



STATE OF KANSAS

Social & Rehabilitation Services

Division of Health Care Policy

Community Supports & Services

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ON-SITE / IN-PERSON QUALITY MONITORING PROTOCOL

[Reviewed 2-1-2007]

Quality Assurance On-Site & In-Person REVIEW PROTOCOL

DUTIES	AT LEAST MONTHLY	AT LEAST QUARTERLY	AS DETERMINED NECESSARY	SEMI-ANNUAL
DUTIES	AT LEAST MONTHLY			
LICENSING CSPs (serving 5 or greater persons) that have full licenses w/o requirements, and no suspected issues	on-going license monitoring, QA will physically be in random locations where services are provided, while persons receiving services are present. This presence is in addition to KLO-II survey process			
DUTIES	AT LEAST QUARTERLY			
LICENSING CSPs (serving less than 5) and Limited License holders with a full license w/o requirements, and no suspected issues	on-going license monitoring, QA will physically be in random locations where services are provided, while persons receiving services are present. This presence is in addition to KLO-II survey process			
DUTIES			AS DETERMINED NECESSARY	
LICENSING CSP (serving 5 or greater persons) that have full licenses <u>WITH</u> requirements.			On-site / In-person at least monthly. More often recommended depending on the requirements that are in place, and the desired outcomes.	
LICENSING CSPs (serving less than 5) and Limited License holders with a full license <u>WITH</u> requirements.			On-site / In-person at least bi-monthly. More often recommended depending on the requirements that are in place, and the desired outcomes.	

DUTIES	AT LEAST MONTHLY	AT LEAST QUARTERLY	AS DETERMINED NECESSARY	SEMI-ANNUAL
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DUTIES			AS DETERMINED NECESSARY
KLO-II Survey			The KLO-II survey is to be conducted on-site and with the individual that is being surveyed. This may require multiple on-site locations, over several days per individual being surveyed at that CSP within that CDDO management area.

DUTIES	AT LEAST QUARTERLY		
Formal Meetings with CDDO executive directors / administrators or their designee		QA is required to meet at least quarterly with all CDDO directors or their designee. Purpose is to discuss the CSP license and/or quality issues within their management area	

DUTIES		AT LEAST QUARTERLY
Formal Meetings with CDDO QA mittee		<p>QA is required to meet at least quarterly with all CDDO QA committees (or staff representatives)</p> <p>Purpose is to share QA committee quality findings and the QA quality findings. Look for trends and to develop strategies to resolve.</p> <p>QA must document this meeting with agenda and items discussed.</p> <p>QA must request a copy of the current CDDO QA Committee report/minutes</p>

DUTIES		AT LEAST QUARTERLY
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DUTIES	AT LEAST MONTHLY	AT LEAST QUARTERLY	AS DETERMINED NECESSARY	SEMI-ANNUAL
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<p>Formal Meetings with CSP executive directors / administrators or their designee, (serving 5 or greater persons)</p> <p>*Case management service provider meetings are to be held quarterly, at a minimum, if there are identified service provision issues, otherwise the requirement is semi-annually.</p>		<p>QA must meet quarterly in-person with the CSP directors or their designee.</p> <p>Discuss Licensing Issues Discuss ANE issues Discuss on-going CAP's Discuss KLO-II survey results</p> <p>QA must document the meeting with an agenda and meeting notes.</p>		
<p>Formal Meetings with CSP executive directors / administrators or their designee, (serving less than 5) and Limited License holders</p>				<p>QA must meet semi-annually in-person with the CSP directors or their designee.</p> <p>Discuss Licensing Issues Discuss ANE issues Discuss on-going CAP's Discuss KLO-II survey results</p> <p>QA must document the meeting with an agenda and meeting notes.</p>
DUTIES			AS DETERMINED NECESSARY	

DUTIES	AT LEAST MONTHLY	AT LEAST QUARTERLY	AS DETERMINED NECESSARY	SEMI-ANNUAL
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PARTICIPANT SAFEGUARDS A-N-E			QA is required to request a CAP (Corrective Action Plan) for all ANE confirmations QA is present on-site and in-person at all locations involved with the specific consumers safety. Or other sites that provide services to ensure that the measures put in place are effective for other persons
DUTIES			AS DETERMINED NECESSARY
PARTICIPANT SAFEGUARDS CRITICAL EVENT MANAGEMENT			QA provides and on-site and in-person presence with the person(s) receiving services that are involved in the critical incident; the family / guardian; the CDDO staff; the CSP staff; and other state and local resources persons as may be necessary to ensure that the CM / CSP / CDDO effectively resolve the issue.
PARTICIPANT SAFEGUARDS Natural Disasters / Public Emergencies Backup planning			The QA is responsive as needed during times of natural disasters / public emergencies. Primary responsibility is to ensure that the CDDO has required each CSP to have backup plans as part of their affiliation and that these plans are effective.
DUTIES			AS DETERMINED NECESSARY

DUTIES	AT LEAST MONTHLY	AT LEAST QUARTERLY	AS DETERMINED NECESSARY	SEMI-ANNUAL
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PARTICIPANT SAFEGUARDS Risk Evaluation & Planning			The QA as a routine part of on-site and in-person monitoring observes behavior management committee processes / Human Right committees. And during regular / or impromptu site visits observes the routine staff / person interactions, read files, and converse with individuals served to make informed decisions as to the effectiveness of the restrictive interventions that are in place.
DUTIES			AS DETERMINED NECESSARY
TECHNICAL CONSULTATION			QA is responsible to provide, or arrange to provide the individuals served / service providers / case managers/ or other parties technical consultation and education in an effort to raise awareness, ensure community safety, and to ensure that all available resources are brought to the table.