



GROUP HOME BULLETIN

DIVISION OF DEVELOPMENTAL DISABILITIES

PROGRAM MONITORING

IN THIS ISSUE

SYSTEM-BASED MONITORING

FRAUD HOTLINE
1-877-822-5799

CHOKING PREVENTION
Be There!

HIDDEN HAZARDS
Post-Holiday Considerations

NO SPACE HEATERS PERMITTED

SYSTEM-BASED MONITORING!

—Quality Assurance Program Monitoring

Explanation of System-Based Monitoring:

In 2007, the Division started transitioning to a system-based monitoring process for Division funded group homes. This included establishing twelve (12) domains, and grouping relevant regulatory references under each domain. In 2009, a weighted score was added to each regulatory reference, which provided a tool to measure the effectiveness of an agency's quality assurance processes. These changes facilitated the Division's ability to provide an objective determination of what constitutes a system's domain trend, and the action required of the Qualified Vendor according to the compliance scores.

The term "system" implies an agency's delivery of services as a whole. Therefore, system-based monitoring observes an agency from an all-inclusive perspective.

System-based monitoring includes:

Promoting a quality "framework" for service delivery, identifying and measuring desired outcomes, and agency strengths and weaknesses – The focus shifts from reviewing an individual home for compliance to reviewing the ability and capability of an agency to be compliant.

Becoming less "people" dependent – Often the success of an agency depends upon the performance of a single person. Once they leave the compliance level of the agency drops. If effective and successful systems are in place, then the agency should be successful regardless of staff turnover.

Increasing opportunities for process improvement – When a "weakness" is identified, addressing it on a system level allows the process improvement to be applied to all levels of service delivery as opposed to just one service site. Service levels include: staff training, policy & procedure, internal monitoring/oversight, participation outcomes, and satisfaction.

Establishing the foundation for "Differential Monitoring" – If an agency can perform consistently at a high compliance level, the review process would become abbreviated. The focus of the review would be system maintenance, rather than service site reviews.

The concept of system-based monitoring will be introduced during the Phase I review cycle of 2012.

For 2012:

The Division will focus on the "Medication Administration" domain to conduct a system-based review. During the Phase I reviews, contact will be made to discuss the agency's system for Medication Administration. The system-based monitoring continues...

State of Arizona Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program of activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-6825; TTY/TTD Services: 7-1-1.

DIVISION OF DEVELOPMENTAL DISABILITIES FRAUD HOTLINE

Fraud by a provider, employee or consumer means the intentional deception or misrepresentation made by a person with the knowledge that the deception could result in an unauthorized benefit to the individual or another person. It includes any act that constitutes fraud under applicable Federal or State law. ARS§§13-1802; 13-2003; 13-2310; 13-2311; 36-2918 [www.azleg.gov]

**TO REPORT SUSPECTED FRAUD CALL TOLL FREE
DES/DDD FRAUD HOTLINE: 1-877-822-5799**



SYSTEM-BASED MONITORING!

(continued)

will allow for a dialog around the agency's system for administering medication, which may include the Quality Management Plan, Policy & Procedure, and Training Curriculum. The agency will NOT be scored on its response.

To assist the agency in reviewing their system-based process for medication administration, these types of questions may be asked:

1. **What is the agency's system to safely administer medications?**
2. **How does the system address all the monitoring standards per Article 8?**
3. **How does the agency measure implementation of medication procedure?**
4. **How does the agency measure compliance of this domain? List all tools used to measure compliance.**
5. **What system-based action does the agency take to make corrections if the agency is not in compliance?**

Once the Phase I reviews have been completed for all agencies, the Division will request feedback on the system-based monitoring process to determine additional domains to be reviewed during 2013.

TWELVE (12) PROGRAM MONITORING DOMAINS

- | | |
|--|---|
|  Medication Administration |  Quality of Life/Consumer Rights |
|  Medication Documentation |  Health and Safety |
|  Behavior Treatment Plans |  Individual Support Plans (ISP) |
|  Documentation/Charting |  Provider Responsibilities |
|  Medical Follow-Up |  Staff Training |
|  Consents |  Policy Review |

HAPPY NEW YEAR

OUR CURRENT LOCATION

On June 30th the Central Office Quality Assurance Unit moved to the Sixth Floor of the Phoenix Financial Services Center Building (NE corner of Central and Osborn):

3443 North Central Avenue • Suite 601
Phoenix, AZ 85012

602.771.8122 • Office
602.636-5405 • Fax
Site Code: 004F

The **GROUP HOME BULLETIN** is a quarterly publication of the **ARIZONA DEPARTMENT OF ECONOMIC SECURITY**
Division of Developmental Disabilities
Program Monitoring Unit.
Editor: Vincenté Benjamin

PLEASE SEND FEEDBACK & COMMENTS TO:
dddmonitoring@azdes.gov

CHOKING PREVENTION

BE THERE !

—Barbara J. Carty
DISTRICT SOUTH PROGRAM MONITOR

There is never enough to be said about choking prevention. One of the most important things to keep in mind in order to prevent choking is to BE THERE!

Meal times are excellent opportunities for incidental teaching/learning. Table manners, cutting food into small pieces, using a napkin, and correct posture are all incidental teaching opportunities to help an individual eat slowly and chew food well.

Sitting at the table and being a role model can assist with setting an example on good table manners. It also sets the stage to observe consumers eating. Check out the size of food pieces served on the plates. Prompt individuals to cut larger pieces into more manageable smaller ones (or assist in cutting, if necessary). Stay at the table until the last person is finished eating.

Using the above strategies not only helps ensure safety, but makes mealtimes more enjoyable as well.

HIDDEN HAZARDS

Post-Holiday Considerations

—LaWanna Bellerive
QUALITY ASSURANCE SPECIALIST

Now that the holidays are behind us, be aware of hazards that may be hiding in the gifts you and the individuals we serve recently received. Please consider the following:

+ Gifts containing small removable parts, such as batteries, battery covers, Leggos, etc., can quickly become a choking hazard for a person who has a history of putting non-food items in his/her mouth.

+ Televisions can easily result in a tip-over if not placed on a piece of furniture that is anchored. Even when a lighter flat screen model is placed on a dresser, this arrangement can become a hazard for a child who likes to climb. Reports of children pulling out dresser drawers and using them as steps to climb up to a television or on top of a TV are frequently reported.

+ Some clothing items could be a potential hazard if they have drawstrings such as is found on hoodies, which can possibly result in a person becoming entangled. Choking incidents have been known to take place as a result. Drawstrings on jackets may possibly catch on play equipment or various other items such as fans or doors.



NO SPACE HEATERS PERMITTED

Possible Fire Hazard

ARIZONA DEPARTMENT OF HEALTH SERVICES

Space heaters are a fire risk when someone trips over them or when flammable objects are placed near or next to them. Because of the unpredictable nature of space heaters and the fact that **accidents do happen**, they are not allowed in licensed group home settings under any circumstances. However, installed (fixed) floorboard heaters are permitted and a viable option for consideration in lieu of portable space heaters.

