

DDD-PI-080

TO: Regional D.D. Program Administrators
Licensed D.D. Service Providers

FROM: Gene Hysjulien, Director
Disability Services Division

DATE: June 30, 1999

SUBJECT: Quality Enhancement Review

The effective date of the policy is July 1, 1999. The Quality Enhancement Review protocol, dated June 10, 1999, is to be implemented in conjunction with this policy.

I. Background and Purpose: To comply with Title XIX funding requirements, State's must exercise sufficient oversight of the home and community based waiver service delivery process and ICF/MR services. State governments have an overriding obligation to ensure that individuals receiving publicly-financed developmental disabilities services are treated with dignity and respect, receive services and supports designed to meet their individual needs, and are able to live safe and secure lives in their respective communities.

The State's quality assurance and enforcement plan must include the completion of periodic, in-depth reviews of the services and supports furnished to persons with mental retardation and related disabilities by the responsible case management/service coordination agency. Services authorized and purchased through D.D. case management will be reviewed, as well as other State plan services and other needed medical, social, educational, and other services regardless of the funding source.

These reviews should include on-site observations to determine the appropriateness of the services and supports being furnished to consumers and families. Reports summarizing the findings should identify any follow-up corrective actions or problem resolution that need to be pursued, the responsible parties, and the required time lines for completing such actions. The effectiveness of the quality assurance/enhancement system will be judged on its effectiveness in keeping vulnerable people out of harm's way, assuring that the services and supports provided to such individuals are appropriate and effective, and identifying and swiftly rectifying incidents of abuse, neglect, exploitation, and sub-standard care when they occur.

II. Quality Enhancement Review Process: The Quality Enhancement Review, completed by the regional D.D. case manager, is an integral part of the quality assurance process to individuals with mental retardation and developmental disabilities in North Dakota. The accompanying protocol for the Quality Enhancement Review dated June 10, 1999 will be implemented to complete the review process for each individual receiving D.D. case management services in North Dakota.

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