

**Cottonwood CDDO
Policies and Procedures**

POLICY NO. CDDO-006

SUBJECT: Quality Oversight

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EFFECTIVE DATE: January 1997

Policy:

Cottonwood in its capacity as the Community Developmental Disabilities Organization (CDDO) for Douglas and Jefferson counties will ensure the quality of services being provided to persons served by affiliated organizations through the establishment of a Quality Oversight Committee. Per KAR 30-64-27

Procedure:

1. The Quality Oversight Committee operates as a subset of the Council of Community Members (policy CDDO-010) and shall be comprised of consumers of services, family members of persons served, guardians, interested citizens, and providers. The chair of the Quality Oversight Committee shall be Cottonwood's Director of CDDO Administration.
2. The Quality Oversight Committee shall establish measurable outcomes through the quality enhancement and oversight system. The following determinations shall be included as a part of the system based upon information provided by and obtained from Community Service Providers (CSPs) and other affiliated organizations through on-site visits and pertinent documentation.
 - a. Services which are paid for are delivered.
 - b. Services which 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. Licensed services are being provided in a manner which meets the requirements provided for in Article 63 of the Rules & Regulations of the Developmental Disabilities Reform Act.
 - d. The person is afforded all legally protected rights.
 - e. The provider has a policy and procedure addressing the reporting of abuse, neglect or exploitation (ANE) to the appropriate state agency. This procedure must address how ANE reporting is monitored to ensure that reporting happens and that corrective actions are taken. The Quality Oversight Committee will review logs or other documentation confirming ANE reporting is occurring.
 - f. The provider has corrected or is actively in the process of correcting the cause of any confirmed violation.

3. The Quality Oversight Committee shall arrange for on-site monitoring of services provided in the service area. The monitoring shall be done in the following manner:
 - a. QO Committee members will annually visit and monitor at least 5% of all individuals reported as served in the CDDO area. The On-Site Visit Checklist will be completed with follow-up provided as outlined in policy.
 - b. Targeted Case Managers will visit and complete the On-Site Visit Checklist for every person on their caseload around the time of their annual assessment. Completed checklists will be submitted to the Chair of the Quality Oversight Committee through the CDDO's BCI (Basic Consumer Info) system. Any concerns that are not addressed through regular channels or that are known to be ongoing and significant or pervasive in nature will be brought to the Quality Oversight Committee for follow-up.
 - c. When significant problems are identified, the KDADS Quality Management staff for the appropriate licensed provider will be alerted. In turn, the KDADS staff will communicate significant problems to the chair of the Quality Oversight Committee.
4. Each licensed CSP in the Douglas/Jefferson county area must have an internal quality oversight process.
5. The Quality Oversight Committee will identify areas of strength and areas needing development and/or correction. This information will be provided to the CSP being reviewed and to the Chairperson of the Council of Community Members.
6. A written response from the CSP addressing areas identified by the Quality Oversight Committee as needing development or corrective action will be provided to the Quality Oversight Committee by the CSP within the timeline specified by the Quality Oversight Committee.