

Quality Enhancement Review Companion Guide - Accreditation

The Quality Enhancement (QE) Review Guide is used by the Regional QE staff to conduct the QE Review as described in Division Directive **3.100 Quality Enhancement Review - Basic Health and Safety**. This is intended to be a guide to ensure that **SYSTEMS** are in place in the following areas and not simply to identify non-compliance with any single area. The companion guide is offered as a menu of potential questions, observations, and information from documents to keep the review on track. This is **not** a checklist that must be completed in its every detail. Each area should have a comment and those that are not applicable should be noted as such. Findings and recommendations are discussed and problem solving done mutually. Only if a finding would present an immediate danger to an individual(s) would an immediate written safety plan need to be completed and implemented before the regional staff would exit the premises.

For **accredited providers with accreditation granted for the full period of time possible as defined by the individual accrediting agency**, information that relates to health and safety outcomes that would be presented for their accreditation visit are discussed, viewed, and compared with Division of DD data. This information may include but is not limited to annual safety reports, incident and injury summaries, internal or external safety inspections, reports of chart reviews. This discussion and review of data comprises the complete QE review.

AGENCY:

DATE:

REVIEWERS: (List the Quality Enhancement or other Regional or State Staff conducting the review.)

PARTICIPANTS: (List participants from the agency, any other participants who are not actual reviewers)

Missouri Quality Outcome: People are supported to attain physical wellness.

Related National Core Indicators: People secure needed health services. Medications are managed effectively and appropriately.

Related Certification Principle: Individuals maintain good health.

Areas Reviewed	Comments
Individuals obtain medical care at intervals recommended for other persons of similar health status.	<p>Discussion: Describe how people in different age groups or genders are supported in receiving routine medical care. (How do you identify what medical care is needed for consumer’s health and how often they need this care? What are your systems for knowing when to schedule annual physicals, PSA, dental exams, etc.?) Also describe how those with specialized medical needs, including diets, are supported; how specialty care is obtained. Explain your process for tracking and follow up -- who does, how, how often, where/how recorded, is it trended? How do you know it is working?</p> <p>Data: APTS data under health – may direct other questions around this data. For example if data showed numerous issues around preventative care and examinations, may want to pursue this with your questions.</p>
Individuals requiring specialized medical services have access to specialists.	
Recommendations of health care providers show follow-up.	
Individuals who have special dietary needs have those needs reviewed by a dietary consultant.	
Individuals’ health is protected through measures typically taken to prevent communicable diseases for persons with similar health status.	<p>Discussion: Describe the actions you take if someone is suspected or diagnosed with a communicable disease. (Protection of ill consumer as well as housemates and staff. Informing staff of measures.) What is your system to ensure that people are immunized? How are staff trained in these measures and what is your system for assuring that training?</p> <p>Data: APTS data under health; EMT – incident types medical emergency, hospitalization.</p>
Individuals take medications as prescribed.	<p>Discussion: Describe your medication management system. (Administration; renewal; doctor’s orders; training; reporting/tracking/trending and addressing; medication errors). Explain the process for determining if medications are effective.</p> <p>Data: APTS – health procedures, staff training, medications; EMT – med errors.</p>
Individuals are supported in safely managing their medications.	
Individuals’ medications are regularly evaluated to determine their continued effectiveness.	
Individuals who take medications are supported by people who are knowledgeable about accepted standards of practice in medication management.	

Missouri Quality Outcome: People feel safe and experience emotional well-being. People are supported in managing their home.

Related National Core Indicator: People are safe from abuse, neglect and injury.

Related Certification Principle: Assuring individual safety/Individuals’ environments are safe while assuring choices and freedoms.

Areas Reviewed	Comments
Individuals receive the degree of supervision consistent with personal ability and the nature of the environment.	<p>Discussion: How do you support individuals who require altered levels of supervision? Everyone has different support needs – how do you ensure that you are meeting each individual need? What is your process for advocating for someone who, due to changes in health/behavior may require a higher level of support/supervision?</p> <p>Data: EMT – supervision level not followed; APTS – Services and staff/personal plan implementation and staff empowerment.</p>
Individuals’ homes and other environments are clean, safe, and well maintained.	<p>Discussion: Describe your system(s) to assure that homes, buildings and vehicles are clean, safe and well-maintained. Describe how individual’s preferences are taken into consideration in maintaining a safe comfortable environment, including air and water temperatures. What is your process if there are issues discovered in these areas? Discuss some of the adaptations/modifications that have been made to ensure safety. Have you had to use the tenant’s rights process and what was the resolution?</p> <p>Data: EMT – evidence of injuries due to environmental factors, such as burns, falls, etc. –may have to read some descriptions; vehicular accidents. APTS – Environment and safety.</p>
The temperature of individuals’ homes is comfortable, usually within an accepted comfort range of 68 to 78 degrees, unless otherwise indicated per person’s preference.	
Individuals’ homes and other environments have modifications or adaptations to ensure safety.	
Individuals’ safety is assured through preventive maintenance of vehicles, equipment, and buildings.	
Individuals are transported safely.	
Individuals use adaptive, corrective, mobility, orthotic, and prosthetic equipment which is in good repair.	
Individuals’ homes and other environments have passed externally conducted health, safety, and mechanical inspections as required.	<p>Discussion: What environmental inspections are required and conducted to ensure the health and safety of consumers? If recommendations are included, what do you do?</p>
Individuals are supported in responding to emergencies in a safe manner.	<p>Discussion: Describe how you ensure that your staff knows what to do and support people in emergency situations. Where are the written procedures/directions kept? How are they updated? What is your process for assuring adequate working emergency equipment, such as fire extinguishers, smoke detectors, etc.?</p> <p>Data: APTS – Environment and safety.</p>
Individuals participate in emergency drills occurring during daytime, evening, and nighttime hours at least four times annually.	
<ul style="list-style-type: none"> On-site Day Services– At least one fire drill per month and a disaster drill twice per year are conducted. 	
<ul style="list-style-type: none"> Group Home for 4 to 9 People At least one fire drill per quarter and one disaster/weather drill per quarter are conducted.	

<ul style="list-style-type: none"> • Group Home for 10 to 16 People At least one fire drill per month and one disaster/weather drill per month are conducted. 	
<ul style="list-style-type: none"> • Group Home for 17 or More People At least one fire drill and one disaster/weather drill per month are conducted. 	
Individuals are supported or served by staff who are knowledgeable about emergency procedures.	
Individuals have access to adequate evacuation exits.	
Individuals have properly marked and easily accessible firefighting equipment in their homes.	
Individuals are supported or served by staff who have pertinent information to facilitate ordinary or emergency notification of family, guardians, and other interested parties.	<p>Discussion: How do you ensure that notification information for consumers is current and available? Who contacts family/guardian or interested parties in an emergency?</p> <p>Data: APTS – Services and staff, staff empowerment; if concerns arise, look at a sample of EMT data for notifications.</p>
Individuals incurring injuries or experiencing unusual incidents have this documented in their files.	<p>Discussion: When a consumer has incurred an injury or experiences an unusual incident how is this recorded?</p> <p>Data: CIMOR and Report Manager EMT reports; quarterly summary of progress in consumer file.</p>
Individuals and staff use safe and sanitary practices in all phases of food preparation and clean up.	<p>Discussion: What are the expectations in regards to safe and sanitary practices of food preparation and clean up? What training does staff receive?</p> <p>Data: APTS – Environment & Safety, Comfort</p>

Missouri Quality Outcomes: People feel safe and experience emotional well-being.
 People advocate for themselves, for others and for causes they believe in.

Related National Core Indicator: People are safe from abuse, neglect, and injury
 People receive the same respect and protections as others in the community.

Related Certification Principle: Individuals are treated with respect in an environment that promotes dignity.

Areas Reviewed	Comments
Reporting of complaints of abuse, neglect or misuse of funds or property is done as required by 9 CSR 10-5.200. http://www.sos.mo.gov/adrules/csr/current/9csr/9csr.asp#9-10	<p>Discussion: What is the process for reporting of complaints of abuse, neglect or misuse of funds or property – both staff and consumers? What training does staff, consumers and family receive on this? How often?</p> <p>Data: CIMOR and Report Manager Investigation reports; quarterly trend reports.</p>
Event reporting is done as required by 9 CSR 10-5.206 http://www.sos.mo.gov/adrules/csr/current/9csr/9csr.asp#9-10	<p>Discussion: What is the process for event reporting? What training does staff, consumers and family receive on this? How often? What trends have been discovered and action taken as a result of those trends?</p> <p>Data: CIMOR and Report Manager EMT reports; quarterly trend reports.</p>
Due process occurs when limitations are imposed.	<p>Discussion: How do you assure that an individual has due process is certain rights are being limited? Have you made any referrals to the Human Rights Committee, if so what were the outcomes? How do you facilitate the use of external advocates? What policies and procedures do you have in place to ensure the rights of individuals?</p> <p>Data: CIMOR and Report Manager EMT reports; APTS, quarterly trend reports.</p>

Comments: Regarding information found in the review, positive aspects/outcomes achieved, information that may have been clarified, etc.

Conclusion: Evaluative comments regarding the outcome of the review, need for follow-up, etc.

Recommendations: Any specific recommendations for the agency or the regional office to follow-up

Signature: (Of individual leading/conducting the review)