

Health Care Policy / Community Supports & Services

Quality Assurance

February 2007

DEFINITION & ACTIVITIES

<p><i>Quality Assurance</i> is defined as those activities which are:</p> <ul style="list-style-type: none">✓ Standards driven✓ Bounded by statues, regulations, rules, policies, agreements, etc.✓ Measured using standard, object review procedures✓ Requirements to provide services to customers	<p><i>Activities</i> of Quality Assurance:</p> <ul style="list-style-type: none">✓ Licensing Agencies / Services✓ Monitoring SRS grants and contract compliance✓ Reviewing statutes and regulations with providers✓ Reviewing proposed provider policies✓ Ensuring credentialing is conducted in facilities✓ Monitoring federal grants compliance✓ Assuring Kansas Act Against Discrimination and ADA compliance✓ Reviewing provider case files✓ Reporting potential Medicaid fraud✓ Ensuring non-facility credentialing is conducted✓ Ensuring case manager training and accountability✓ Personal data collection and reporting
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PHILOSOPHY

First and foremost is the value of person-centered services. Community Supports & Services quality assurance activities shall always be conducted with this value.

Maintaining a routine on-site presence is a crucial component of CSS quality assurance activities. A routine presence is dual purpose in that it gives QA staff ample opportunity for service monitoring while also being preventive by encouraging service provider compliance throughout the year.

On-going activities by quality assurance staff are designed to review individual supports and outcomes as well as systemic / agency processes. This two pronged approach ensures that basic assurances are met at the individual outcome level and provides SRS some assurance the outcomes will remain by ensuring systemic processes are in place.

Feedback to providers shall include positive feedback as well as the identification of opportunities for improvement related to basic assurances. When negative quality assurance findings are made it is the role of the quality assurance staff to provide feedback to the service provider and monitor the service provider's remediation of identified issues. The role of quality assurance staff does not include providing a plan for resolution of identified issues. A service provider's plan for issue resolution should be the work product of the provider.

Quality assurance activities are not designed to be punitive without first allowing a service provider to correct any identified problems (except for egregious circumstances). Service providers are given feedback with an opportunity to resolve identified issues within reasonable time frames.