



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

Subject: Quality Oversight Effective Date: 12-15-97		Policy No: 06-022
Revised: 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	Forms: (06-022.001) CDDO QA/QE Complaint Form	
Reviewed: 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. Monitor trends of Abuse, Neglect and Exploitation (ANE) reports and any Critical Incident Reports.
 - 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.