



Shawnee County  
 Community Developmental Disabilities Organization  
 "Your resource for connecting our community"

<b>Subject: Quality Oversight</b> <b>Effective Date: 12-15-97</b>	<b>Policy No: 06-022</b>
<b>Revised:</b> 01-10-99, 01-04-02, 04-22-03, 05-15-06, 08-30-07, 08-18-08, 08-31-09, 08-22-11, 08-27-12, 09-08-14, 09-02-16, 10-23-17, 08-29-19, 11-23-20	<b>Forms:</b> <a href="#">(06-022.001) CDDO QA/QE Complaint Form</a>
<b>Reviewed:</b> 08-31-09, 08-26-10, 08-22-11, 08-27-12, 09-08-14. 09-02-16, 10-23-17	

***POLICY: The CDDO Quality Assurance/Quality Enhancement Team (QA/QE) will monitor that Affiliated Provider services satisfy KAR-30-64-26.***

**GUIDELINES:**

1. The QA/QE Team will:
  - a. Review the Affiliate Agreement as necessary.
  - b. Review Person Centered Support Plans as needed.
  - c. Follow up as necessary on Critical Incident Reports and monitor trends of Abuse, Neglect and Exploitation (ANE).
  - d. Targeted Case Management Reviews will be conducted as the QA/QE team deems appropriate.
  - e. When a grievance is received by the CDDO, the QA/QE Complaint Form [\(06-022.001\)](#) will be completed and reviewed. The QA/QE team will monitor and follow-up on complaints submitted.