

POLICY: QUALITY ASSURANCE & QUALITY IMPROVEMENT SYSTEM

POLICY STATEMENT: It is the policy of the Bureau of Developmental Disabilities Services (BDDS) that a Provider shall have an internal quality assurance and quality improvement system.

DETAILED POLICY STATEMENT

1. A Provider shall have an internal quality assurance and quality improvement system that is:
 - a. focused on the Individual;
 - b. appropriate for the services being provided; and
 - c. described, in whole, in a single, written policy or procedure.
2. The system described in section (1) shall include at minimum the following elements:
 - a. An annual survey of Individual satisfaction.
 - b. Maintain a record of the findings of the annual Individual satisfaction surveys.
 - c. Documentation of efforts to improve service delivery in response to the survey of Individual satisfaction.
 - d. An assessment of the appropriateness and effectiveness of each outcome included in the Individual's Individualized Support Plan (ISP).
 - e. A process for:
 - i. reporting Reportable Incidents;
 - ii. analyzing data associated with Reportable Incidents;
 - iii. developing and implementing a risk reduction plan to minimize the potential for future incidents; and
 - iv. monthly review of the risk reduction plan to assess progress and effectiveness.
 - f. If medication is administered to an Individual by a Provider, a process for:
 - i. identifying all medication errors;
 - ii. analyzing all medication errors and the persons responsible for them;
 - iii. developing and implementing a risk reduction plan to mitigate and eliminate future medication errors; and
 - iv. a monthly review of the risk reduction plan to assess progress and effectiveness.
 - g. If Behavioral Supports are provided by a Provider, a process for:
 - i. tracking targeted behaviors;
 - ii. analyzing the targeted behavior data and behavioral health of an Individual;
 - iii. developing and implementing proactive and reactive strategies to improve the behavioral health of the Individual;
 - iv. a review of the proactive and reactive strategies to assess progress and effectiveness; and
 - v. training staff behavioral supports.
3. A Provider shall make all findings available for review by the Division of Disability and Rehabilitative Services (DDRS).

DEFINITIONS

“BDDS” means bureau of developmental disabilities services as created under IC 12-11-1.1-1.

“DDRS” means the division of disability and rehabilitative services as established by IC 12-9-1-1.

“Individualized Support Plan” or “ISP” means a plan that establishes supports and strategies, based upon the Person centered planning process, intended to accomplish the Individual’s long term and short term outcomes by accommodating the financial and human resources offered to the Individual through paid Provider services, volunteer services, or both, as designed and agreed upon by the Individualized Support Team.

REFERENCES

IC 12-8-8-4

IC 12-9-2-3

IC 12-11-1.1-1

Incident Reporting and Management policy

Behavior Support Plan policy

Approved by: Julia Holloway, DDRS Director -

