

Division of Developmental Disabilities – Quality Improvement Systems

The table summarizes quality improvement and risk management systems in place to assure the health and safety of individuals living in three types of service settings. KEY:
 ✓ indicates this system monitors the residential setting RHC= Residential Habilitation Center SOLA = State Operated Living Alternative SL = Supported Living

Quality Assurance Processes	Team	RHC	SOLA	SL	Description
Adult Protective Services	DSHS	✓	✓	✓	Responsible for investigating and making official findings on any accusations of abuse, neglect or exploitation of a vulnerable adults, who do not live in either a licensed setting or in a certified residential setting
Background checks for employment	DSHS	✓	✓	✓	Initial background checks must be completed for all employees who may have unsupervised access to individuals with developmental disabilities
Background checks –renewal	DSHS		✓	✓	Contracted providers must complete check every three years after an initial check has been made
CARE System	ADSA		✓	✓	System contains intake/eligibility, demographic, assessment and support planning information of clients
CARES Inter-rater Reliability	DDD		✓	✓	Statistical inter-rater reliability and fidelity of scoring for the CARES assessment; conducted monthly;
Case Management Information	DDD		✓	✓	Database system to support case managers in managing client information and service plans
Child Protective Services	DSHS		✓	✓	Responsible for investigating and determining abuse or neglect of a child
Complaint Database	DDD	✓	✓	✓	DDD maintains a Complaint database that is the repository for complaints that rise above the standard issues that case managers or supervisors handle each day as a normal business practice
Contracts Database	DSHS	✓	✓	✓	The system tracks compliance with contract requirements regarding: background checks, training, licensure, and contract renewal.
Incident Reporting (IR) System	DDD	✓	✓	✓	DDD maintains a database of required and mandated incidents to be reported administratively for risk analysis purposes.
Incident Review Team	DDD	✓	✓	✓	A monthly review and analysis of significant and serious incidents to ensure proper corrective actions have been completed and any special causes are identified.
Individual Habilitation Plan (IHP)	DDD	✓			A plan developed by the RHCs teams that describes the habilitation supports a resident will receive to achieve greater independence. An IHP is developed at least annually. All plans are monitored regularly by the team leader and also by the team members responsible to develop and implement IHP objectives
Individual Instruction and Support Plan (IISP)	DDD		✓	✓	A plan developed by providers that describes the habilitation supports a client will receive to achieve greater independence. An IISP is developed annually after a person ISP is completed by DDD.
Individual Plan of Care (IPOC)	DSHS	✓			A plan developed annually by the Nursing Home team that includes the kind of services needed, health and other goals and supports to reach those goals.
Individual Support Plan (ISP)	DDD		✓	✓	A plan developed annually by case managers that describes the services and supports an individual will receive. An ISP is developed based on an annual assessment that identifies a person’s support needs.
Mortality Review Team	DDD	✓	✓	✓	The systematic review of all deaths that occur at RHCs and in paid community based programs
Person Centered Plans	DDD		✓	✓	Planning process and principles that lead to a continual process of listening to persons served, learning from them and helping the person get what they want from life. Person centered planning supports individuals but also affects service delivery systems.
Program Certification	DSHS	✓	✓	✓	RCS reviews program certification on RHCs at least once a year and on SOLAs and supported living programs at least every two years.
Quality Control & Compliance Team	DDD		✓	✓	Conducts annual audits to ensure that processes, policies, and procedures required in delivering waiver services are in accordance with standards set forth by the Centers for Medicaid and Medicare Services

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Regional Quality Assurance Staff	DDD		✓	✓	Site visits to ensure client health, safety, and satisfaction with services; Collection of National Core Indicators (NCI) survey via personal contact; Regular follow up visits with clients moving from RHC to community; Annual visit for all children's homes; Monitoring of incidents and deaths;
Statewide Investigations Unit (SIU)	DDD	✓	✓		Team of independent investigators who examine, analyze and review incidents of suspected client abuse, neglect or other critical client incidents.
Operations Review	DSHS	✓	✓		Financial and program performance audits conducted by DSHS internal auditors and examiners
RCS - Residential Care Services	DSHS	✓	✓	✓	This DSHS Division provides licensing, certification and inspections of residential providers both state and privately operated; Investigates or reviews allegations of abuse and neglect occurring in RHCs, nursing homes, boarding homes, adult family homes, & supported living programs. RCS is responsible for certification and oversight; DDD is responsible for contracting, case and resource management and RHC management.
RCS - Complaint Resolution	DSHS	✓	✓	✓	Screening and reviews of allegations of adult (and children if in long term residential settings) abuse, neglect and other mistreatment. RCS complaint investigations determine if the residential setting was in compliance with specific legal, regulatory and best practices requirements.
RCS - Resident/Client Protection Program	DSHS	✓	✓	✓	RCPPI investigates individual employee actions when there is an allegation of abuse or other mistreatment in residential settings; make the official determination and finding of abuse/neglect.
RCS - ICF Survey Team	DSHS	✓			At least annual review of all ICF/ID residential settings to determine if the facilities are compliant with federal rules and expectations. Unannounced on site surveys involve observation, interviews, records review, incident analysis, health and medical assessment and inspection of the physical environment.
RCS - NF Survey Team	DSHS	✓			Required for facility licensing/certification actions. NFs are typically surveyed annually; On-site survey includes observations of plans, resident interviews, and records review. ADSA QA Nurses also conduct utilization reviews and provide regulation-based technical assistance to maximize care quality.
RCS - Community Residential Survey Team	DSHS		✓	✓	Required at least every two years for DDD community residential agencies; programs are reviewed for compliance with state WAC requirements
Business and Program Reviews	DDD	✓	✓		Completed for DDD every 4 months; review of financial, program, quality and risk factors for all DDD managed program areas;
Case Management Reviews	DDD	✓	✓	✓	Community case managers complete yearly in person client visit; quarterly with community protection clients; quarterly or less with children in voluntary placement; RHC case managers and NF nurse case managers conduct regular reviews of plans on a different schedule.
Nursing Care Consultants	DDD		✓	✓	Regional quality reviews by RN consultants upon referral from QA teams; oversight of medically fragile services and programs
Training requirements	DDD	✓	✓	✓	Minimal training requirements according to specific job classifications, duties or certifications
Safety Audits	DSHS	✓			OSHA and WSHA compliance monitoring; Loss control reviews and inspections
State and Local Fire Marshalls	WSP	✓	✓	✓	Physical environmental inspections for fire safety and compliance
State Labor and Industries	L&I	✓	✓	✓	OSHA and WSHA compliance monitoring and inspections; Workman's compensation monitoring
State Licensing Boards	DOH	✓	✓	✓	Reviews and investigates work of licensed or certified health practitioners
State Auditor Office	SAO	✓	✓		Financial and program performance audits conducted by State Auditor inspectors
Washington State Patrol (WSP) investigations	WSP	✓	✓		Through intergovernmental agreement WSP conducts investigations into possible DSHS employee criminal actions and other serious misconduct incidents.
Joint Legislative Audit and Review	Leg	✓	✓		JLARC conducts performance audits, program evaluations, sunset reviews, and other analyses.