

## PRAIRIE RIDGE CDDO

Policy Number: 5

Regarding: Quality Enhancement

Effective Date: December 14, 1999

Revised Date: March 13, 2008; March 26, 2009; August 18, 2016; July 1, 2017; April 25, 2019

Review Date: July 1, 2018

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### Policy

The CDDO shall ensure that each service provided by any affiliate shall be provided in a manner that is responsive to the person-centered support plan, offers opportunities of choice and ensures all rights are observed and protected.

### Procedure

- I. On-Site Reviews by QA Committee
  - A. The CDDO Quality Assurance Committee will complete an interview using form CDDO101 (Quality Assurance Questionnaire) with individuals receiving services. The individuals to be interviewed will be selected randomly using a computer program such as randomization.com.
  - B. The CDDO Director or designee will review qualitative data from the on-site reviews.
  - C. If concerns are found, the CDDO will notify the agency's Executive Director or designee of the issues. A corrective action will be completed and submitted to the CDDO within 30 days.
  - D. The CDDO Director will report cumulative findings to the TVDS Executive Director, the Community Council, and the Quality Assurance Committee.
  
- II. On-Site Reviews by CDDO staff
  - A. CDDO Staff will conduct a review on at least 15% of individuals receiving day services, including interviewing persons served and their staff.
  - B. CDDO Staff will conduct review on at least 15% of individuals receiving residential, Supportive Home Care or Personal Assistive services, including interviewing persons served and their staff.
  - C. CDDO staff will ensure that each licensed provider has at least one on site review per year and at least 3 files reviewed per case manager. If in the course of the year, three files per case manager have not been reviewed, individuals will be chosen randomly until the minimum has been reached.
  - D. The individuals to be reviewed will be selected randomly using a computer program such as randomization.com.
  - E. The CDDO will notify the agency's Executive Director or designee of any findings. A corrective action will be completed and submitted to the CDDO within 30 days.

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- F. The CDDO Director will report cumulative findings to the TVDS Executive Director, Community Council and the Quality Assurance Committee.
  - G. CDDO staff has the discretion to increase the number of reviews
- III. Critical Incident Reporting
- A. Critical incidents are police involvement (contact or arrest), hospitalizations, emergency room visits, mental health screenings or hospitalizations, death, allegation of abuse, neglect or exploitation or other serious event in the person's life.
  - B. Providers are to report to the case manager any critical incidents within 24 hours of becoming aware of the event and complete the Adverse Incident Reporting System (AIRS) to the Department of Aging and Disability Services if appropriate.
  - C. The case managers will report any critical incidents to the designated CDDO staff by the next business day of becoming aware of the event using CDDO form 130.
- IV. Satisfaction Surveys
- A. The CDDO will conduct satisfaction surveys annually, to determine if individuals are satisfied with the support they receive from staff in the home, quality of day services, paid employment opportunities, support received from their case manager, that they are treated with courtesy and respect, know who to contact for information, and that services help the person to do things to the best of their abilities.
  - B. The information will be compiled and a summary of the responses will be given to the Quality Assurance Committee, Community Council Members and affiliates annually.
- V. Affiliate Reviews
- Annually, the CDDO will review the following:
- A. Policies and Procedures, if changed.
  - B. Insurance
  - C. Audit
  - D. Other Required Documents