

NEW BEGINNINGS ENTERPRISES, INC.
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION

Policy Number: **105.0 Quality Oversight and Enhancement**

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Regarding: K.A.R. 30-64-26

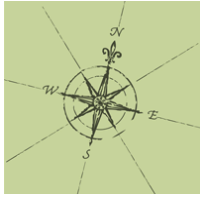
Effective Date: 7.31.02

Revised Date: 1.13.09; 9.11.09; 11.9.11; 11.26.12; 10/8/18 (Combines policies 104.0 – 105.0)

The CDDO shall ensure that all services provided in its service area are responsive to the person-centered support plan, offers opportunities for choices, and ensures that the rights of individuals served are protected and observed.

Procedure

1. The Quality Assurance Committee/Community Council will determine through on-site visits and documentation/record reviews whether each of the following occur:
 - a. Persons live and work in healthy and safe environments;
 - b. Services are provided consistently with the person-centered support plan;
 - c. Services that are paid for are delivered;
 - d. Services are provided in a manner that offers opportunities for choice to the person served;
 - e. Medications are administered properly;
 - f. Restrictive procedures meet regulatory requirements; and
 - g. The legal rights of persons served are protected by the Community Service Providers, including reporting any suspected instances of abuse, neglect or exploitation to the appropriate state agency and CDDO, and, if necessary, correcting any situation relating to suspected instances of abuse, neglect or exploitation.
2. The Community Council has designated CDDO staff as the quality assurance reviewer for the CDDO area. All reviews will be processed by CDDO staff to determine if concerns are noted and/or follow-up is needed. Results of QA reviews will be tracked and trended and presented at each Community Council meeting. CDDO staff will determine when a corrective action plan is required, and, along with the Quality Assurance Committee, will monitor until issues are satisfactorily resolved. The Quality Assurance Committee, a sub-committee of the Community Council, will be made up of Community Council members. The committee will meet quarterly in conjunction with the Community Council.
3. CDDO staff will complete on site reviews and record reviews for at least 10% of all individuals receiving case management plus at least one additional service. Individuals will be selected for review using an online randomizer and/or based on concerns noted by CDDO staff.
4. Annually, CDDO staff will send satisfaction surveys to each individual eligible for I/DD services. The CDDO will review results and present findings, along with a summary of previous year's results, to the Community Council and affiliates. If there are significant



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deficiencies the CDDO, along with the Community Council, will identify a plan to address the issues.

5. Regular agenda items for the Quality Assurance Committee of the Community Council will be as follows:
 - a. Annually – Review Quality Assurance Policy and Procedures
 - b. Annually – Review satisfaction survey results
 - c. Quarterly – Review and follow-up on corrective action plans
 - d. Quarterly – Review Quality Assurance Committee’s site visit results
 - e. Quarterly – Review CDDO Finance Report