
  8. Quality Assurance Committee members will follow up on concerns or deficiencies by contacting the Community Service Provider QA representative immediately and documenting the contact. The CSP agency QA representative will investigate and respond back in writing to the QA Committee member as to what corrective action will be implemented, along with time lines, or the reason why any corrective action is not being implemented. The QA Committee member will bring the concern and the response to the full committee at the next scheduled meeting.
  9. The Quality Assurance Committee will determine if the corrective action is adequate. If the corrective action is not adequate, the committee will make a recommendation to the Community Service Provider with a deadline for compliance.
  10. The Community Service Provider must report any suspicions of abuse, neglect, or exploitation to the SRS Hotline or local SRS office immediately and also to the agency QA representative. Reports may be made anonymously. The committee will review any reports that are brought to the attention of the committee members.
  11. The CDDO will coordinate a training program for QA members, with the assistance of the SRS Quality Enhancement Coordinator.
  12. The Council of Community Members will oversee the functions of the Quality Assurance Committee and utilize Dispute Resolution as set forth in the policy, if needed.

Revised: 05-04-2004