



NEW BEGINNINGS ENTERPRISES, INC  
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION

Policy Number: **104.0-104.1 Quality Assurance / Functions**

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Regarding: (K.A.R. 30-64-27)

Effective Date: 7.31.02

Revised Date: 1.13.09; 9.11.09; 11.9.1; 11.26.12

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Policy Number: 104.0

The Coordinator of Quality Assurance in cooperation with the Quality Assurance Committee (a sub-committee of the Community Council), will seek to assure quality services are provided to persons served by New Beginnings Enterprises, Inc. and its Affiliates.

**Procedures**

- 1) The CDDO and the Quality Assurance Committee will determine whether or not services which are paid for, are provided;
- 2) Services which are provided are paid for based on the terms of any contracts which are in force including agreements between the person and his/her guardian and the provider for the private payment of such things as rent, transportation, etc.; and
- 3) Services meet the applicable requirements of K.A.R. 30-63-01 et seq. New Beginnings Enterprises, Inc. will monitor compliance of the Quality Assurance requirements through quarterly utilization review of consumer records, satisfaction surveys, and personal interviews. Specifically assessing the following criteria:
  - a) Persons live and work in healthy and safe environments;
  - b) Services are provided consistently with the person-centered support plan;
  - c) Medications are administered properly; and
  - d) Restrictive procedures meet regulatory requirements.
- 4) The legal rights of persons served are protected by the Community Service Providers including:
  - a) Reporting any suspected instances of abuse, neglect or exploitation to the appropriate state agency; and
  - b) Correcting or is actively in the process of correcting any situation relating to confirmed instances of abuse, neglect or exploitation.



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#### 104.1 FUNCTIONS OF THE QUALITY ASSURANCE COMMITTEE

- 1) The Quality Assurance Committee, a subcommittee of the Community Council, will be made up of persons served, their families, guardians, interested citizens, and providers.
- 2) The Quality Assurance Committee shall arrange for on-site monitoring of services provided in its service area. The case managers will conduct on-site visits to all licensed sites on a monthly basis and complete Quality Assurance checklists (CDDO 32). The case managers will conduct on-site visits a *minimum* of one time per year to all other persons served in the New Beginnings Enterprises, Inc. CDDO area. The data collected will be compiled and analyzed by CDDO staff. A report of the data will be submitted quarterly to the Quality Assurance Committee. In addition to the case management visits, the Quality Assurance Sub-Committee, or designee, will attempt to complete an onsite visit to at least 25% of individuals who are receiving personal assistant services or are shown as waiting in the CDDO area annually. The CDDO Director will act as chairperson. The committee will meet quarterly in conjunction with the Community Council
- 3) Through monthly reviews of remittance advices, the New Beginnings Enterprises, Inc. Finance Department shall determine that all services provided are paid in terms of any contracts or agreements in force. The Finance Department will prepare a quarterly report for the Quality Assurance Committee review.
- 4) Annually, the committee reviews reports from each licensed provider on the policies and procedures for medications, medication errors, training provided, restrictive interventions, and the behavior management committee.
- 5) Regular agenda items will be as followed:
  - a) Annually - Review Quality Assurance Policy and Procedures.
  - b) Annually – Review Satisfaction surveys results.
  - c) Annually – Reports on medication issues and each Community Service providers Policies and Procedures on Medication and Administration.
  - d) Second and Fourth Quarters – Reports from Behavior Management Committees and CSP's policies and procedures on Restrictive intervention.
  - e) Quarterly – Reviews and follow up on corrective action plans.
  - f) Quarterly – Review Quality Assurance Committee's site visits.
  - g) Quarterly – Review Finance directors report.

The Quality Assurance Committee reports its activities quarterly to the New Beginnings Enterprises, Inc. Management Team and to the Board of Directors as requested.